

FAQ

#IMNOTPLASTICCO

WHAT ARE YOUR ECO-STRAWS MADE OF?

Our 100% commercially compostable eco-straws are made mainly out of PLA (a cornstarch-based bioplastic) and some PBAT (a compostable co-polymer and essential ingredient in compostable items that is more biodegradable than avocado skin!)

WHAT ARE OTHER BENEFITS OF USING #IMNOTPLASTICCO?

- PLA/PBAT based items have a lower carbon footprint (up to 75% less greenhouse gas emissions are released when they are produced over conventional plastics) meaning that their manufacture contributes far less to global warming.
- We donate 5% of profits to ocean/environmental conservation groups.
- Our eco-straws are more hygienic than metal, bamboo or glass, as these materials are hard to sterilise.
- We use carbon neutral freight solutions to ship our orders

ARE THEY CERTIFIED?

Our products are certified as meeting bioplastics industrial standards EN13432 & ASTM D6400 (EN13432 certified products must biodegrade by at least 90% in 90 days in a composting system to meet the criteria).

Our eco-straws have been independently tested by two commercial composting facilities in Australia.

They're also FDA approved meaning they are food safe.

WHAT IS THE SHELF LIFE?

6-8 months after delivery if stored in a cold, dry area away from heat, moisture and sunlight. It is possible they will last up to 12+ months if stored correctly.



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ARE THEY DURABLE?

Yes, our customers love them because they look, feel and function just like conventional plastic straws, and unlike paper straws they won't go soggy and limp in drinks.

CAN THEY BE USED IN HOT DRINKS?

Our eco-straws are designed to break down in the presence of heat and moisture, if used in anything above 70 degrees celcius they will start to soften and melt.

WHAT IS THE BEST WAY TO DISPOSE OF YOUR ECO-STRAWS?

The fastest and most sustainable way to dispose of our eco-straws is commercial composting where they can be safely turned back into nature (compost). There's numerous commercial composting facilities around Australia that will come to your home/bar/cafe/school every week to pick-up your food waste and compostable straws/packaging for a small fee, meaning ZERO WASTE is sent to landfill!!!!

You can also check with your local council to see if you can chuck our eco-straws in your green bins at home, if so this is another sustainable disposal method.

Although we can't claim that our eco-straws can be Home Composted, we can't see why they can't be, give it a go!!

WHERE ARE THEY MADE?

Unfortunately it is not viable to have our products manufactured locally. Our #IMNOTPLASTICCO products are made by our reputable, accredited manufacturer in China. Our manufacturer's products have been certified against bioplastics industrial standards EN13432 & ASTM D6400.

DO YOU OFFER CUSTOMISATION?

We sure do, please email sales@imnotplasticco.com.au for a quote.



#IMNOTPLASTICCO

SHIPPING, PAYMENTS & REFUNDS

DO YOU OFFER WHOLESALE OR BULK PRICING?

Yes we do both, let's create a sustainable future together. Email sales@imnotplasticco.com.au to find out more.

WHAT PAYMENT METHODS DO YOU ACCEPT?

Simply head to www.imnotplasticco.com.au to safely purchase online using your credit card through PayPal, Google Pay, ApplePay, American Express, Visa or MasterCard.

Invoices can be issued upon request for both Australian and international customers (terms and conditions apply). Email us at sales@imnotplasticco.com.au to discuss.

WHAT IS YOUR REFUND POLICY?

We will happily issue you a refund or exchange the stock if there is any issues with the quality of the straws within 28 days.

We don't do returns for change of mind once the stock has left our premises.

HOW LONG WILL IT TAKE TO GET MY ORDER?

We try to pack and have your orders sent out within 3 business days.

AUSTRALIA - Delivery times vary depending on location but usually between 5-9 working days.

INTERNATIONAL - Delivery times vary depending on location and can take 2 weeks or more.

