



CUSTOMER INSTRUCTIONS
for RETURNING
HWH RE-USABLE SHIPPING CONTAINERS ("RSCs")
(Instructions for Low-Volume OEMs, Dealers & End Users)

The following instructions cover how to collapse and return HWH Re-Usable Shipping Container(s) to HWH - at no added freight cost to customer - to receive credit for container-charge.

******* PLEASE RETURN CONTAINER to HWH within 15 DAYS *******

1. COLLAPSE CONTAINER according to "Container Collapsing Instructions" on **PAGE 2**.
2. REMOVE (or cover up) SHIPPING LABELS that might be on container.
3. CALL FEX EX for PICK-UP, using information provided on the RETURN SERVICE SHIPPING DOCUMENT attached below.
4. INCLUDE copy of HWH RGA PAPERWORK with shipment. RGA# _____

Return shipping document below is provided for you to return container to HWH CORP. **freight prepaid**.
If this document is not used to return the container, HWH is not responsible for any freight charges.

HWH SHIPPING CLERK INSTRUCTIONS:

*HWH SHIPPING CLERK WILL STAPLE THE
"RETURN SERVICE SHIPPING DOCUMENT"
HERE
BEFORE SENDING TO CUSTOMER.*

RETURN SHIPPING DOCUMENT MUST REFERENCE THE CONTAINER-RGA#.

After HWH receives the container, and all of the above specific instructions have been followed,
customer will be credited for container charge on invoice.

If above instructions are not followed, container-credit will not be issued.

**If you have any questions regarding this process,
please call HWH CORPORATION at 800-321-3494
or email sales@hwh.com.**

CONTAINER COLLAPSING INSTRUCTIONS

COLLAPSING INSTRUCTIONS for **WIRE BASKET (C0478)**



UN-COLLAPSED: 40"L X 48"W X 42"H (Approx.)



COLLAPSED: 40L" X 48"W X 9"H | 210 LB. (Approx.)

1. Release pin-latches on sides of basket. (*Latches may be on one side only, or on two opposite sides.*)
2. Lift up on remaining sides, to detach from base, then fold onto base of basket.
3. Fold last remaining side onto base of basket. (*The last side to fold down will have an allowance for the width of the previously folded sides.*)

If returning multiple baskets, stack collapsed baskets on top of each other.

COLLAPSING INSTRUCTIONS for **SMALL RACK (C54148)**



UN-COLLAPSED: 90"L X 36"W X 35"H (Approx.)



COLLAPSED: 60"L X 36"W X 11"H | 118 LB. (Approx.)

1. Remove banding and discard.
2. Remove plywood ends and discard.
3. Remove wood top-pallet and discard.
4. Remove wood 2x4's (on steel base) and discard.
5. Lift up on steel legs, to detach from steel base, then insert legs into horizontal-position leg-housings, as shown in lower left.
6. Band legs to steel base so that they do not fall off during transport.
7. Return steel base & steel legs to HWH.

If returning multiple racks, stack collapsed steel bases on top of each other.

COLLAPSING INSTRUCTIONS for **BIG RACK (C54149)**



UN-COLLAPSED: 149"L X 44"W X 30"H (Approx.)



COLLAPSED: 149"L X 44"W X 12"H | 456 LB. (Approx)

1. Remove banding and discard.
2. Remove wood top-pallet.
3. Remove plywood flooring (if any) and discard.
4. Remove horizontal steel top-beams and lay them across steel base in a position where they won't fall out during transport.
5. Lift up on steel legs, to detach from steel base, then lay them across steel base, in a position where they won't fall out during transport.
6. Place wood top-pallet on steel base then band together.
7. Return steel base, steel vertical-legs, steel top-beams, and wood top-pallet to HWH.

If returning multiple racks, stack collapsed steel bases on top of each other, then place multiple wood top-pallets on **very top**.