

How customer return orders are handled

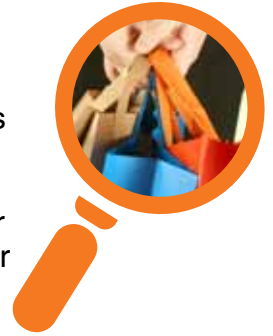
2

You give your customer authorisation to return product to our business address in Australia.



1

Your customer for various reasons wishes to return product to YOU (either faulty products, customer ordered wrong product or customer not happy with product).



4

SOS Mail Solutions automatically sends an email to YOUR Returns Department advising returns have been received.



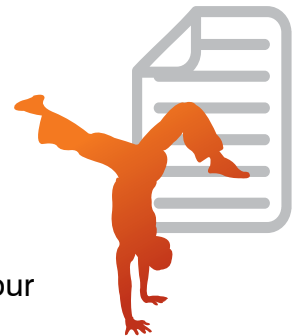
3

SOS Mail Solutions receives return products, scans the return paperwork, and uploads the scan to SOS Mail's secure website for YOUR Company to view and action.



5

YOUR Returns Department views the scanned return paperwork and actions customer request immediately, making your customer very happy!



6

SOS Mail Solutions individually identifies each return before consolidating into a bulk shipment back to YOU using your chosen freight provider.

