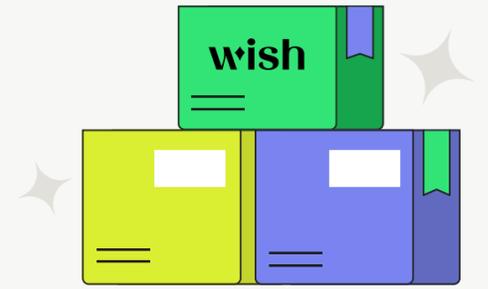


Merchant Managed Returns: Choosing your own return policy



Merchant Managed Returns are here!

In an experiment conducted by Wish in Q2 2022, asking customers to return products reduced overall refund amounts by approximately 35%.¹

Merchant Managed Returns offers new benefits for merchants, including:

- ✦ More and better refund policy options
- ✦ Increased merchant/customer communication
- ✦ Improved fraud protection

When you select a Merchant Managed Returns policy, you'll be able to handle return requests based on that policy. Wish also provides automated support for certain ticket types.

Improvements include:

- ✦ Merchant-friendly return policy options that can be changed at any time
- ✦ Option for Wish to handle all of your Customer Support needs
- ✦ Ability to configure settings at the shipping country level*
- ✦ Return label generation & optional Wish return warehouses/facilities
- ✦ A path to escalate tickets to Wish and monitor the results

With Merchant Managed Returns, customers are clearly shown the merchant's chosen return policy when they make a purchase on Wish.



Returns within 30 days of delivery

If you're unhappy for any reason, contact Support within 30 days of delivery. Our team will work with you to find the best resolution.



Free return shipping

We'll provide prepaid shipping labels for your returns. Returns must arrive within 30 days of the return label's creation date.



This item is not returnable

Some products, like cosmetics, perishables, and items marked non-returnable by the merchant, are not eligible for a return or refund. However, every delivery is covered by our Buyer Guarantee.

Our handy matrix can help you compare Wish's new return policies:

MERCHANT POLICY OPTION	Wish Auto Review	Free 30-Day Returns	Prepaid 30-Day Returns	Returns Not Accepted (Non-EU Only)
WHAT WISH USERS SEE	★★★★☆ 601 item ratings 30-day returnable	★★★★☆ 601 item ratings Free 30-day returns	★★★★☆ 601 item ratings 30-day returnable	★★★★☆ 601 item ratings Final Sale
MERCHANT BENEFITS	Saves merchants time and money on operating costs; takes burden of handling returns off of merchants	Highlights return flexibility to customers in the Wish shopping app; offers merchants flexibility related to refund amounts; merchants can communicate with customers directly ²	Merchants have more control over the return approval process, and refund amount choices based on return reasons; merchants can communicate with customers directly in the Merchant Dashboard ²	No obligation to accept returns or issue refunds (with a few exceptions)
POLICY SUMMARY (See our Help Center article for a full policy description)	Wish CS authorizes and handles return requests per our standard return policy	Merchant accepts returns and pays for return shipping (no matter the reason for the request) within 30 days of delivery	Merchant accepts returns within 30 days of delivery and provides a prepaid return shipping label; for certain requests, customers offset return costs by receiving only a partial refund	Eligible products are not returnable or refundable, with a few exceptions
BEST FOR	Merchants who don't have time or resources to manage returns	Merchants who want to provide the most customer-friendly support	Merchants who want the most flexible return policy possible	Merchants who sell non-returnable products

Check out our [Policy page](#) and [Help Center article](#) for full information about Merchant Managed Returns, or speak with your Account Manager, who can help you select the best policy for your current business needs.

*Due to international regulations, certain policies cannot be set for certain countries/regions. See our Policy page for more information.

¹Source: Wish internal data, Q2 2022

²Merchants must keep communication with customers on the Wish platform. Directing commerce off of the Wish platform is a violation of [Wish's Merchant Terms of Service](#) and may result in the permanent account termination.