Source: BIGinsight™ Monthly Consumer Survey, NOV-12

N = 9383, 11/1 - 11/6/12	Adults 18+	Men	Women	<$50K	$50K+	18-24	25-34	35-44	45-54	55-64	65+	NE	MW	South	West
Do you find stores' return policies to be fair?															
Yes	90.5%	89.3%	91.7%	89.9%	91.7%	85.8%	89.0%	90.5%	89.9%	92.7%	94.4%	90.9%	91.5%	90.4%	89.3%
No	9.5%	10.7%	8.3%	10.1%	8.3%	14.2%	11.0%	9.5%	10.1%	7.3%	5.6%	9.1%	8.5%	9.6%	10.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
When giving a gift, do you enclose either a gift receipt or the original receipt?															
Most of the time	**27.1%**	27.9%	26.3%	23.7%	30.7%	27.1%	32.8%	28.4%	24.4%	24.2%	25.5%	26.6%	32.2%	23.7%	27.1%
Some of the time	**34.9%**	31.6%	38.0%	32.7%	37.9%	36.3%	36.3%	36.5%	33.1%	35.8%	31.9%	35.4%	36.7%	33.8%	34.0%
Rarely	19.8%	19.8%	19.9%	21.6%	18.2%	20.2%	17.9%	19.0%	20.1%	20.6%	21.4%	20.3%	16.6%	22.0%	20.0%
Never	18.2%	20.7%	15.8%	22.0%	13.2%	16.4%	13.1%	16.1%	22.4%	19.3%	21.2%	17.7%	14.5%	20.6%	18.9%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	62.0%														
What percentage of gifts that you received during last year's winter holiday season did you end up returning?															
0%	65.2%	61.7%	68.5%	71.0%	59.8%	49.0%	48.5%	56.6%	68.5%	79.3%	86.8%	62.3%	66.4%	65.9%	65.3%
1% to 2%	12.2%	11.5%	12.9%	11.8%	12.3%	15.4%	11.9%	15.2%	14.1%	9.4%	7.5%	14.0%	12.0%	12.2%	10.9%
3% to 5%	6.8%	7.2%	6.5%	5.4%	8.4%	9.1%	10.7%	9.2%	5.8%	4.2%	2.2%	8.3%	6.6%	6.5%	6.3%
6% to 10%	6.2%	7.7%	4.7%	4.4%	8.0%	9.6%	9.9%	8.0%	5.4%	3.2%	1.5%	6.0%	6.2%	6.0%	6.7%
11% to 15%	3.0%	3.7%	2.3%	2.3%	3.7%	5.7%	5.9%	3.5%	1.6%	1.1%	0.8%	3.0%	2.8%	2.9%	3.3%
16% to 20%	2.5%	3.1%	1.9%	2.2%	2.6%	4.1%	5.1%	3.0%	1.5%	1.0%	0.5%	3.0%	2.2%	2.4%	2.6%
21% to 25%	1.7%	2.0%	1.3%	1.2%	2.2%	2.5%	3.7%	2.1%	0.9%	0.7%	0.2%	1.5%	1.6%	1.5%	2.0%
26% to 50%	1.3%	1.4%	1.2%	0.8%	1.8%	2.1%	2.5%	1.1%	1.2%	0.9%	0.2%	1.3%	1.2%	1.2%	1.6%
51% to 75%	0.7%	1.0%	0.4%	0.6%	0.7%	1.4%	1.5%	0.7%	0.5%	0.1%	0.1%	0.4%	0.6%	0.8%	0.9%
76% to 100%	0.4%	0.6%	0.3%	0.3%	0.3%	1.1%	0.3%	0.5%	0.4%	0.2%	0.1%	0.3%	0.3%	0.6%	0.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Average	3.5%	4.3%	2.8%	2.7%	4.1%	6.1%	6.1%	4.0%	2.7%	1.6%	0.8%	3.3%	3.2%	3.6%	3.8%

Source: BIGinsight™ Monthly Consumer Survey, NOV 06-12

	2006	2007	2008	2009	2010	2011	2012
Do you find stores return policies to be fair?							
Yes	88.2%	87.3%	87.2%	87.9%	88.4%	90.1%	90.5%
No	11.8%	12.7%	12.8%	12.1%	11.6%	9.9%	9.5%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
When giving a gift, do you enclose either a gift receipt or the original receipt?							
Most of the time	25.5%	24.4%	26.0%	25.4%	25.7%	27.2%	27.1%
Some of the time	31.4%	33.1%	33.8%	33.1%	35.0%	34.7%	34.9%
Rarely	23.2%	22.7%	21.8%	22.2%	21.1%	20.1%	19.8%
Never	20.0%	19.8%	18.3%	19.3%	18.3%	18.0%	18.2%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
What percentage of gifts that you received during last year's winter holiday season did you end up returning?							
0%	62.4%	64.3%	65.2%	67.1%	66.3%	64.5%	65.2%
1% to 2%	14.2%	12.8%	13.2%	12.8%	12.1%	12.1%	12.2%
3% to 5%	8.2%	8.2%	7.3%	7.0%	7.2%	7.4%	6.8%
6% to 10%	7.0%	6.0%	6.8%	5.8%	6.4%	6.8%	6.2%
11% to 15%	2.7%	2.7%	2.2%	2.3%	2.5%	2.9%	3.0%
16% to 20%	2.1%	2.3%	1.9%	1.9%	1.9%	2.5%	2.5%
21% to 25%	1.7%	1.4%	1.6%	1.5%	1.4%	1.6%	1.7%
26% to 50%	0.9%	1.3%	1.0%	1.1%	1.3%	1.2%	1.3%
51% to 75%	0.5%	0.7%	0.5%	0.4%	0.7%	0.6%	0.7%
76% to 100%	0.3%	0.3%	0.3%	0.2%	0.4%	0.4%	0.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Average	3.2%	3.3%	3.0%	2.7%	3.2%	3.4%	3.5%