



Bottle, Jar and Closure Shipping Information

All **Bottles Jars and Tubes** items are priced "FOB shipping point" or "FOB origin". The term **FOB** for "Freight On Board" is commonly used when shipping goods within the United States. It indicates who pays loading and transportation costs, and the point the responsibility for the goods is transferred from the shipper to the buyer. "FOB shipping point" or "FOB origin" denotes the **buyer pays** the shipping cost, and **takes responsibility** for the goods when the goods leave the seller's premises. We ship our **Bottles, Jars and Closures FOB the manufacturing plant of the specific item purchased**. The shipping point will be displayed on the individual item's page. In some cases an item may have more than one manufacturer and so the shipping information will be provided just prior to shipping. If you are using a trucking company and need to arrange for pick up contact customer service at (424) 229-2018 or email customerservice@bottlesjarsandtubes.com once the order is placed.

See the table in the **Description** tab with the **weight, box dimensions and the number of cases per pallet** to assist in shipping.

All items should be in stock. If they are not available the longest lead time is usually six weeks. We will contact you within one business day from the day the order was placed with your order status and expected **shipping date**. The delivery date will be determined by your geographical location.

Orders are usually ready to ship 48 hours after they are placed. Changes or cancellations should be made promptly or a re-stocking charge will apply. Orders are not processed on Saturdays or Sundays.

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. For returns see our Returns Policy.

All decorated items are not returnable for any reason except misprints or poor labeling. Partial cases are not allowed back for credit.

If the item was damaged during shipping contact your freight company for compensation. We are not responsible for shipping damages. Inspect all cases before signing for them. **Do not sign for damaged cases unless you mark on the bill "damaged"**.

The freight charges you see at checkout are only an estimate of the actual charges. Once your product is shipped we will have the actual cost and then bill you accordingly.

For any information not provided here please contact Mark Cohen at mark@bottlesjarsandtubes.com or (424) 229-2018 or fax to (866) 387-3153.