



Consumer Skills

Shipping It Twice

# 1. What percentage of Gen Z and Millennials will shop on social media and online retail sites for holiday gifts?

- a) 25% - 35%
- b) 56% - 60%
- c) 74% - 83%
- d) 95% - 99%



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- a) \$161 million
- b) \$551 million
- c) \$333 billion
- d) \$761 billion



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- a) Shoppers "buy-and-try" multiple items and return any they don't like.
- b) Shoppers buying something only if it's on sale
- c) Shoppers returning items and buying them at a different retailer for less
- d) Shoppers try to return items that've been used multiple times



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4. In late 2022, \_\_\_ out of 10 retailers created stricter return policies.

- a) 1
- b) 3
- c) 4
- d) 6





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5. What is something shoppers should do to better prepare for the changes retailers are making to their policies?

- a) Continue shopping as they normally do.
- b) Ask about the return policy or read the fine print before making a purchase.
- c) Safely assume that the return policy is similar to other similar stores.
- d) Most retailers don't change their policies often. Shoppers should expect retailers to have the same policy as years past.



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You've completed the exercise, now it's time to learn more about the current event:



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## Discussion Prompt:

How will you respond to stricter return policies for online and in-store purchases?



# Extend Your Learning

## Three Relevant Resources from NGPF:

- **ANALYZE: Ethical Purchasing Decisions** ([Activity](#))
- **How much are Americans planning to budget for winter holiday spending?** ([Question of the Day](#))
- **Being a Savvy Consumer** ([Lesson](#))

## References:

- **Swipe and buy: Social media is now a destination for holiday shopping** ([WSJ](#))
- **Walmart CEO warns stores could close if shoplifting problem persists** ([WNEP](#))
- **Shoplifting Has Become A \$100 Billion Problem For Retailers** ([Vocovo](#))
- **Don't wait on returns. Many stores will have a stricter return policy this holiday season** ([USA Today](#))

