

Guide to RMA and FAQ on poly bags

When working with hundreds of thousands of slippery, flexible poly bags at a time and having processes such as cutting, printing, perforating, opening, sealing, etc. We and others in our industry have found that 100% perfection is not possible. However, we stand behind our products and beside our customers and will happily credit you or supplement your next order in place of the bags which are not satisfactory. We find that 99.8% of our bags, on average, perform correctly.

Should you need help with our bags, please send a picture of the entire cardboard end roll where the white label is. We will be able to look up all the info about that bag and the lot to which it belongs and isolate problems quickly. One of our QC specialists will contact you and guide you through the process of finding a solution. We may replace, credit, and/or ask that you dispose of them at your facility- depending upon the logistics, cost-benefit analysis, and diagnosis of the problem and your needs.

Here are a few guidelines to help troubleshoot before needing our QC customer service to step in. You may even solve your own problem in seconds and be right back to productivity. RMAs expire in 90 days. When you have been issued an RMA, please write "RMA-XXXX" on the outside of the boxes you send to us so they can be routed quickly and correctly.

1. Unroll the bags. Pull out 40 feet or so and look for a splice. Our operator may have noticed an issue and fixed it right there on the line and you can go from there.
2. Bags are best stored at room temperature. Avoid temps above 100 degrees as plastics become weakened or easily stretched or warped out of shape.
3. Do not pick up rolls by the end cap, and avoid dropping them, as they can unravel or otherwise become harder to feed through your machine.
4. Bags which seem difficult to open is our most common complaint from our clients. Many things can cause this, from machine settings to bag thickness to air pressure. Consider if you can find a manual use for the bags, or if they must be reworked by APP.
5. Poly bags sometimes do not hold the ink printed on them. An easy way to check to see if it's possibly your own printer or the bag itself is to use ordinary clear scotch tape. If the print can be peeled off with the tape, it's likely a bag issue and not your printer.
6. Problems such as weak bottom seals can be returned and re-sealed and sent right back to you. Issues such as perforation not coming apart or printing being the wrong color, for example, most likely need to be destroyed or returned.
7. If you do have bags which need to be returned, please remember that it is easier for us and you to gather them and ship in the aggregate rather than one at a time as they appear. We will not issue an RMA and pay for shipping more than once per lot.
8. Sometimes the issue is not the bag at all. Machine settings need to be checked and maintenance done on the recommended schedule. When you find a problem, take a moment to check the tension and clean the rollers with alcohol, being careful to rotate the rollers, as to clean all surfaces. Do not leave the metal roller in contact with the rubber roller, as it creates a flat spot which can cause issues- and can happen over a short period of time such as a weekend. We have machine service representatives who are happy to help you adjust your settings to make the bags and machine work together easily.