FedEx Makes Returns Easier for Consumers at Thousands of Walgreens Locations Nationwide

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FedEx Corp. (NYSE: FDX) announced today it will make it easier for consumers to drop off returns at thousands of Walgreens locations nationwide. Merchants and e-tailers that have implemented FedEx Returns Technology â€“ a solution for simplifying returns that is already available at 1,900 FedEx Office locations nationwide â€“ can now offer more convenient returns to their customers at Walgreens. The rollout will begin in early November before the peak holiday season.

One new feature lets customers print their return shipping label in a store. Any e-tailer using the FedEx Returns Technology platform can send their customer a return code via email that can be taken to a participating Walgreens location. From there, a store associate will print a return label in-store, eliminating the need for the customer to print a label at home and the need for merchants to print and include a return label in every package.

"With the volume of e-commerce returns growing rapidly, it's essential that retailers have an easy returns process that meets the expectations of today's shoppers and carefully minds the growing costs," said Ryan P. Kelly, vice president of global e-commerce marketing, FedEx Services. "Shoppers prefer to take their online returns to a physical location, so by expanding FedEx Returns Technology to our broader convenience network with Walgreens, we're enabling merchants and e-tailers to offer more locations for their customers to bring their returns."

Walgreens is part of the FedEx retail convenience network, which currently offers FedEx pickup and drop-off services at nearly 14,000 retail locations.

"Our service offering with FedEx has been very well received by our customers, and implementing this latest technology in our stores will deliver even greater convenience to meet the needs of today's customer," said Richard Ashworth, president of operations, Walgreens. "This is especially meaningful heading into the holiday season as more customers shop for gifts online and we're able to offer safe, secure package pickup and drop-off services."

This offering represents the latest addition to

the growing e-commerce portfolio at FedEx. Recent announcements include the launch of FedEx Extra Hours; Roxo, the FedEx SameDay Bot and FedEx Ground announcing seven-day residential delivery year-round.

FedEx Returns Technology originally launched in March 2018 and is integrated with more than 1,900 FedEx Office locations across the U.S. It enables merchants of all sizes to offer their customers the ability to easily drop off returns that can be inspected, professionally packed and, in some cases, processed for a faster credit refund.

With the goal of simplifying returns for businesses and the end consumer, FedEx offers a diverse portfolio of returns solutions, including a range of transportation services to meet cost and speed requirements, technology options such as FedEx Returns Technology, fedex.com tools and FedEx® Pack and Return services through FedEx Office, as well as comprehensive reverse logistics capabilities for more robust businesses to optimize returns value recovery through FedEx Logistics.

Source: FedEx

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