

## User Instruction Returnables

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*These are the user instructions for the Returnable Transit Packaging (RTP) and the Returnable Plastic Pallets (RP) from Svenska Retursystem.*

### Returnable Crates and Halfsize Pallets (RTP)

#### Returnable Crates

The returnable crate is a secondary packaging unit. This means that the crates are meant to be transported with products contained within primary packages. The exception is unprocessed products and products with an outer shell / peel (i.e. Oranges).

*The Returnable Crates are to be used in external distribution*



#### Deposit Returnable Crates and Halfsize Pallets

The Returnable Crates and Halfsize Pallets generate a deposit fee (see price appendix).

The deposit fee is invoiced forward together with the packaged products when the Returnable Crates or Halfsize Pallets are supplied to a recipient regardless of the flow direction. When goods are returned in crates or on halfsize pallets the deposit fee can be credited together with the goods. The recommendation is having an updated price appendix and article information in your IT system to make it easier to follow up and control the flows. We recommend that you also create articles within your IT system for the crates, especially if you are using different kinds of packaging for your products.

## Labels

The Returnable Crates may only be labelled on the assigned dotted areas. No stickers or labels can be used on the plain areas as glue from labels is difficult to remove from this area during the washing process.

Maximum label sizes:

Article	Long side	Photo	Short side	Photo
Fullsize 167	240x100mm		170x80mm	
Fullsize 50/80	240x40mm		170x60mm	
Fullsize 110/140	240x100mm		170x60mm	
Halfsize 165	150x110mm		180x60mm	
- alternatively	240x60mm		180x60mm	
Halfsize 120	240x60mm		180x60mm	
Halfsize 50/80	120x30mm		180x30mm	

For non-stick labels the Returnable Crates are fitted with a card holder.

Producer	Type	Note
Zebra/Zetes	10020773RM	<b>F</b> , BPA free
Raflatac	Thermal Eco/RP-45LW/HG65/T2	
Raflatac	Thermal Eco BPAfree-FSC/RP45LW/HG65	<b>BPA free</b>
Raflatac	Thermal Eco 300/RP-45/HG65	
Raflatac	Vellum TTR/RP-45LW/HG85	
Raflatac	Thermal Top 200/RP-45LW/HG65/T2	<b>F</b>
Raflatac	Thermal Top P200/RP45LW/HG65/T2	<b>F</b>
Raflatac	Thermal Top P 200/RP-45/HG65	
Raflatac	Thermalite Eco Plus PEFC/RP45LW /HG65	
Raflatac	Thermal Top P180/RP45LW/HG65	
Fasson	Transfer Plus WR 682 BG 40 Brown	
Fasson	Vellum Extra WR 3000 BG40 Brown	<b>F</b>
Fasson	Thermal Top S8 WR 3000 BG40 Brown	
Fasson	Thermal Eco L10 WR3000 BG40 Brown	
Neptun	3300 THK2105	<b>F</b>
Smith & McLaurin Ltd	Ltd Thermal Top T764/WW630/65HG	
Smith & McLaurin Ltd	Ltd Thermal Eco T963N/WW630/65HG	
Smith & McLaurin Ltd	Ltd Thermal Top T764/WW528/65HG	



 = In wet and chilled environments the Eco quality labels are not recommended. They absorb moisture and fall off from the crates.

**F** = Labeling in **frozen environment**. The following labels and adhesive have been tested by Svenska Retursystem for use in cold application environments and frozen (-28 ° C) storage, as well as during transport.

### Stickers

Stickers on the products may be used as long as The User can ensure that the stickers do not fall of the product and get adhered to the Returnable Crates.

### Metal Stickers and Labels

Metal stickers or labels are strictly prohibited. Using staples, thumbtacks or other metal is also prohibited on the Returnable Crates.

### Packaging materials (inserts) in SRS crates

The use of other packaging material than the product packaging in the Returnable Crates should be kept to a minimum.

