

Returns and exchanges are a reality of retail, but given the required care to prevent the further spread of COVID-19, you may wish to examine your return and exchange policies, as well as your protocols for handling products being returned to your facilities.

- Consider suspending or modifying your return and exchange policies.
- Consider “final sale” policies on any products that carry an enhanced risk of germ exposure (such as sheets, pillows, remote controls, etc.).
- Consider “final sale” policies on products that may be purchased with short-term intent due to fears of shortages (such as freezers).

Returned Merchandising Protocol: If your company will accept product returns or exchanges, consider establishing a protocol to promote the safe handling of these items.

- Establish protocols for processing returned merchandise that limits contact between your team members and the returned product.
- Establish protocols for handling returned merchandise that limits exposure of the product to your facilities (including a set entry point for returned merchandise and designated team members properly equipped to process the products).
- Establish disinfecting protocol for returns and exchanges.
 - Consider requiring items to be sealed or stored separately.
 - Consider requiring team members to use PPE to process, handle and disinfect returned items.
 - Consider storing returned items in isolation for a safe time period before returning them to any inventory availability status.

