



**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](mailto: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**.