



Wolverine Worldwide Canadian Returns Guidelines  
Revised 7/20/2017

\*Please note this routing guide is specifically set up for returns that WWW is responsible for paying the freight on.

All accommodation returns are returned at the customer expense.

All returns, whether prepaid or collect, require a **Return Authorization (RA) #**. This may be obtained by contacting your Customer Service Representative.

Your Customer Service Representative will provide small parcel labels to you for shipments up to 15 cartons.

- Cartons being returned via small parcel 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 small parcel are required to have a return authorization number on every label and a claim/packing list in every carton.

For Shipments larger than 15 cartons and up to 3000 # and 6 pallets please ship via Fed Ex Freight Collect. Cartons may be larger than 3 cubic feet when shipping via these carriers, but may not weigh more than 50 #.

**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:

Performance: (888) 463-7735

Lifestyle: (800) 567-4874

Heritage: (800) 263-8272

- 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.
- All returns must be addressed to:  
**Wolverine Worldwide. 6225 Millcreek Drive. Mississauga, ON L5N0G2**  
**Attn Canada Returns Dept**

**Notes:**

- If the designated carrier does not service your shipping location as a direct point and / or if your shipment is greater than 6 pallets or 12 linear ft, please fill out the routing request form at the link below and send it via email to [GlobalTraffic@wwwinc.com](mailto:GlobalTraffic@wwwinc.com)

**Routing Request Form:**

[http://www.wolverineworldwide.com/wp-content/uploads/2011/01/Cust\\_ReturnsRoutingReqForm2008.pdf](http://www.wolverineworldwide.com/wp-content/uploads/2011/01/Cust_ReturnsRoutingReqForm2008.pdf)

- LTL shipments must not consume more than 12 linear feet of trailer floor (750 cu. Ft.)
- Your shipment via any of the below LTL carriers must be accompanied by a Bill of Lading. For information on bill of lading requirements, please visit the link below.

**Bill of Lading Information:**

- <http://www.wolverineworldwide.com/wp-content/uploads/2011/07/ReturnsBOLApr2012.pdf>
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**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.

Any violations of the above routing instructions will be charged back at \$100 plus the cost difference of the freight.

**Carrier Contact Information:**

Fed Ex Freight Canada [http://www.fedex.com/ca\\_english/freight/canadaltl/shippingdesk.html](http://www.fedex.com/ca_english/freight/canadaltl/shippingdesk.html)  
Phone: 1-800-567-5567