

Guide to packaging and labelling

We would like to ensure your parcel arrives safely at its destination. The correct packaging and labelling minimises delays in our sortation process and means we can deliver your parcel without it being mis-directed, lost or returned.

Packaging

- Use good quality boxes with no holes, tears or dents (remove any old labels if reusing a box)
- Pack multiple items separately
- Use the correct sized box and do not overload
- Pack items in the centre of the box and use padding (such as bubble wrap, polystyrene chips, rolled corrugated cardboard etc) to protect items and to prevent movement, especially for irregular shapes and fragile items
- Include sender and recipient address details inside the box
- Use high quality tape to seal parcels
- Liquids, semi-liquids, powders or strong-smelling substances must be properly sealed in leakproof containers, wrapped in plastic bags and held upright in a strong box and labelled with 'arrow up' stickers*
- Wines and spirits – pack in an inner box, add rigid outer packaging and use corrugated cardboard or foam dividers. Bespoke packaging is best.
- Fragile and handle with care labels are no substitute for good packaging – they are for information only.

*We cannot guarantee compliance with these indicators, but this will increase your chance for the preferred orientation

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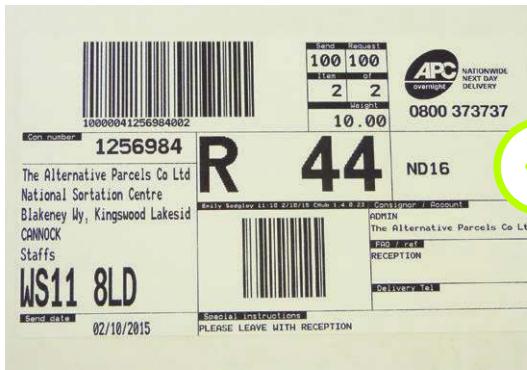


Labelling

- Labels on regular shaped parcels should be on the largest, flattest side.
There must be only one routing label per parcel.



- Label print must be good quality, in black and printed on a good quality printer, with the correct settings.



- The print must be correctly positioned on the label, with white space around the barcode.



- Barcodes must be flat (not applied across a parcel seam), not damaged and not covered up (by a box band or strap)



- Labels on irregular shaped parcels, such as tubes, the barcode must be in a straight line and not wrapped around the tube or over the end.



- MailPacks and CourierPacks have a designated space for the routing label, please use this. Labels need to be as flat as possible so they can be scanned.



- Non-standard items: standard routing labels do not stick well on certain surfaces or materials, such as sacks, polypropylene, bubble wrap or fabric (on holdalls, cases).
 - To ensure the label does not come off in transit, it is recommended that normal brown tape is applied to the package with the label placed on top of the tape, as per the below examples. Please ensure the taped surface is smooth before the label is applied. Don't enclose the label in a plastic sleeve. Parcel tags can also be tied onto non-standard items with a label attached on the reverse.



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