

DUNNAGE RETURN POLICY

Effective: January 19, 2026

Hart Print is committed to sustainability and supply chain integrity. To support these goals and ensure the continued availability of reusable dunnage materials, Hart Print has adopted the following Dunnage Return Policy. This policy outlines procedures for handling, returning, and receiving credit for reusable shipping materials ("dunnage") provided by Hart Print.

I. Overview

To promote environmental responsibility and operational consistency, Hart Print requires that all reusable dunnage materials provided to customers be returned in accordance with this Dunnage Return Policy. A deposit is charged for dunnage, and reimbursements are issued upon return of acceptable items within specified timeline.

II. Scope and Applicability

This policy applies to all customers who receive dunnage from Hart Print in connection with product shipments. By accepting Hart Print dunnage, Customers agree to adhere to the procedures and standards outlined herein.

III. Dunnage Items and Reimbursement Rates

Only the following Orbis RPM/ARD (Ardagh) dunnage components are eligible for reimbursement:

Dunnage Type	Description	Reimbursement
Pallet Base	Black 2-piece pallet with white hot stamp on left-hand corner of 56" side	CA\$100/USD\$75 each



Top Frame

Thin black PTC frame with brown corner connectors and/or with Black one-piece top frame with green hot stamp on left-hand corner of 56" side

CA\$30/USD\$25 each



Tier Sheet

Beige tier sheet with black font on 56" side

CAD\$2.5/USD\$2 each



Dunnage not listed above will not be accepted or reimbursed.

IV. Return Procedures

- **Deposit & Eligibility**

Customers are charged a deposit on all dunnage. To be eligible for full reimbursement, dunnage must be returned in acceptable condition by the end of the next full fiscal year following the date of delivery.
- For purposes of this Policy, “fiscal year” refers to Hart Print’s fiscal year, as determined by Hart Print in its sole discretion.
 - *For example, dunnage delivered on July 15, 2025 must be returned no later than December 31, 2026.*
 - Dunnage not returned by the end of the applicable fiscal year will be deemed forfeited, and the full replacement cost may be charged to the customer.
- **Return Locations**

Dunnage should be shipped to one of the following Hart Print facilities:

 - Quebec: 5794 Côte-de-Liesse Road, Mount Royal, QC, H4T 1B1, Canada
 - Maryland: 410 Belle Hill Road, Elkton, MD, 21921, USA
 - Illinois: 138 Alexandra Way, Carol Stream, IL, 60188, USA
- **Packing Requirements**

To ensure safety and accountability, dunnage must be packaged according to the following standards:

 - Top Frames: Stack straight, maximum 50 per stack
 - Tier Sheets: Stack neatly, maximum 16" high (including pallet)
 - Pallets: Stack up to 20 per stack
 - All items: Strap securely on all sides
 - Improperly packaged dunnage may be refused upon delivery.
- **Return Requests**

Returns must be submitted through the Hart Print Customer Portal:

 - Log into the portal
 - Submit item quantities
 - Print the PDF confirmation
 - Include the printed document with the return shipment
- **Documentation**

Customers are solely responsible for ensuring all relevant shipping documents (e.g., BOL, packing slips, customs forms) are complete and included with each shipment.

V. Damaged or Unreturned Dunnage

- All dunnage must be returned in the condition received.
- Hart Print reserves the right to invoice for the full replacement or repair cost of any lost or damaged dunnage.
- Dunnage must not be stored or left outside. It must be kept indoors in a clean, dry environment to prevent damage and remain eligible for return credit.

VI. Contact

- General inquiries: info@hartprint.com
- Return assistance: logistics@hartprint.com

DUNNAGE RETURN



YES



TOP

Plastic frames stacked straight

Straps on all sides

BOTTOM

Tier sheets stacked straight

50 TOP FRAMES
PER STACK MAXIMUM



39" HIGH FOR TIER
SHEETS MAX



20 PALLETS PER STACK



NO

