



Returns & Claims (Retail)

Returns:

- Stock products can be returned for any reason within 90 Days of receipt
 - Customer may be responsible for freight charges to and from the shipping address at the current rate (any freight charges will be deducted from credit)
 - Customer will receive credit upon product receipt
 - To receive credit, returns must meet the below criteria
- Returns must be
 - Unopened in their original cases
 - Free from moisture, odors, dirt, or other contaminants
 - Free from damage to the product, strapping, and/or case
 - Current, active item
- Returns that do not meet the above criteria may be recycled or returned at the customer's expense
- Products not eligible for return:
 - Custom, special order, obsolete, or non-stock items
 - Delicate items such as Gallon/Half Gallon Cider Bottles

Claims:

- Claims must be made within 90 Days of product receipt
- Customer may be asked to provide additional detail to initiate a claim, such as case label information, quantity affected, and a detail description of the issue
- Customer may be asked to provide photos or samples to initiate a claim
- Resolution to a claim may include full or partial credit, product replacement, or a discount.

Our Customer Support Team is here to assist you with your claim or return. You can contact us at 1-800-444-7225 or send us an email at onlinesupport@rockfordpack for a return call.