

FAQ

How long do RPR returnable packaging systems last?

At RPR, we design returnable packaging products to last the length of the program…typically a five to seven year term. Our knowledge of materials, containers, and handling insures your returnable system will last.

What happens if some of my containers are damaged?

RPR will service all of your containers in the system. If any containers are damaged due to improper handling, RPR will refurbish the broken components and return the restored containers to you.

What if my containers need to be cleaned?

RPR will clean your returnables every time they pass through the system or according to the schedule you choose. We have a self-enclosed washing system that cleans, rinses and dries vacuum-formed trays, pallets, bulk containers and handheld totes.

How do you determine which materials to use to protect my products?

We partner with you, our customer, and your suppliers to identify the product’s vulnerabilities. We find materials that will work best to protect your product from damage. By handling a complete line of returnable packaging materials, RPR always chooses products that are the most cost- effective, either alone or in combination with various products.

How do I know RPR will not sell something that does not work well with my products?

RPR acts as your packaging engineer, working as problem solvers that focus on helping you protect your most valuable parts, rather than keeping our production plant busy! For this reason, we have strategically partnered with companies that are the best in the industry, giving us the independence to utilize only the highest quality products or services that will cost-effectively protect your products.

I have heard that it is more efficient to contact the container manufacturer directly to save money; thus, eliminating the middleman?

RPR sells the containers to your company for the same costs as the manufacturer. We work with you locally to choose the appropriate container and dunnage for your job. After loading the dunnage into the container for you, we ship the containers to your facility for immediate use. We save you the headache of having to issue multiple purchase orders for your packaging.

Are all textile converters the same?

No. Our strategic partner for textile packaging is conTeyor®, the company that set the industry standard on designing, prototyping and producing textile packaging protection. conTeyor® combines the best densities with the best materials to handle the job, insuring that you purchase fewer containers, saving money on freight, storage and handling.

For many years, conTeyor® has worked with major manufacturers in Europe to supply expertly designed and manufactured textile packaging. RPR is the exclusive distributor of conTeyor® products in the Southeast. Some textile packaging manufacturers utilize the same materials to solve every packaging problem; however, conTeyor® has more than 20 different materials engineered to solve specific problems in the most cost-effective way.