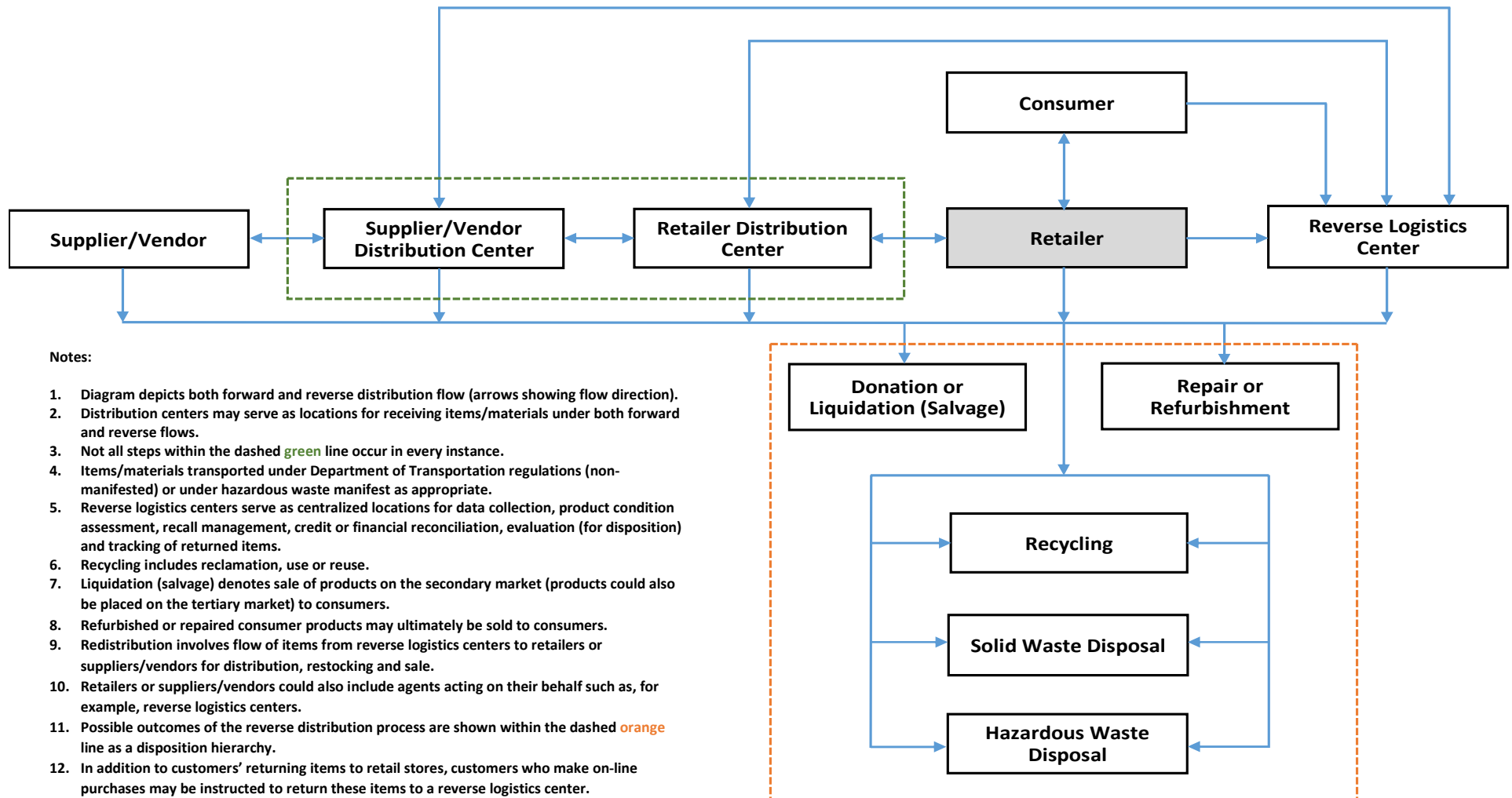


## Retail System Players and Relationships

### Conceptual Framework for Flow of Retail Items (Consumer Goods) and Wastes

August 23, 2016



**Notes:**

1. Diagram depicts both forward and reverse distribution flow (arrows showing flow direction).
2. Distribution centers may serve as locations for receiving items/materials under both forward and reverse flows.
3. Not all steps within the dashed green line occur in every instance.
4. Items/materials transported under Department of Transportation regulations (non-manifested) or under hazardous waste manifest as appropriate.
5. Reverse logistics centers serve as centralized locations for data collection, product condition assessment, recall management, credit or financial reconciliation, evaluation (for disposition) and tracking of returned items.
6. Recycling includes reclamation, use or reuse.
7. Liquidation (salvage) denotes sale of products on the secondary market (products could also be placed on the tertiary market) to consumers.
8. Refurbished or repaired consumer products may ultimately be sold to consumers.
9. Redistribution involves flow of items from reverse logistics centers to retailers or suppliers/vendors for distribution, restocking and sale.
10. Retailers or suppliers/vendors could also include agents acting on their behalf such as, for example, reverse logistics centers.
11. Possible outcomes of the reverse distribution process are shown within the dashed orange line as a disposition hierarchy.
12. In addition to customers' returning items to retail stores, customers who make on-line purchases may be instructed to return these items to a reverse logistics center.

*Although this diagram depicts EPA's current understanding of how unsalable consumer goods and wastes are managed in the retail sector, changes to these processes may occur in the future if/when additional information becomes available.*