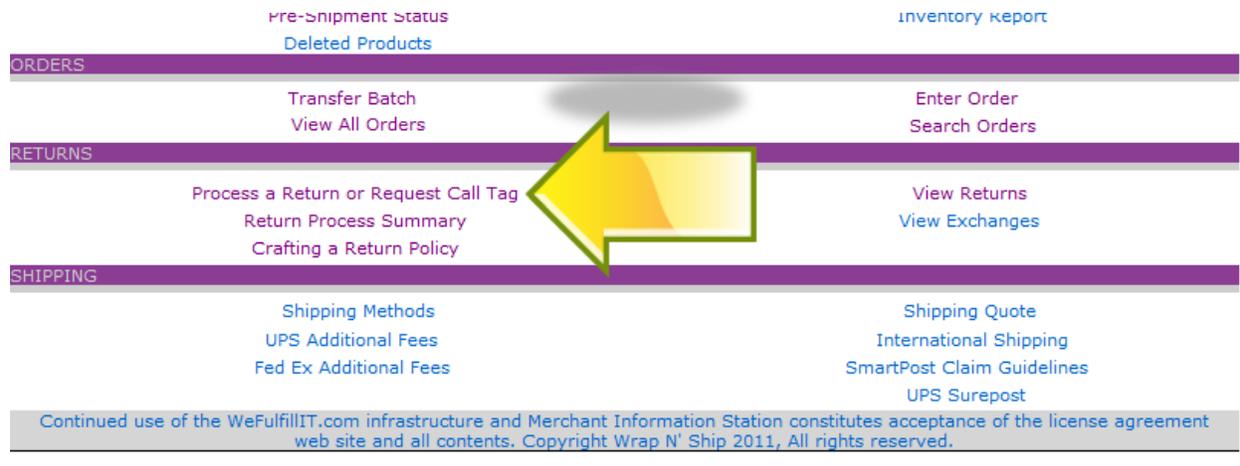


“We-Return-It” provides you with a complete program that allows your customers to create a return label and print it from the comfort of their own home; saving you the time of initiating the return or exchange! Your customers will be able to create a return/exchange any time of the day: before, during, or after your normal business or call center hours. The **“We-Return-It”** program may also help cut back the number of calls you receive as the customer will be able to create the return and not have to call in to do so. Customers will appreciate the ease and convenience of receiving a postage-paid return label immediately to speed up the exchange/return process to get the correct items quickly.

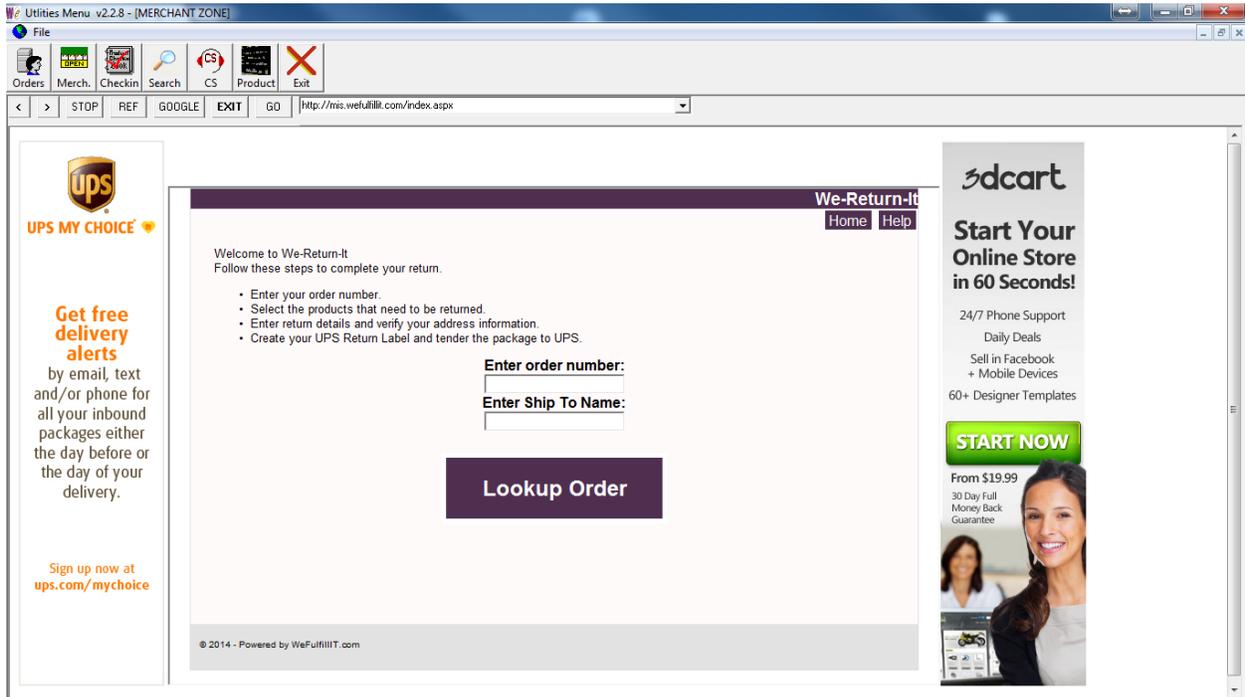
To create a return, start by logging into the MIS at mis.wefulfillit.com then select “Process a Return” under the RETURNS section.