In cases when other packaging materials are necessary, they have to be of such nature and size that they easily fall out of the crate when turned upside down. The reason for this is that materials that do not fall out of the crate will risk a stop in the washing process. Another risk is that the material could remain in the crate through the washing process and then follow the crate to the next customer. This means that SRS, in these cases, cannot follow the set hygienic standard.

If inserts (corrugated cardboard or plastic) are used they should adhere to the following maximum measurements:

Article	Maximum measurement
Fullsize	530 x 330 mm
DH 110/140	530 x 330 mm
DH 50/80	530 x 330 mm
Halfsize	330 x 230 mm
Shallow halfsize	330 x 230 mm

Packaging materials cannot be attached (glue or mechanical locking) to the Returnable Crate. Inserts should have rounded corners.

If plastic bags are used they cannot be attached by folding them around the corners of the Returnable Crates or similar.

## Returnable Halfsize Pallets



### Stickers

Nothing is to be attached to the Pallets.  
Goods and other things can thus not be anchored by glue, staples or other solutions that are attached in any part of the pallets.

### Handling

When the Pallets are transported they shall be lifted by a forklift in the tunnels under the Pallet, either on the short- or long sides. The Pallets should not be moved by pushing with a forklift from the side or in any other way which may damage the pallets.

## Fullsize Grey Pallet (RP)



### Attachments

Nothing is to be attached to the pallets. Goods and other things can thus not be anchored by glue, staples or other solutions that are attached to any part of the Pallets.

### Handling

When the pallets are transported they shall be lifted by a forklift in the tunnels under the Pallet. The Pallets should not be shoved by pushing with a forklift from the side or in any way which may damage the pallets.

### Goods Deliveries with Fullsize Grey Pallets

Transfer outgoing pallets to correct recipient by creating Goods Deliveries in the customer web. The Goods Delivery have to be created when you load the physical delivery. The date entered is shall be when the pallets are transferred to the recipient's stock balance.

The Goods Deliveries need to contain:

- CMR-number
- Order reference. This is the unique identity of the shipment agreed upon by the supplier and recipient. This is usually the purchase order number or consignment number.
- Amount of Fullsize Grey Pallets
- Company name

Every CMR needs to be represented by one Goods Delivery in the customer web. The above information needs to be presented and correct on both the transaction **and on the CMR**. If the above information is not on the CMR; the receiver cannot verify the transaction.

### **Inbound Goods Deliveries**

If you receive Fullsize Grey Pallets but the sender has neglected creating a Goods Delivery in the customer web in time, you have the possibility to create an ingoing Goods Delivery. If you create an ingoing Goods Delivery, the user fee is invoiced the sender rather than the receiver.

A sender who neglects creating goods deliveries in time repeatedly may be invoiced an administrative fee of 50€.

### **Verifying Goods Deliveries**

If the transaction is correct, accept the incoming Goods Delivery. The recipient has 3 days to accept a transaction if both parties are in Sweden. If one or both counterparts are located outside Sweden the time frame is 7 days. After the time frame expires a transaction is automatically accepted.

The stock balance is transferred when the transaction is accepted. The stock balance and rent is retroactively counted from the entered transaction date. As a sender, you stop paying rent from the date you entered into the transaction, assuming the receiver accepts the transaction.

If the transaction is incorrect, create an adjustment request to the sender.

### **Verify adjustment requests from the recipient**

You have 3 days to handle an adjustment request. After that it goes to Svenska Retursystem AB for decision.

### **Fees and Lead Time**

For fees and lead time see the Price Appendix or contact Svenska Retursystem AB.

## Payment information

Swift Code: DABASESX

IBAN No: SE571200000012420134435

"Retursystem Balance System" and Coherent IBAN No is separately stated on the Invoice.

## Customer Support

For customer support contact:

support@retursystem.se

Ph +46 19 33 37 22

For more information and instructions please visit [www.retursystem.se](http://www.retursystem.se)