

RMA Palletizing Instruction

When palletizing the product, please follow these guidelines or the delivery will be refused.



Improper Palletizing

Be sure to use a proper sized pallet that corresponds to the product being returned. For example, if the cartons are 75"-96" in length, utilize two 48" pallets and be sure to zip tie them together firmly so that the pallets do not separate during shipping. In some cases, three 48" pallets will be needed to accommodate the extra long cartons.

- A. Longer, heavier packages must be at the bottom of the stack.
- B. The pallet being used should not be broken or missing deck boards.
- C. The product must be tightly shrink wrapped.
- D. Packages must not hang over any edges of the pallet.
- E. All products being returned must be properly boxed. Products that are not boxed will be refused.

Be sure to post your RMA number xxxxx somewhere on the pallet so it is visible to our warehouse team for identification purposes.

PLEASE BE ADVISED THAT A CHARGE BACK, PLUS A PENALTY FEE, WILL BE ASSESSED FOR EACH PRODUCT THAT IS DAMAGED DUE TO IMPROPER PALLETIZING.

Example of Proper Palletizing