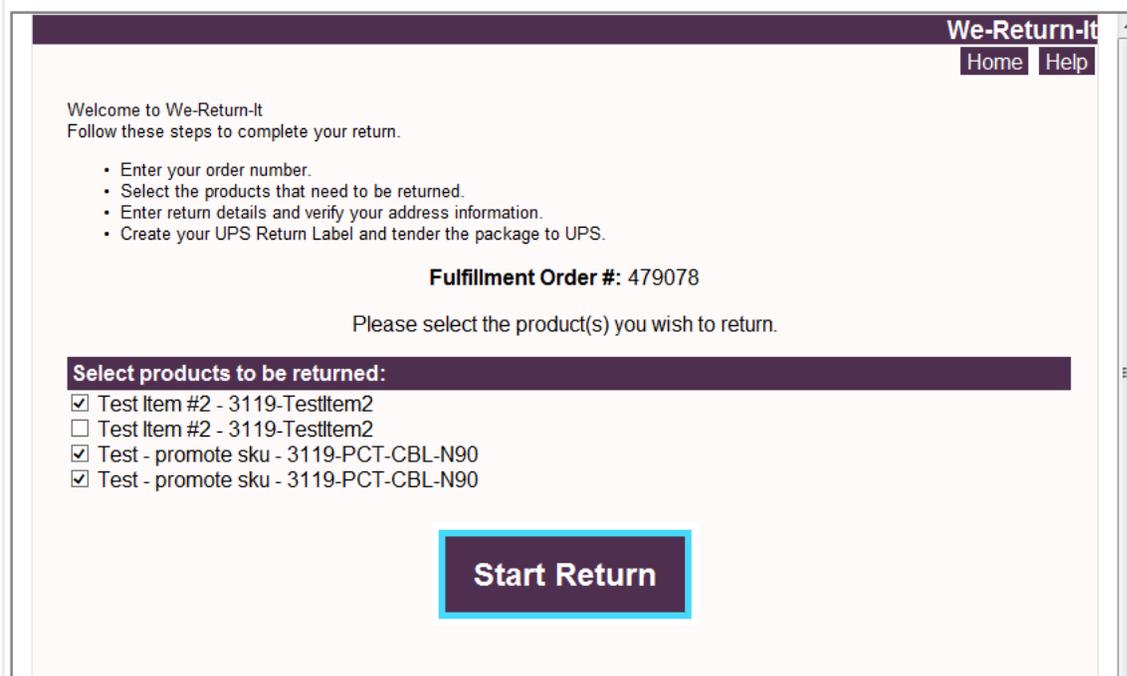
Select “Create a Return”



Enter the order number and the customer's name and click "Lookup Order". Either your order number or WFI's order number can be used to lookup an order.



