

EPT information about broken material

All **EPT trays are part of the EPT pooling system** and **can be exchanged 1:1 full for empty along the supply chain**, reducing the overall quantities required.

To ensure a smooth flow within the entire supply chain, **functional and broken material must always be separated**.

Broken items should be returned to one of the Euro Plant Tray depots **as soon as possible for one-for-one exchange** to ensure your workable EPT stock remains at the contracted volume. Apart from the contracted volume, there is no limit to the quantities that can be exchanged.

Please note that a **valid EPT customer number** must be presented in the EPT depots in order for a transaction to be carried out. **Pre-registration at the EPT depot** is advisable in order to avoid delays and ensure fast processing.

Different sizes of EPT trays should never be mixed on one load carrier without being clearly separated and labelled accordingly.

Stickers and labels should be removed as far as possible before delivery to an EPT depot.

Broken material to be exchanged

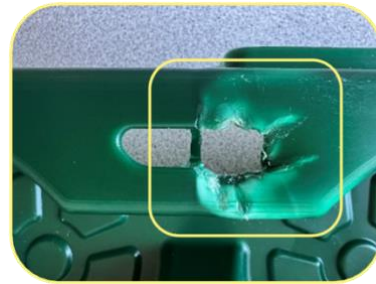
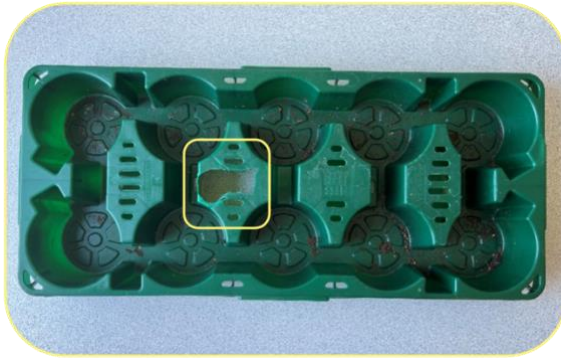
An EPT tray is classified as broken and thus can be exchanged one-to-one in an EPT depot if

- The tray itself is **broken into at least 2 parts**, whereby the returned parts must represent **significantly more than half of the tray**
- There are **cracks and breaks in the edges that could lead to injuries**
- There is **damage to the pot-bearing parts** that jeopardise safe transport and water retention
- The **RFID tags or QR/EAN** are so damaged that they **can no longer be scanned**

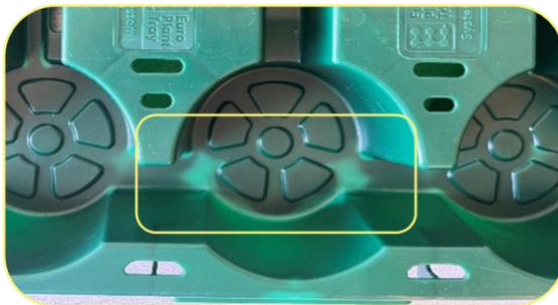


Broken edges, which can lead to injuries, qualify for replacement.

Damages not qualifying for exchange



Surface cracks and dirt do not qualify EPT trays for exchange



White breakage does not qualify for exchange.