

Guide to Packaging

Tips to help you to get your package delivered quickly and safely

New Zealand Couriers' top priority is getting your item delivered on time and in great condition.

Our experience tells us that proper packaging and labelling is the best way to avoid damage, delay or additional costs. Parcels can travel a huge distance through our network, passing through many hands and machines, so it's vital you package them well enough to handle a multi-step journey. In the unfortunate event of an item being damaged we do consider the packaging, and if it's deemed to be insufficient, the claim may be declined.

To make it easier for you, we've compiled some of our top tips when it comes to packaging and labelling.

1

Choosing your box

Outer packaging

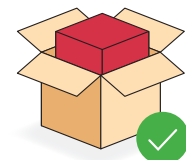
Where possible we recommend sending items in boxes as opposed to loose or shrink-wrapped. We strongly recommend protecting goods in retail packaging by placing the retail box in outer packaging or a separate box for transport.

Consider strength & durability

Choose **durable** boxes made of **corrugated cardboard**, with their flaps intact, especially when sending heavier items. Re-used boxes lose strength. Check for signs of damage, including creasing to the box sides, tears or dents to the box. Ensure your box is rigid and in good condition.

Choose the right sized box

Boxes that are too small to properly fit their contents have a greater chance of splitting in transit and may not provide good protection. Boxes that are too large with too much padding or empty space are likely to collapse if another item is placed on top of it during delivery. If sending poster tubes, use a triangle or square tube holder, not round.



2

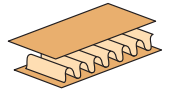
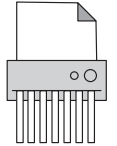
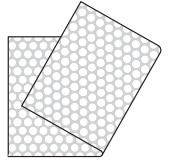
Packing your box

Inner packaging

Use the right packing materials

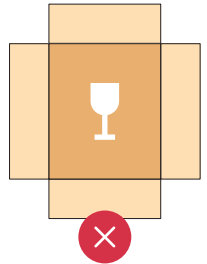
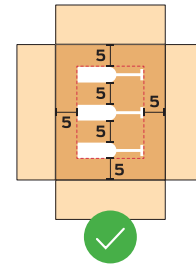
It is important to use the right inner packing materials to help everything stay safe and prevent items moving inside the box during transit.

Bubble wrap, shredded paper, corrugated cardboard and **polystyrene type products** are often ideal forms of internal protection. Wrap all items individually, and make sure there's enough packing material between them to avoid damage. Protect sharp edges with both tape and padding. A heavy item that is not suitably wrapped will move inside the box, can damage the packaging and will be non-conveyable. Irregular shaped items should be packed into boxes and held in place with appropriate packaging materials.



Remember 5/5

Remember the 5/5 rule for fragile items: 5cm from the walls, base and top of the box and 5cm of cushioning around each individual item.



3

Seals and labels

Avoid unnecessary delays

Seal your item securely

To help prevent boxes coming apart, seal all openings. Boxes should be closed securely using at least three strips of packaging tape on **both the top and bottom** of the box creating an **'H' seal**. Make sure the openings and joints have enough tape to hold them securely closed.

Use strong packaging tape designed for shipping. The sort of packaging tape to use should be a minimum of 4cm in width.



