



**STICK WITH THE BEST!**

## **Returnable Canister Policy and Procedures**

As a convenience to our customers and a green initiative, NewStar Adhesives will pay the shipping charges to return used and empty intermediate and jumbo returnable canisters.

### **Preparation:**

For shipping and handling economies, we request that the intermediates be aggregated into groups 9 per pallet, palletized and shrink wrapped or strapped in place.

The jumbo canisters can be shipped as is, if they have feet, without pallets or aggregated into groups of 3-4 per pallet.

### **PROCESS FOR RETURNING EMPTY CANISTERS**

1. EMAIL EMPTY CANISTER RETURN REQUEST FORM TO THE BELOW ADDRESS.  
EMAIL: [m\\_donahue@shipdcp.com](mailto:m_donahue@shipdcp.com)
2. COMPLETE THE RETURN REQUEST FORM WITH ALL INFORMATION TO INCLUDE # of CANISTERS OF EACH ADHESIVE TYPE AND SIZE, THE SHIPPING ADDRESS AS WELL AS A CONTACT NAME, PHONE NUMBER, AND EMAIL.
3. WITHIN 24 HOURS OF REQUEST, YOU WILL RECEIVE THE BILL OF LADING TO GIVE TO THE CARRIER WHEN CANISTERS ARE PICKED UP. THIS WILL BE EMAILED TO THE ADDRESS GIVEN.
4. NEWSTAR WILL ARRANGE PICK UP OF THE CANISTERS WITH THE CARRIER. DCP TRANSPORT WILL CALL THE NAMED CONTACT TO SCHEDULE AN APPOINTMENT FOR PICK UP.
5. AS THE SHIPPER, YOU WILL NEED TO SIGN AND DATE THE BILL OF LADING THAT WE HAVE PROVIDED. PLEASE MAKE A COPY FOR YOUR RECORDS AND GIVE THE ORIGINAL COPY TO THE DRIVER.

From all of us here at NewStar Adhesives, we thank you for your cooperation and we appreciate your business.

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Please Email: [m\\_donahue@shipdcp.com](mailto:m_donahue@shipdcp.com) OR Call 617-909-3090 with any questions

## EMPTY CANISTER RETURN REQUEST

Please complete all information. – We try to get your canisters picked up same day or next business day from receipt of this request. Please ensure canisters are palletized, wrapped, and ready for shipment.

Please Email: [m\\_donahue@shipdcp.com](mailto:m_donahue@shipdcp.com)

On-Site Contact name: \_\_\_\_\_

On-Site Contact Phone: \_\_\_\_\_

Email (BOL will be sent here): \_\_\_\_\_

Pick Up Address:

Company \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Pick Up Hours: \_\_\_\_\_

Canisters to be returned are as follows:

Canister Sizes: Intermediates (110lb-190lb) Jumbos (200+lb)

Product: \_\_\_\_\_ Canister Size: \_\_\_\_\_ Quantity: \_\_\_\_\_

Total Number of Pallets: \_\_\_\_\_

Please Email: [m\\_donahue@shipdcp.com](mailto:m_donahue@shipdcp.com) OR Call 617-909-3090 with any questions