



Cathy Iteen
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To our valued customers:

In an effort to streamline the returns process, we have implemented some basic requirements for all current and future returns. The below stated requirements are considered an integral part of our return policy. Compliance will facilitate both the receiving and the credit process.

1. Labeling:

- Carton/skid must have the Wolverine World Wide Return Authorization number & quantity per carton on the label of each carton
- Return Authorization numbers can be obtained by calling Customer Service at 1-800-253-2184
- All cartons must be marked 1 of __, 2 of __, 3 of __ etc.
- Packing slips/claims must be attached to each carton in a plastic envelope or inside the carton
- Return Authorization numbers, WWW part numbers, quantities and reason for the return are to be listed on all packing lists/claims
- All returns must be addressed to:

**Wolverine World Wide
Reverse Warehouse
123 N. Main St
Rockford, MI 49341**

2. Packaging:

- All cartons/skids being delivered by a freight line are required to be on pallets. Pallets are required to be standard size, 40 x 48", and must be clearly labeled with the return authorization number.
- Cartons being returned via small parcel such as Fed Ex Ground or UPS Ground may NOT exceed 50 pounds in weight or exceed dimensions of 3 cubic feet (approx. 18 x 18 x 16 inches).
- All cartons delivered by Fed Ex Ground, UPS Ground or DHL Ground are required to have a return authorization number on every label and a claim/packing list in every carton.
- No returns via collect Air Freight will be accepted.

3. Routing:

a) Freight Collect Returns

- All returns sent via freight collect will be refused unless previously approved by customer service.
- Customer Service will provide Fed Ex Ground Returns Labels to you for approved collect small parcel returns.
- All returns larger than 15 cartons & approved to be sent freight collect by customer service must be shipped by a pre-approved freight line or they will be refused. Please select Carrier Routing Tables at the following link to locate approved freight carriers for freight collect returns.
http://www.wolverineworldwide.com/main_contact.asp.

b) Freight Prepaid Returns

- All prepaid returns of 15 cartons or less may be returned via either Fed Ex Ground prepaid or UPS Ground prepaid.
- Cartons should not exceed 50 pounds.
- All prepaid returns over 15 cartons should be returned via a freight line, not via Fed Ex or UPS.