



Bottle, Jar and Closure Return Policy

Returns are allowed up to **14 business days** from the delivery date of the shipment. All returns require a Return Authorization number or they will be rejected by shipping. In order to receive your **RA** number contact customer service and provide the following information:

- Order Number
- Date of Order
- Item to be returned
- Reason for the return

Contact customer service at customerservice@bottlesjarsandtubes.com or fax the information to (866) 387-3153 Attention: Customer Service.

There is a 25% re-stocking charge for any item returned for any reason other than manufacturing defects. Samples with an example of the defect or pictures of the items from the shipment will be required in most cases.

If the item was damaged during shipping, contact your freight company for compensation. We cannot be responsible for shipping damages.

All decorated bottles, jars and closures are not returnable for any reason except misprints or poor labeling. Partial cases are not allowed back for credit.

Once offset printing dies, label dies, hot stamping dies or silk screens have been made they are non-refundable for any reason.

Credit will be issued only after the items have been inspected and the claim accepted.