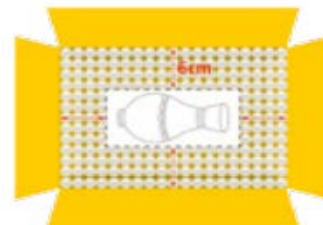


Safe delivery of your goods is a priority to Parcelhub and our carrier partners. In order to help your parcels arrive in the best condition possible and without damage, please check these guidelines. If goods are insufficiently packaged, claims for damage may be rejected.

External Packaging

- Always use a strong rigid double-walled corrugated cardboard box
- Avoid re-using boxes as this may reduce the rigidity of the box and therefore the protection for your goods
- Choose the correct size box, avoid boxes too big and too small. Over-filled boxes can burst and under-filled boxes can collapse. Approximately 5cm space between the goods and box is recommended



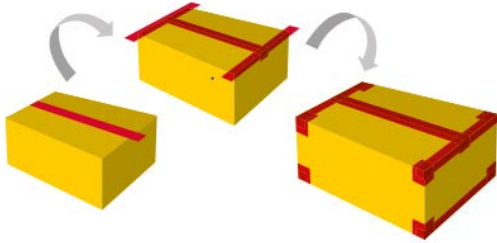
- Ensure the box can safely carry the weight of the goods
- Shipping bags are not recommended as the only protection for your goods during shipping
- Always use the correct bag for service selected, e.g. a UK Mail bag for a UK Mail shipment

Internal Packaging

- Always use some form of internal packaging to prevent movement within the box and to provide protection for the goods in case of damage to the box
- Do not leave any empty space in the box
- Recommended packaging includes:
 1. Bubble wrap
 2. Foam sheeting
 3. Polystyrene chips or Polystyrene surrounds and ends
 4. Cardboard dividers



- Place any goods that could be damaged by moisture or staining in a sealed bag inside the box for additional protection
- Wrap individual items in bubble wrap to prevent goods damaging other goods within the packaging
- Ensure that corners are protected by foam/polystyrene
- Ensure that the goods do not move around inside the box if you shake the parcel



Sealing Parcels

- Do not band or strap boxes together; each box should have an individual label
- Avoid string or banding as this can damage the outer packaging if too tight
- Use strong packing tape to seal the parcel as shown below. Standard household adhesive tape is not recommended

Labelling Parcels

- If re-using a box always remove all old labels
- Ensure that the shipping label has adhered well to the box and is not damaged or crumpled
- Use the correct courier information labels such as Next Day labels as shown to the right
- Use applicable special handling labels. Please note these are for information only and are not a substitute for good packaging. Carriers cannot guarantee the orientation of the parcel through the network but labelling and good packaging reduce the risk of damage



Specialist items

Please see below additional recommendations for specific items that may be more susceptible to damage within a carrier network:

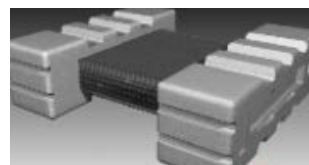


Bikes

- Remove the wheels and pedals from the main frame of the bicycle
- Wrap the pedals securely in bubble wrap
- Place a sheet of thick cardboard between the wheels and wrap them securely with thick bubble wrap
- Ensure that the whole bicycle frame is wrapped in thick bubble wrap
- Place bicycle into a strong cardboard box
- Ensure that the box is strong enough to withstand the weight of the contents
- Use polystyrene blocks or internal packaging to ensure the bicycle cannot move during transit

Electronic Items

- All electronic items should be sent in a box within a box as shown below
- Use the manufacturer's packaging wherever possible and package inside a second box with internal packaging
- Polystyrene blocks should be used to prevent movement within the internal box and protect the goods from damage



International Shipments

All International shipments need 5 copies of the proforma invoice in a clear document wallet, attached securely to the outside of the parcel. Any shipments without this information will not be accepted by customs and could be returned to you.