



Bay 60, 5100-64 Ave SE, Calgary, Alberta, Canada T2C 4V3 [www.cask.com](http://www.cask.com)

## Dunnage Return

**May 2018**

Please review this procedure for returning a load of Ball dunnage/packaging material.

- Fill out the Dunnage Return Form (page 2) and email the completed form to Cathy Wensveen at Cask.
- Make sure you list each type of packaging material and the quantity of each that you are returning.
- Send a copy of your form with the shipment.
- Contact Cask if you do not know your Ball “Ship to/Customer Number”.
- If the completed form is not emailed back to Cask, your credit can not be processed.
- You are responsible to pay for the freight costs to ship the dunnage back to the plant.
- When you are ready to arrange for a return load, the Return Locations Document **has updated addresses and contact info**. Contact Cask if you require an updated Return Locations listing.
- **Eastern Canada Customers** be advised there is now only 1 return location, as listed on the Return Locations Document.
- **Western Canada Customers** return to Stryder Warehouse as listed below:

Stryder Warehouse

Unit 140 – 13240 Worster Court, Richmond BC

Andy Lidder ([alidder@go-stryder.com](mailto:alidder@go-stryder.com), 604-834-0599)

Ryan Sagert ([rsagert@go-stryder.com](mailto:rsagert@go-stryder.com), 604-617-6856)

Docking bays are in the back of the warehouse. ETA MUST BE PROVIDED

**Monday to Friday 8 am-4 pm**

The inspection on dunnage returns has become much more rigorous. Careful handling of the packaging material is a must in order to guarantee your deposit refunds. Materials returned dirty or damaged will be subject to either a cleaning charge or no refund at all. Acceptability is at the discretion of the receiving facility. Please review the attached poster for dunnage packaging expectations (page 3).

It is also important that you store your Ball packaging materials in a safe, secure and clean environment (not in an uncovered or outdoor area). Dunnage must be clean and free of debris in order to receive the credit.

Thank you for sharing this information with the necessary staff within your establishment.

Please do not hesitate to contact me if you have any questions or concerns.

Cathy Wensveen  
Account Manager

## Ball Metal Container Dunnage Return Form

Date: \_\_\_\_\_

Company Name CASK/ \_\_\_\_\_

Ship to/Customer Number \_\_\_\_\_

Company/Location Address \_\_\_\_\_  
\_\_\_\_\_

Contact Person: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Contact E-Mail: \_\_\_\_\_

### Shipment Info:

Bill of Lading/Shipment Number: \_\_\_\_\_

### Ball Dunnage Materials Included in the Shipment:

What Ball location is your Dunnage return going to?

**Stryder Warehouse Unit 140 – 13240 Worster Court, Richmond BC**

Andy Lidder ([alidder@go-stryder.com](mailto:alidder@go-stryder.com), 604-834-0599)

Ryan Sagert ([rsagert@go-stryder.com](mailto:rsagert@go-stryder.com), 604-617-6856)

Ball Pallets: \_\_\_\_\_

Ball Top Frames: \_\_\_\_\_

Ball Tier Sheets: \_\_\_\_\_

Ball End Pallets: \_\_\_\_\_

Comments: \_\_\_\_\_

PLEASE E-MAIL YOUR COMPLETED FORM TO:

**Can.orders@cask.com**

# Packaging Materials Returns

## Acceptable

Sheets Secured – Placed Under at Least 5 Pallets or Equal Height of Top Frames

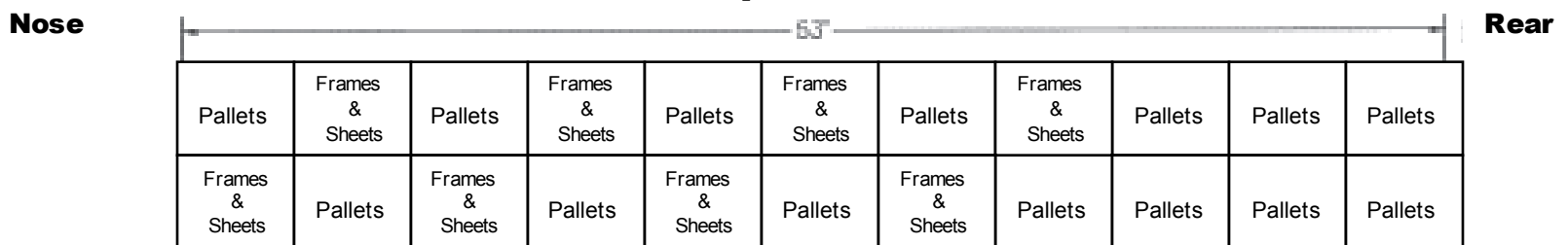
## Unacceptable

Sheets Unsecured – Results in Sheet Damage and Unsafe Unloading Conditions

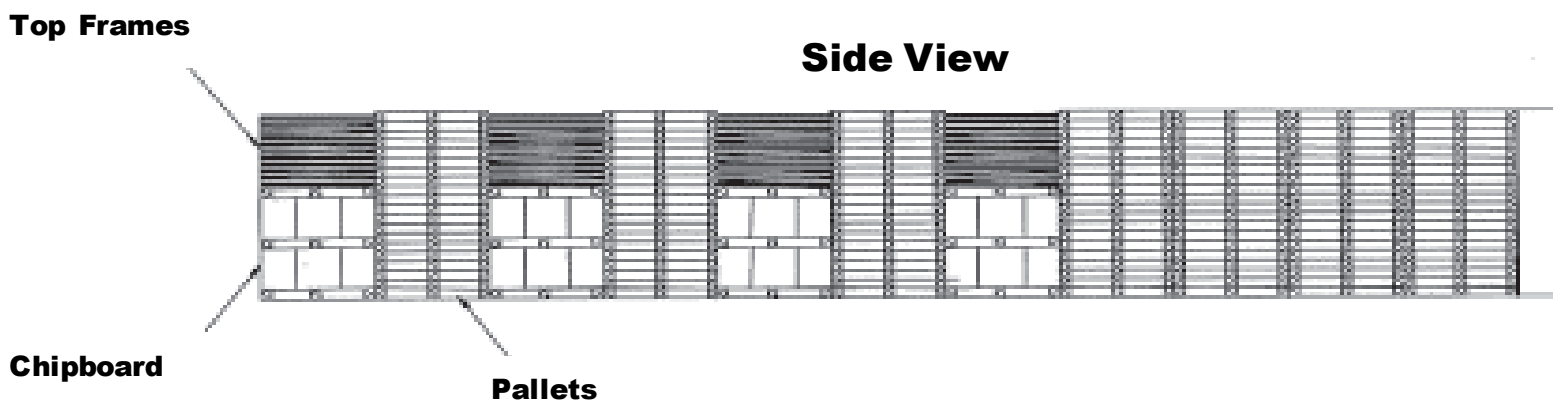


## Ideal Packaging Return Trailer Layout

Top View



Side View



“Chipboard” refers to any style of Separator Sheet

**\*\*Sheets are Secured by Straps, Stretch Wrap or Contained by the Chipboard Box**