

UPS and Kohl's are the top US locations for Amazon returns

Article



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For **Amazon**, massive ecommerce sales also mean a jungle of returns. The retail giant has streamlined its returns process by partnering with **UPS**, where over **half** of US adults surveyed





prefer to drop off their unwanted orders. The No. 2 location is **Kohl's**, where a **quarter** of respondents opt to make their Amazon returns.

Preferred Location for Amazon Returns According to US Adults, June 2021 % of respondents UPS 50.9% Kohl's 25.0% 10.8% Amazon Hub Locker 9.4% Amazon physical retail locations 3.9% Whole Foods Market Note: n=1,114; ages 18+ Source: Blue Yonder, "Prime Day Survey 2021," June 28, 2021

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