Every item on the order will be displayed. If any item was purchased with a quantity of more than 1, that item will be listed multiple times, once for each that was on the order. Select the item(s) that you would like to return. If you want to return multiple of the same item select as many of that item as you want to return. Once all of the items that you wish to return are selected, click "Start Return".



On the next screen you will need to choose a Return Reason, a Return Type, and enter Additional Comments for each item on the return.

Test Item #2
3119-TestItem2
Return Reason: Select a reason
Return Type: Select a type
Additional Comments:
(Please include details to assist us with your return/exchange. For exchanges please include style number or description i.e. name, size, color.)

Test - promote sku
3119-PCT-CBL-N90
Return Reason: Select a reason
Return Type: Select a type
Additional Comments:
(Please include details to assist us with your return/exchange. For exchanges please include style number or description i.e. name, size, color.)

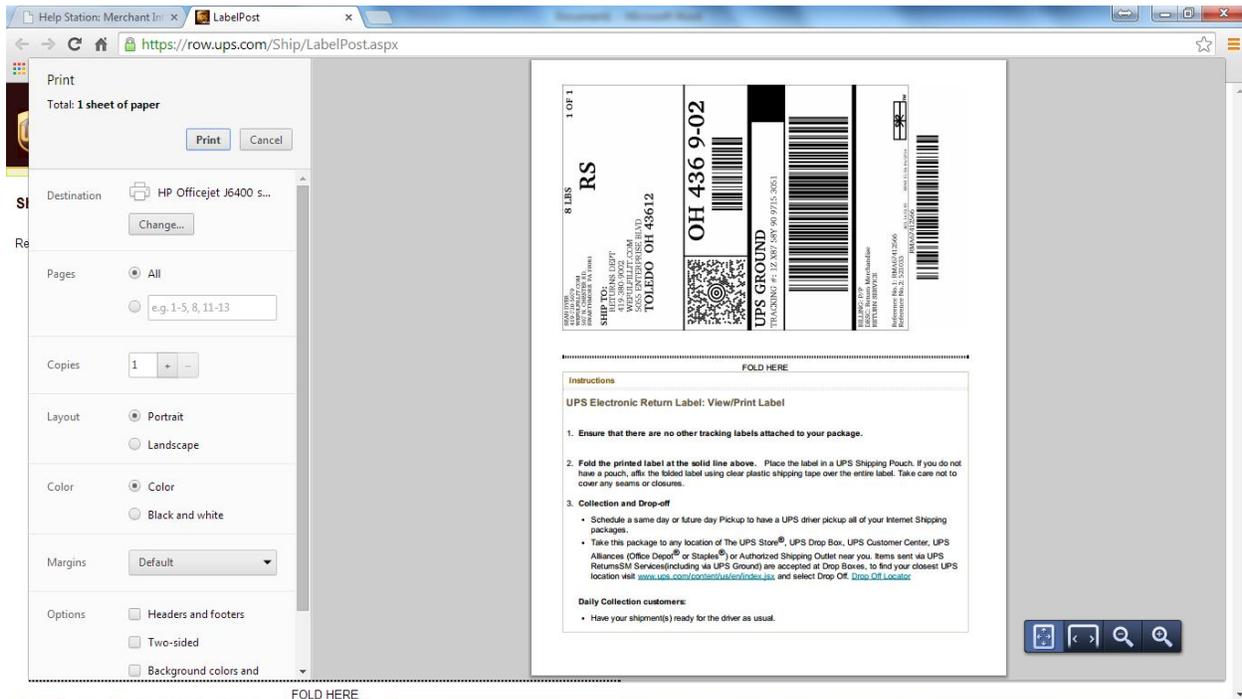
Once all of the items have been selected, a reason and return type chosen, and additional comments entered for all items, scroll down to the bottom of the screen and verify that the customers information is correct. This information will be pulled directly from the order and will be automatically entered on the return. Once the information is verified or corrected, click "Complete Return"

