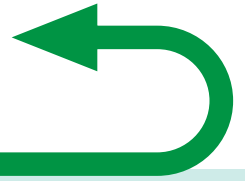


Shoppers Unload Their Expectations for Holiday Returns



Retailers, give us **choices and convenience.**

Fix your mistakes, **FAST!**

You **messed up** my order...**Again!**

95% say **how well returns are handled** influences their decision to order again

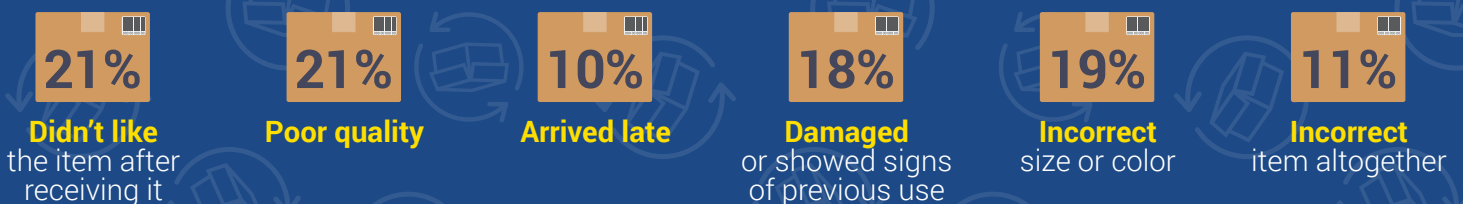
88% want the option of returning **in-store** or by **pre-paid mail**

39% expect to have the correct item in-hand **within 1-2 days** after informing a retailer of a shipment mistake

40% report after returning an incorrect item purchased online, they **received an incorrect item a second time**



Reasons for **returning items**



Consumers want **to be heard!** Protect your brand!

78%

of consumers will share their **negative shopping experiences** online



Voxware, a leading provider of cloud-based voice and analytic supply chain solutions, polled 500 consumers about their holiday shopping habits and expectations in the biennial Voxware Holiday Survey.