



Wolverine Worldwide Canadian Returns Guidelines  
Revised 4.21.2025

**\*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 at Wolverine Worldwide.

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 over 999 lbs. our returns carrier is Nu Era Logistics.

Please send an email to

[ryang@shipnuera.com](mailto:ryang@shipnuera.com) and [operations@shipnuera.com](mailto:operations@shipnuera.com)

Returns shipping via Nu Era are to be loaded on pallets.

**Labeling:**

- Carton/skid must have the Wolverine Worldwide 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**

- Your shipment via Nu Era must be accompanied by a Bill of Lading. It is your responsibility to fill out the BOL in full. 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>

**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.