BLUESTAR ARCHITECTURAL GLASS

Returnable Wood Rack Checklist

Use this checklist before requesting wood rack pickup. Racks that do not meet these conditions will not be collected.

Scope: This policy applies to returnable wood racks only. It does not apply to metal racks, A-frames, or other reusable packaging types, which may be subject to separate terms.

Wood crates are never picked up, under any circumstance. Crates are built to 100% custom dimensions for each individual project and have no reuse value on future jobs. Crates are not eligible for return or pickup regardless of condition, quantity, or distance.

Wood rack pickup is the exception, not the standard. Blue Star Glass generally does not pick up wood racks. Returnable wood racks are only offered on select jobs, and pickup is only scheduled when the minimum quantity threshold below is met for the applicable distance. Do not assume wood racks will be picked up unless this has been confirmed in writing by your Blue Star Glass representative.

Accepted Condition

- ✓ All original metal corner/edge straps are present and securely attached
- ✓ Wood frame is structurally intact – no broken, split, or cracked boards
- ✓ Rack is clean and free of packaging debris, glass fragments, or trash
- ✓ Rack is reusable as-is for future shipments without repair

Will Not Be Accepted

- ✗ Missing metal straps of any kind – wood racks without straps are never accepted
- ✗ Broken, splintered, or separated boards
- ✗ Exposed nails or protruding hardware
- ✗ Racks that have been disassembled or altered from original build

Minimum Wood Rack Pickup Requirement by Distance

Pickup Distance	Min. Racks
Local – DFW	**15 racks**
Local – NJ / NYC / Philadelphia	**15 racks**
1-day drive (up to ~800 miles)	**35 racks**
Beyond ~800 miles	**No pickup**

Contact Blue Star Glass with Questions: 732-422-1272, dispatch@bluestarglass.net

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Blue Star Glass will only schedule a wood rack pickup trip when the total value of racks being returned meets or exceeds the cost of sending the truck for that distance. Quantities below these thresholds will not be picked up as a standalone trip. Wood rack pickup is not available beyond approximately 800 miles from the producing branch, regardless of rack quantity.

Real Example: On a long-running St. Louis, MO project – within the 1-day distance tier – Blue Star Glass picked up 65+ wood racks across multiple consolidated trips back to the Dallas plant, allowing the racks to be reused throughout the job. This is not typical – most jobs do not reach a high enough rack volume to justify pickup, and customers should not expect this outcome on smaller or shorter-duration projects.

Before Requesting Pickup

1. Confirm with your Blue Star Glass representative that wood rack pickup was offered for this job
2. Inspect every rack against the accepted-condition criteria above
3. Confirm all metal straps are attached and intact on each rack
4. Consolidate and stack racks to maximize truck capacity – A-frame racks may need to be stacked upside down to fit the maximum quantity
5. Confirm the total rack count meets the minimum threshold for your pickup distance, and that the distance is within the 800-mile service range
6. Contact your Blue Star Glass representative to schedule the pickup

Wood racks that do not meet these conditions, fall below the minimum pickup threshold for the applicable distance, are located beyond the maximum pickup distance, or were not offered as part of the original job agreement will not be collected. Wood crates are never eligible for pickup under any circumstance. Customers are responsible for disposal of racks and crates that do not qualify for return.