



I need to return this. Oh, and I think it is broken.

“... My mother bought it for one of the kids four or five months ago. I’m pretty sure it came from your store; I know you sold these things at one time. The kids hardly touched it. Mom paid with a charge card, but I just want the money back. I don’t have the receipt; my mother said you never gave her one. You should really give out the receipts, all the big stores do. My family and most of my neighbors get their prescriptions here. I spend tons of money here. I can’t use a credit, the kids don’t want another one, and so I’ll take the cash.”

We have all heard a story like this. In some cases the item trying to be returned was originally shoplifted from another store or possibly yours!

Here are few tips for handling returns:

- Have a written and easy to understand return policy.
- Post the policy in clear view, with no obstructions, at every register.
- Your policy should cover every possible scenario.
- Provide a copy of the return policy to every employee. Ask them to sign it, stating that they have read and understand the policy.
- The return policy must be in your employee handbook and training manual.
- Only management should be willing to make exceptions (very few) for well-known, loyal customers.

In the lives of shoplifters the news of a poorly enforced return policy spreads like wildfire. To reduce the risk of lost revenue and angry customers, please, have a return policy, educate everyone about your policy, and enforce the policy.

Thank you for being a member of NCPA! Gabe