

## **PaperPack, Inc. Return Policy:**

We are grateful for this opportunity to do business with you. We always want to ensure that our customers receive the best quality products, and to receive them in the proper manner. Below is our return policy for all orders placed online or over the phone.

### **Damaged/Lost Products**

It is understood that products can be damaged or lost during transit. If this is the case, please contact us within 2 days of receiving the product. If your product has not arrived by the stated delivery date on your tracking documents, please contact us as well. If products are damaged, please send pictures to [customerservice@paperpackinc.com](mailto:customerservice@paperpackinc.com). From there, our customer service team will determine the next step. Please remember, that you as the customer can reject and return any portion of an order that is damaged.

### **Wrong Product Delivery**

We do our best to make sure that our customers receive the correct items, but at times we make mistakes. If we do ship you the wrong product, please contact our customer service on receipt of the product. Include as much detail about the product received and then reference the product that you should have received.

### **Customer Error**

When returns due to customer error are needed, products must be returned at the customers expense in re-saleable condition. Customer Error includes but is not limited to ordering the wrong item, canceling order after shipment, or refusing shipment. All returned products due to customer error are subject to a 25% restocking fee in addition to the freight.

### **Terms For Returning A Product:**

#### **ALL RETURNS ARE SUBJECT TO A 25% RESTOCKING FEE**

- Customer must obtain a Return Authorization (RA) Form from customer service. All requests for RAs must be made within 10 days of receipt. Please provide a phone number and contact name, as we may need additional information for processing the request.
- One of our customer care team members will inform you of the proper address to return the product. Returning the product to the wrong address may delay or disqualify you from receiving a refund.
- Returned products must be in the original box. DO NOT WRITE on original packaging. Failing to adhere to this term will disqualify you from receiving a refund.

- If returning via UPS, Fedex, or USPS, please provide the proper Tracking Number for the package(s) you are returning. Once the package is delivered and your return has been processed, we will issue you a credit.

**NON-RETURNABLE PRODUCTS:**

- Any Closeout or Sale products
- Any products related to COVID-19, such as Hand Sanitizer, Disinfecting Wipes, Sanitizing Wipes, Toilet Paper, Face Masks, Bleach, Gloves, Soap, Etc. We reserve the right to update this list as necessary.
- Any Products missing the serial number or UPC code
- Any type of aerosol can
- Opened Food Service disposable items (cups, plates, cutlery, napkins, etc.)
- Products that have writing on the outside of box
- Products without a RA number
- Products that are damaged, missing parts or not in the original condition
- Products that show obvious signs of use