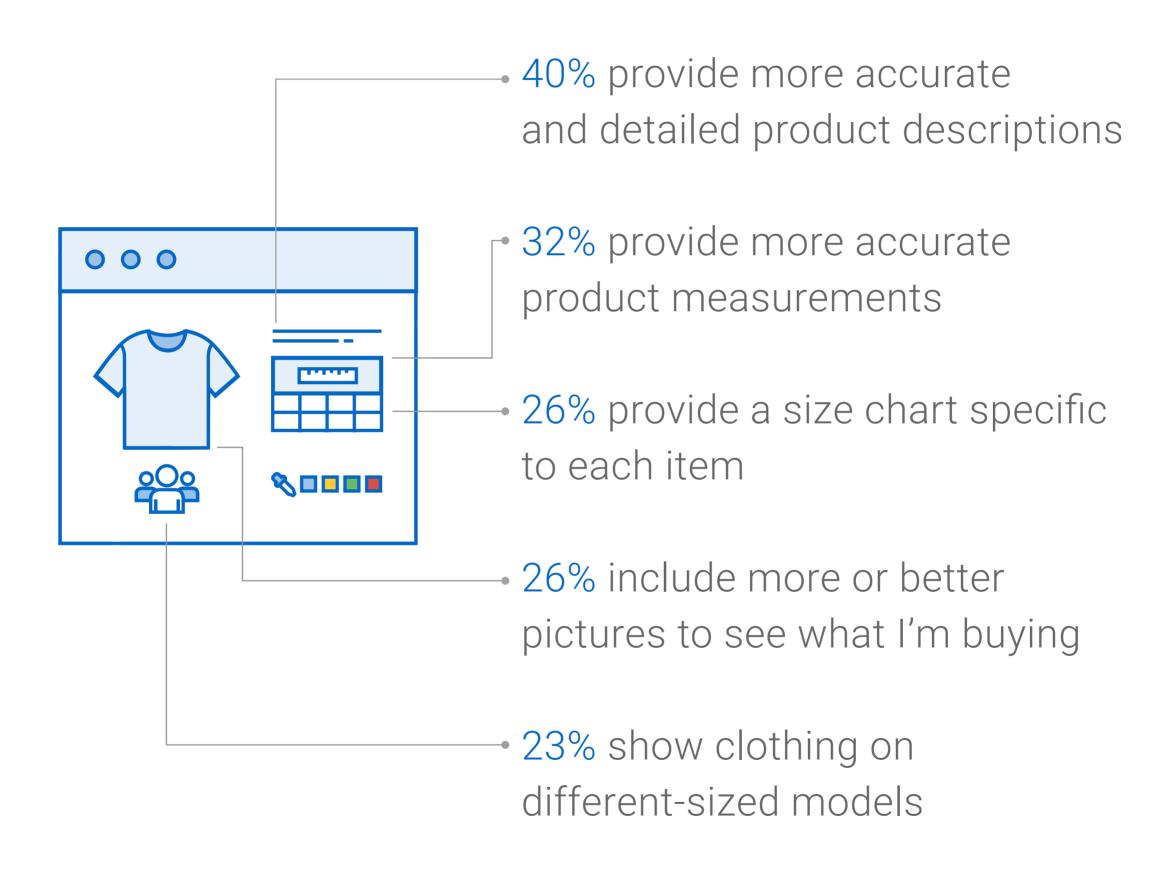
## What customers said retailers could do prior to purchase to prevent a return



Source: Canada Post. 2019 Canadian Online Shopper Study, CPC 19-201, April 2019.