



Return Policy

All returns must be approved by Nationwide Plastics, Inc. prior to return.

An approved RMA form can be obtained by contacting our Customer Service Department. Upon approval, the RMA form including a list of the items approved to be returned, conditions concerning restocking fees and/or credit information and shipping instructions (if applicable) will be issued and sent via facsimile or e-mail. A copy of the RMA form must accompany the returned shipment for proper credit to be issued.

Policies Concerning Returned Materials:

Standard Stock Items (items that are stocked under an NPI part number):

A 25% restocking fee will be charged for the return of "standard stock" items.

Material must be returned in a saleable condition.

Customer will be responsible for freight charges incurred with the return of the materials.

Non-stock or Custom Ordered Items:

Most non-stock and custom ordered items are noncancellable / nonreturnable (cancellation charges may be applied to these items if production has been started or if special materials have been purchased for these items).

Any product that is not a "standard stock" item is subject to factory acceptance for return approval. Restocking fees for non-stock or custom items that have been approved for return will be determined per incident.

Material must be returned in a saleable condition.

Customer will be responsible for freight charges incurred with the return of the materials.

Material Shipped in Error By NPI or Material Suspect of Defect/Non-Conformance:

A RMA will be needed for the return of these items to insure proper credit and documentation.

Items shipped in error will have a credit issued against the original invoice upon receipt of returned incorrect material. Replacement items will ship as soon as possible and will be billed against a new invoice.

Material suspect of defect or nonconformance will be inspected upon return to determine and/or remedy any possible problem.

Freight instructions will be issued for these items on the approved RMA form obtained from our Customer Service Department.