

STEEL CRATE END RETURN

INSTRUCTIONS ON RETURNING STEEL CRATE ENDS TO BUCKLEY FENCE

This document will outline the step-by-step process to return your reusable steel crates to Buckley Fence, cutting down on waste and helping us provide sustainable products

PARTS PROVIDED

1. Crate ends (varying number based on size of your shipment)
2. Crate lids (varying number based on size of your shipment)
3. Plastic mats (thick and thin mats)
4. Ratchet straps

1 ASSEMBLING THE CRATE ENDS FOR RETURN

1. Clean crates by removing any mud or dirt.
2. Set aside 4 crate ends with 4 holes on the bottom (Figure 1). This step is important because these ends will function as the top of the crate for your shipment.
3. Take the first crate end and place it with the bottom panel facing down. This will be the base of your crate.
4. Thread one ratchet strap through the bottom center hole of the crate base.
5. There are both thin and thick plastic mats in shipments. Take approximately 10 thin plastic mats from your shipment and align the handles so they are facing up. Place them inside the first crate base, then right align the mats to make space for the other crate end.
6. Flip the second crate end so the bottom panel is facing up (Figure 2). This orientation will allow the two ends to fit together seamlessly. Ensure this crate end has four holes in each corner for the lid.



Figure 1

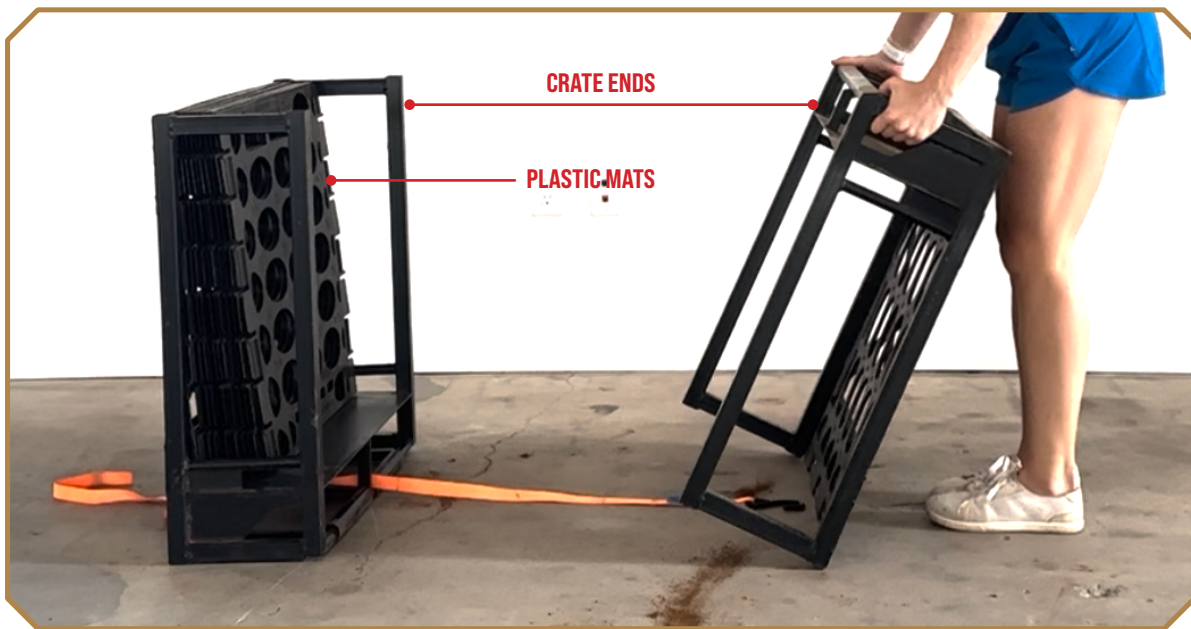


Figure 2

7. Place this crate end directly over the first one, aligning it as shown (Figure 3).
8. Place one lid on top of the assembled crate. Place the other lid inside the crate in addition to the plastic mats. You've now completed one of four crates for this shipment.
9. For crate two, insert approximately 5 thick plastic mats at a 45 degree angle and aligned to the right to make space for the other crate end.
10. Repeat the process with the remaining crate ends and plastic mats for crate three. You can combine thin and thick plastic mats throughout your shipment, as long as nothing sticks out of the crates.
11. Assemble the fourth crate. Instead of plastic mats, place the three extra lids inside. Be careful not to bend the lids. Simply slide the lids into the crate. Each cube should have 8 lids total, 4 on top, and 4 packed inside the crates.
12. Ensure all four crates are aligned and oriented the same direction. Nothing should stick outside of the crates.



Figure 3

12. Tighten one ratchet strap over the top of the shipment and one around it (Figure 4).
13. Simply tuck the strap ends into the crate. Do NOT tie knots in the ratchet strap.



Figure 4

2 ARRANGING THE RETURN

- Crates are now ready for return.
- To ensure crate deposit refund, crates should NOT be sent back with the initial delivery truck.
- Buckley Fence will arrange and pay for the shipping for all crates. They must ALL be returned at the same time, along with gate pallets if you have them.
- You must request crate return pickup 3 days before installation is complete.
- Give us a call or send an email to schedule it. Ensure you or the installer is present with a forklift at the time of pickup. The trucking company will not do this for you.
- Once Buckley Fence receives your undamaged crates, bundled correctly, with no missing pieces, you will receive a refund of your original crate deposit.

3 IF MATERIALS ARE DAMAGED ON DELIVERY

If you ever see damage due to mishandling by the shipping company please do the following:

1. Take pictures of the damaged material while it is still on the truck and before you move it.
2. Do not sign the trucker's bill of lading until you have assessed that the materials have arrived undamaged.
If they are damaged, mark the bill of lading as "damaged" before signing.

Please refer to our [Crate Return Instructional video](#) on our website for more information.

If you have any questions, don't hesitate to call us at 720-644-6884.