

Mail-Back Monday Returns Checklist

Your quick guide to handling the busiest returns day of the year.

Before Peak Season

- ☐ Review and update your returns policy
- ☐ Make timelines, fees, and eligibility clear
- ☐ Ensure customers can easily find return instructions
- ☐ Prepare your warehouse and customer service team
- ☐ Test your returns platform or automation tools

During Mail-Back Monday

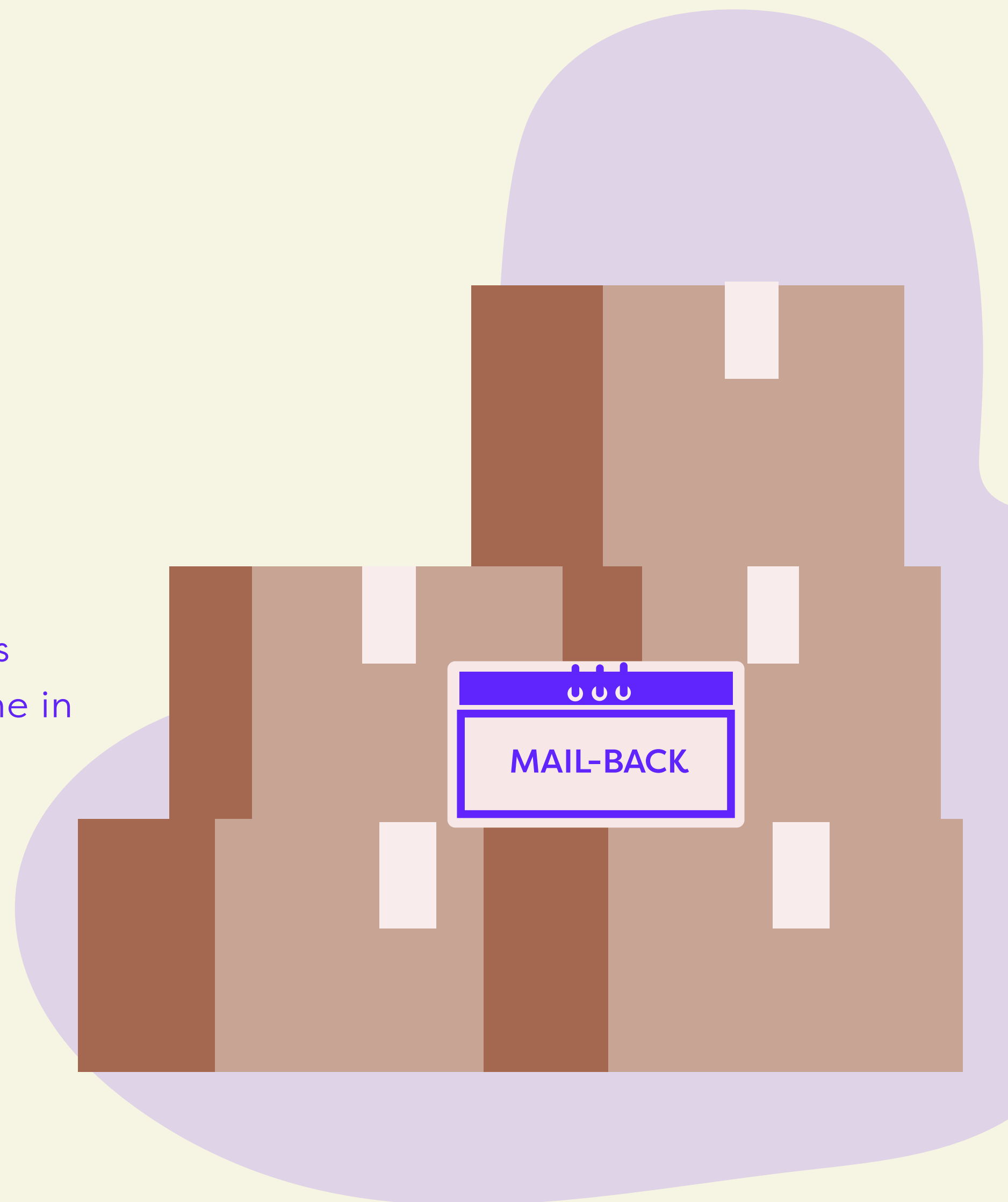
- ☐ Monitor returns volumes in real time
- ☐ Use automated return labels to reduce manual work
- ☐ Batch-process incoming parcels to save time
- ☐ Fast-track inspection and restocking of resalable items
- ☐ Track the most common reasons for return as they come in

Customer Experience

- ☐ Communicate clearly at every stage of the return
- ☐ Offer exchanges or store credit where possible
- ☐ Provide reassurance and empathy in all messages
- ☐ Make return instructions simple and mobile-friendly

After Peak Season

- ☐ Analyse return reasons (size, quality, delivery, expectations)
- ☐ Update product descriptions and imagery if needed
- ☐ Improve packaging or quality checks
- ☐ Adjust future forecasts based on actual return rates
- ☐ Identify cost-saving opportunities in your returns workflow



For support managing returns around Mail-back Monday and other peak times, get in touch.

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