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1. GUIDELINES

To support sustainability goals and maintain the reusable packaging lifecycle, all reusable plastic dunnage must be maintained and returned according to these policies. Wooden dunnage is not included in this policy and is not returnable.

- Customers are responsible for maintaining dunnage quality.
- Customers are responsible for all freight costs associated with dunnage returns.
- Returned dunnage is subject to inspection and acceptance by receiving facility.
- Dunnage that is not returned or is deemed unusable will be invoiced at full value to customer. If customer paid a deposit, any unreturned or unusable dunnage will result in forfeiture of the applicable deposit credit.
- Return locations and scheduling instructions may vary by product type and facility.

Dunnage Categories

- Plastic slip sheets / tier sheets
- Top frames

Dunnage Deposit & Return Policy

- Bottom pallets and end pallets

2. DIGITALLY PRINTED CANS & BRITE CANS

Sustainability Commitment

Digitally printed can shipments utilize reusable plastic dunnage and corrugated pallet protectors to reduce single-use packaging waste. Because reusable dunnage is limited and expensive, deposits are required to ensure timely return and reuse.

Dunnage Deposit Charges

Item	Deposit Amount
Top Frames	\$25.00 each
Tier Sheets	\$3.50 each
Bottom Pallets	\$80.00 each

Return Eligibility Standards

All returned dunnage is subject to inspection and acceptance by vendor's receiving facility.

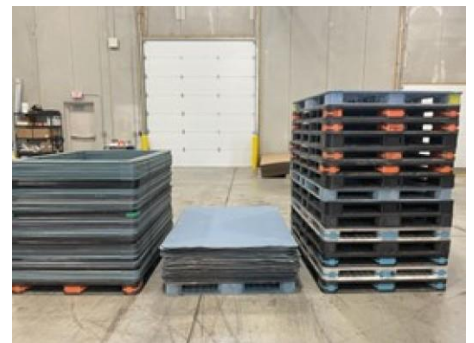
Eligible dunnage must:

- Be clean and dry
- Be free from sticky residue and debris
- Have been stored indoors
- Not contain excessive bending or damage
- Reasonable wear from normal handling is acceptable.

Return Preparation Requirements

Maximum stack heights:

- Top Frames: 40 per stack
- Tier Sheets: 15 inches high
- Bottom Pallets: 15



Return Process

A completed [Dunnage Return Form](#) must be submitted before scheduling a return.

If discrepancies occur between customer-reported quantities and receiving counts, final credit determination will be based on verified receiving counts.

1. Complete the [Dunnage Return Form](#).
2. Coordinate scheduling with the CanSource return facility.
3. Arrange transportation using your preferred carrier.

Dunnage Deposit & Return Policy



4. Attach BOL documentation to each stack.
5. Photograph the shipment before pickup.
6. Retain delivery confirmation documentation when available.

Return Locations

CanSource / Gastonia 1115 Crawford Oaks Dr Gastonia, NC 28056	CanSource / Milwaukee 3945 North 31st Street Milwaukee, WI 53216
CanSource / Fairfield 5195 Fermi Drive, Doors 39–42 Fairfield, CA 94534	CanSource / Denver 5925 Washington Street, Suite 200 Denver, CO 80216

Credits & Processing

- Credits are processed after inspection and acceptance.
- Processing time may take up to four weeks.
- Dunnage improperly prepared or returned in poor condition may be rejected or partially credited.
- Dunnage not returned within 12 months may be considered lost inventory and result in forfeiture of the applicable deposit credit.

3. OFFSET CANS

Customer Return Requirements

Customers must follow all CTPS and Ball return procedures. Failure to follow these procedures may result in rejected returns and delayed processing, in addition to potential invoices for dunnage deemed unusable. **Ball Packaging and Return Procedures can be found [here](#).**

Return Process – Customers **WITHOUT** Ship-To Accounts

1. Identify all dunnage for return.
2. Confirm return quantities with your account manager.
3. Provide:
 - Company name
 - CTPS Return location -> we can advise on the closest location to your facility
 - Contact email
 - Return quantities by item type
4. CanSource Procurement team will generate the BOL, book the drop off appointment with CTPS, and email the BOL to customers.

Dunnage Deposit & Return Policy

5. Attach the BOL to every stack.
6. Arrange freight with your carrier.
7. Take shipment photos for your records.

*Return Process – Customers **WITH** Ship-To Accounts*

1. Schedule a return appointment through the CTPS scheduler.
2. Log into the CTPS web system.
3. Create a new return request.
4. Enter:
 - Unique BOL number -> alpha numeric allowed
 - Quantities by item type
 - Estimated delivery date
5. Print and attach BOLs to all stacks.
6. Arrange freight transportation.
7. Retain delivery confirmation and shipment photos.

Packaging & Weight Reference

Item	Approximate Weight
Bottom Pallet	55 lbs
Top Frame	13 lbs
Tier Sheet*	2.2 lbs

*Tier sheet conversion: 1 inch stack height \approx 38 sheets