Verify your contact information:

Name: Wefulfillit
Attention: Sean Dyer
Address 1: 5055 Enterprise Blvd
Address 2:
City: Toledo
State: Oh
Postal Code: 43612
Country: United States
Phone: 419-720-5079
Email: customercare2@wefulfillit.com

Complete Return

A new tab will open in the internet browser and prompt you to print a return label.



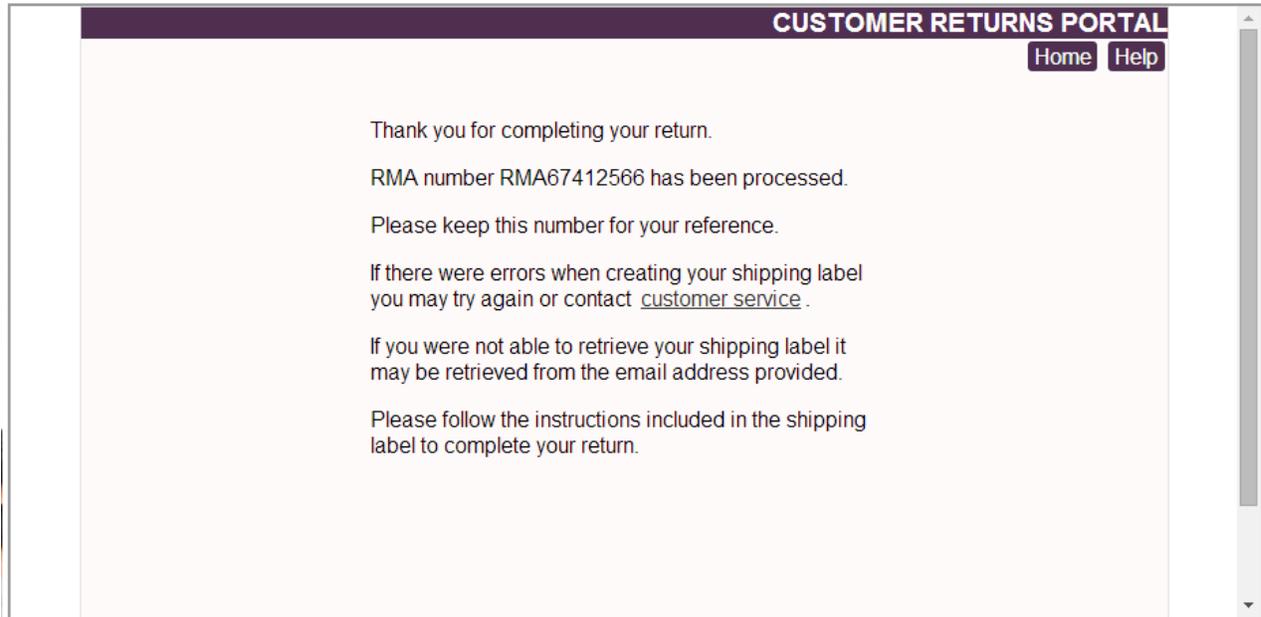
Print the label and place it on the outside of the box that you are shipping back to WeFulfillit.

To ensure that you get most economical shipping, UPS Ground will be used for all returns generated through the ***“We-Return-It”*** program.

While this is a prepaid return label, that doesn't mean you have to take the loss of the return shipping expense. Many e-commerce sites set-up a flat return rate fee and let the customer know the return fee will be subtracted from the merchandise credit.

For example:

The purchase price of the merchandise will be credited back to your original method of payment and the flat return shipping charge of \$8.95 will be deducted for the use of the return label provided.



After printing the label you will be taken to a Thank you screen where you can use the Home button to start another return if needed or you can close the window.