



## **PACKAGING AND SHIPPING INSTRUCTIONS FOR RETURNED GOODS**

**SHIP RETURNS TO:** Scapa North America  
111 Great Pond Drive  
Windsor, CT 06095 USA

***Please reference RMA # on all incoming paperwork.***

### **PLEASE USE THE FOLLOWING CARRIERS:**

- **Under 100 lbs: UPS** (Account Number: 097813)
- **Over 100 lbs:**
  - From Pennsylvania and above into New England: **New Penn Express**
  - Below Pennsylvania and west to the Mississippi & all other areas: **FedEx National LTL**

For Canadian Customers: Use Custom Brokers: Fedex Trade Network, IRS# 56-1926483

For any shipments over 5,000LBS or if none of these carriers service your area, please call for additional authorized carriers at 860-688-8000 x198.

**Material should be returned "Freight Collect".**

**Mark bill of lading "Class 55, Coated Paper Articles, 150-930 Sub 2".**

In the case of multiple returns, identification is CRITICAL. Rolls must be labeled with the correct RMA information to prevent confusion and allow for accurate processing by Scapa during receiving inspection.

### **PACKING LIST**

All Rolls:

1. All returns must have an accompanying packing list.
2. All rolls must reference the RMA number.
3. All rolls must state Scapa Lot Numbers, Width, Length and Quantity.

All of this information is necessary for timely corrective action and any accurate credit if applicable.

### **PACKAGING**

All Rolls:

1. Should be packaged to minimize shifting during shipment.
2. If less than a full case is being returned sufficient dunnage must be used to secure roll(s).
3. All boxes or rolls must be properly labeled and correspond with packing list to expedite the receiving inspection process.
4. Master Rolls/Logs must be returned in corrugated cartons, not simply wrapped in paper.
5. If the rolls were originally received with end boards and core plugs; they must be returned this way.
6. If an entire skid is being returned, the skid should be wrapped and banded to prevent the load from shifting during shipment.
7. All unsupported products (designated as a "U" product) must be shipped standing on end.

**If these instructions are not followed the return shipment may be refused or your claim could be delayed.**

**Please note that any returned material will be inspected by Scapa, reworked if possible and any good material will be re-invoiced under the original PO.**

**ANY ACTIONS TAKEN BY SCAPA TO REWORK OR REPLACE ANY RETURNED OR SCRAPPED MATERIAL IS NOT AN ADMISSION BY SCAPA THAT SCAPA HAS BREACHED ANY WARRANTY EITHER EXPRESS OR IMPLIED.**