

RECEIVING MERCHANDISE

RECEIVING:

- **Inspect immediately** upon receipt for obvious damage, defects, or missing parts and accessories.
- **Parts and accessories** are often secured and/or shipped inside the tank. Locate and open packages to account for all parts using the packing slip.
- **Note damage/discrepancies** on the driver's copy and the packing slip and have the driver initial.
- **Immediately notify** your Authorized Distributor or Poly Processing Company of any problems.
- **DAMAGED/MISSING MERCHANDISE:** Report damaged/missing merchandise within THREE (3) working days to ensure your claim. Your authorized distributor and/or Poly Processing Company can assist you with this process.

Poly Processing Customer Support

Monroe, Louisiana
866.590.6845

French Camp, California
877.325.3412

RETURNING MERCHANDISE

- To return unused merchandise for proper credit:
 - Contact your authorized distributor or Poly Processing Customer Support and obtain a PPC Return Merchandise Authorization (RMA) number. Have your packing slip available for any needed information.
 - Use the RMA number on all return shipping paperwork and all correspondence.
 - Return the merchandise **prepaid**. Freight collect shipments will be refused.
 - Upon receipt, PPC will inspect the merchandise and issue appropriate credit. A restocking fee may be assessed, particularly on products "made to order".
- To ensure employee safety, Poly Processing Company will not accept used tanks at its facilities.