



## Return Goods Policy

Prior to returning products, a Return Material Authorization (RMA) number must be obtained by contacting Oliver Packaging & Equipment Company (OPEC). Unauthorized returns (other than refused damaged product) will be refused. Please see below regarding restocking fees and added shipping charges depending on the reason for return.

<b>Shipping Damage:</b>	<p>If the shipping carton appears damaged to the extent that the product inside would be unusable, please refuse to accept it from the carrier. Also, make a note of it on the carrier's proof of delivery slip so all parties are aware of the damage. Inform your account manager immediately if you accept or refuse damaged product so we can look into it and provide credit if needed.</p> <p><b>OPEC must be notified as soon as possible. No restocking fee or shipping charges will apply for refused damaged product.</b></p>
<b>Wrong Products Received:</b>	<p>In the rare event you receive the incorrect product, please let your account manager know immediately. We will work with you to coordinate the return of the incorrect product and shipment of the correct item you had ordered.</p> <p><b>No restocking fee or shipping charges will apply for the product that was shipped/entered incorrectly.</b></p>
<b>Wrong Products Ordered:</b>	<p>If you made an error and ordered the wrong product, please contact your account manager immediately. You will be able to receive credit upon the return of the items. We are only able to accept the return of stock items. No special orders may be returned. Return items must be in new condition in order to receive credit. Product will be evaluated before credit is issued.</p> <p><b>Product must be returned within 30 days of original invoice. 15% restocking fee and shipping charges apply to products ordered incorrectly.</b></p>
<b>Return of Extra Product:</b>	<p>If you wish to return extra or unused stock from your site, please contact your account manager to check if it is product we can provide credit for. No special orders (printed film, printed transport bags) are able to be returned. Returned items must be in new condition in order to receive credit. Product will be evaluated before credit is issued.</p> <p><b>Product must be returned within 90 days of original invoice. 15% restocking fee and shipping charges apply to products returned.</b></p>

Please contact 1-800-253-3893 to request your RMA number or if you have questions.



Oliver Packaging & Equipment Company  
511 Sixth Street NW • Grand Rapids, MI 49504  
(800) 253-3893 • (616) 356-2950 • [www.oliverquality.com](http://www.oliverquality.com)