



## Gary Plastic Packaging Updates for 2026

December 19, 2025

### Summary

In January 2026, we're creating an improved customer experience for our wholesale box customers. As part of this transition, **we'll be changing our name to Gary Containers**. Look for a new logo and upgraded services along with a new website in the coming months to make it even easier to do business with us!



### IMPORTANT ORDERING IMPACTS PRIOR TO JANUARY 2

As part of this transition, we'll be moving to a new ERP system, which will result in some temporary impacts to ordering.

Please **keep sending your orders to the same contact you've been using** until the end of the year.

**Orders placed between December 20 and 30 will be temporarily held** until December 31.

- We'll send you an email when we receive the order.
- Once your order is officially entered in our new system, you'll get an order confirmation from [customerservice@garycontainers.com](mailto:customerservice@garycontainers.com).



- Any follow-up emails will also come from this address and will include a link to an order tracker so you can easily stay up to date on your order status.

**Please note:** Production times may be temporarily extended during this transition, and our goal is to significantly shorten lead times in the coming months.

## WHAT TO EXPECT BEGINNING JANUARY 2, 2026

### Customer Service

Start using the new Gary Containers ordering and customer service emails. Our phone number and service hours will remain the same.

[orders@garycontainers.com](mailto:orders@garycontainers.com) | [customerservice@garycontainers.com](mailto:customerservice@garycontainers.com)

Phone: 800-227-4279

Service Hours: Monday – Friday, 8:00 a.m. – 5:00 p.m. Eastern

### Order-Related Communications

- Order confirmations and other order-related emails will come from [customerservice@garycontainers.com](mailto:customerservice@garycontainers.com).
- These emails will include a link to an order tracker so you can easily stay up to date on your order status.
- These emails will contain your new account number.



## Account Numbers

- You will have a new account number moving forward. That number was emailed to your Accounts Payable contact and will be referenced in your order-related emails.

## Pricing

Our pricing structure and product pricing will remain the same at least through January 31.

Any account with a Canadian billing address will now be invoiced in CAD.

## Website

Start using our **new website for wholesale customers: [garycontainers.com](https://garycontainers.com)**. In 2026, look for new features on this website that will help you more easily manage your orders, plus more.

## Billing & Payments

- **Orders placed before December 20 through Gary Plastic Packaging** will be invoiced via Gary Plastic Packaging. You can pay using the usual Gary Plastic Packaging process, which will remain in place into the new year.
- **Orders placed on or after December 20** will be entered into the new Gary Containers system and invoiced via Gary Containers. You'll notice that these invoices will be payable to our parent company, KG OpCo.



**Gary Containers Payment Info:** For orders placed on or after December 20, your emailed invoice will contain a link that will take you to our payment center where you can process an ACH or credit card payment.

Billing and remit to/payment information:

Remit info:

PO Box 844619

Boston, MA 02284-4619

Canadian Currency

C/O T8083 P.O. Box 8083 STNA

Toronto, ON M5W 3W5

[AR@garycontainers.com](mailto:AR@garycontainers.com)

## Products

There are no reductions to our product offering, and we have new items and sizes coming soon.

## Sales Tax Exemption Certificates

We are required to collect and remit sales tax for all U.S. states and Canadian provinces for shipped merchandise based on applicable state/provincial laws. New customers received an email if we didn't have a sales tax exemption certificate on file or if the certificate on file was inaccurate.



- Sales tax is based on the ship-to state. If you ship to multiple states, we'll need a certificate for each one or a multi-state exemption form.
- Please note: A state resale certificate does not exempt shipments to Canada from GST tax.

You can send them via email to [tax@garycontainers.com](mailto:tax@garycontainers.com).