**Nestlé**

Good Food, Good Life

**Did you know?**

Nestlé Connect provides Vendors the ability to send back their expired products for a refund with pre-paid postage available for their convenience.

**Please follow the steps below:**

A. Pack product in its original packaging
B. Print a copy of your request confirmation
C. Bring a copy of this letter for the post office

All returns will be subject to the terms and conditions of the Nestlé Connect program policy.

**Return By mail using Canada Post (prepaid postage is available)**

- Include a copy of the request confirmation along with your product.
- Pack product in its original packaging. Ensure the package is tightly sealed on all sides to ensure contents do not become dislodged during shipping.
- Bring your package to one of Canada Post 6000 Retail Offices in Canada. To locate the closest Canada Post Office please visit www.canadapost.ca

**When you arrive at the post office please provide the retail clerk this letter which includes the Canada Post Return ID number and further instructions.**

**Attention Canada Post Office Clerk: This customer has a domestic parcel for return that uses a Canada Post Return ID number to generate a Parcel Return label from the RPS system. Please complete the following steps in RPS:**

1. Place the item on the scale.

2. Select '*Return Services*'.

3. From the *Item Details* screen, enter Canada Post Return ID Number **PR508895**.

4. The company name "**NESTLE RETURN WAREHOUSE**" will be displayed in the *Return To field*. If the company name is correct, select "*Continue with Return*".

5. Complete the required fields:

   * *Return No:_____*

   * *Original Barcode* **is not required**. By default the indicator will be a green checkmark. Make sure that this field shows a red X.

   * *Dimensions* (Length, Width, Depth)

6. Select "Complete", two labels will print along with the customer receipt.

   * a Return Service Address label; and

   * a Parcel Return Barcode label.

7. Affix the labels to the item as indicated in the image displayed on the screen, select Ok once completed and provide the customer with their receipt.

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