



**Cathy Iteen**  
Reverse Warehouse Manager

**Distribution Center Warehouse 47**

**Canadian Returns Guidelines**

**To our valued customers:**

In an effort to streamline the returns process, we have implemented some basic requirements for all current and future returns. The below stated requirements are considered an integral part of our return policy. Compliance will facilitate both the receiving and the credit process.

**1. Labeling:**

- Carton/skid must have the Wolverine World Wide Return Authorization number & quantity per carton on the label of each carton
- Return Authorization numbers can be obtained by calling Customer Service at:

**Caterpillar, Wolverine and Bates: (800) 263-8272 / (905) 847-1682**

**Hush Puppies, Harley Davidson, Sebago & Cushe: (800) 567-4874 / (514) 344-1219**

**Merrell Footwear & Apparel, Patagonia (Footwear only): (888) 463-7735 / (450) 227-1574  
X 2400**

- All cartons must be marked 1 of \_\_, 2 of \_\_, 3 of \_\_ etc.
- Packing slips/claims must be attached to each carton in a plastic envelope or inside the carton
- Return Authorization numbers, WWW part numbers, quantities and reason for the return is to be listed on all packing lists/claims
- All returns must be addressed to:

**WWW ULC C/O SCHENKER INTL  
150-C Courtneypark Drive West  
Mississauga, Ontario  
L5W 1Y6**

**Attention: Wolverine World Wide Canada Retours/Returns**

**2. Packaging:**

- All cartons/skids being delivered by a freight line are required to be on pallets. Pallets are required to be standard size, 40 x 48", and must be clearly labeled with the return authorization number.

- Cartons being returned via small parcel such as Fed Ex Ground or Purolator Ground may NOT exceed 50 pounds in weight or exceed dimensions of 3 cubic feet (length x width x height in inches divided by 1728).
- All cartons delivered by Fed Ex Ground, or any other small parcel carrier are required to have a return authorization number on every label and a claim/packing list in every carton.
- No returns via collect Air Freight will be accepted.

### 3. Routing:

#### a) Freight Collect Returns

- All returns sent via freight collect will be refused unless previously approved by customer service.
- Customer Service will provide Fed Ex PRP Returns Labels to you for approved collect small parcel returns.
- Merrell/Patagonia Customer Service recommends that small parcel returns be sent back using Purolator or Canada Post.
- All returns larger than 15 cartons & approved to be sent freight collect by customer service must be shipped by a pre-approved freight line or they will be refused. Please click on the following email link to email a request for routing of shipments larger than 15 cartons: [wolverine\\_returns@dbschenker.com](mailto:wolverine_returns@dbschenker.com). Please provide shipping address & contact information, RA number, number of units (cartons or pallets), unit dimensions and weight.

#### b) Freight Prepaid Returns

- All prepaid returns of 15 cartons or less may be returned via any approved small parcel carrier
- Cartons should not exceed 50 pounds.
- All prepaid returns over 15 cartons should be returned via a freight line, not via a small parcel carrier.