

Reel Return Policy

Teel Plastics is pleased to offer a reel return program for its existing customers in good standing. The program is simple, beneficial to customers, and beneficial for the environment. To get started, contact Teel at 608-355-4999 or Customer.Service@teel.com.

Basic Policy:

- Teel will offer a credit of \$100.00 per reel returned, provided it is in reasonable condition and capable of being re-used with only minor repair.
- Teel will inspect all reels upon return and, in its sole discretion, decide if a credit is warranted for the reel. Reels can either be assembled or disassembled. Disassembled reels can be mixed, but will be counted by the number of whole reels that can be made from returned parts.
- Credits will only be issued for which a customer has received a pre-authorized return allowance or RMA number or similar. Reels shipped back without the proper paperwork will either be rejected or not usable for credit.
- Reels must be returned to 1060 Teel Court, Baraboo WI 53913.
- Teel will deduct the freight cost from the total credit in instances where Teel arranges and pays for freight. If customer arranges freight, the contact name, business entity, and address for the customer claiming credit must be provided and shipping must be pre-approved.
- The credit will be to the customer's account as either a deduction in outstanding balance or an offset against future purchases. Teel will not issue cash or checks for payment of the credit.
- Credit is only available to Teel's existing customers in good standing.
- Teel reserves the right to terminate, modify, or suspend this program at any time.