



## Hinged Lid Container Returns 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](mailto:customerservice@bottlesjarsandtubes.com) or fax the information to (866) 387-3153 Attention: Customer Service.

There is a 20% 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 hot stamped or decorated PolyCons are not returnable for any reason except misprints or poor labeling. Partial cases are not allowed back for credit.**

**Once the hot stamping die has been made it is non-refundable for any reason.**

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