



Packaging instructions

Useful tips for professional and secure packaging



An improperly packaged product is fragile and may compromise the safety of other products.

Consignments must be packaged in such a way that they can withstand the external physical impact affecting the parcel during the transport and movement of the goods. The collection of the parcel does not guarantee that the packaging is appropriate.

Outer and inner packaging

The contents of the consignment is protected inside the box by the appropriate inner and durable outer packaging, which provides security.

Therefore, during the packaging of the consignment, the parameters of the goods you wish to send (such as the type, nature, weight of the goods) must be taken into account.

Fragile goods

Fragile goods are delivered only on the basis of a separate contract and under individual terms and conditions, as defined in the GTC.

Transportation and sorting

The consignment requires internal and external packaging that adequately protects it during road transport and from the pressure caused by automatic sorting equipment and mechanical baggage handling, and can withstands a drop height of at least 80 cm. The consignment must be packaged in such a way that the internal contents cannot be accessed without leaving a trace.

Purpose of packaging

The purpose of packaging the goods/objects/products to be dispatched is to prevent their damage, injury or breakage during the delivery process.

Adequate internal protection of the goods prevents the goods/objects/products from coming into direct contact with the wall of the box or with each other. In addition, the use of space fillers also serves to reinforce cardboard boxes.

It is advisable to package the goods/objects/products several times.

Packaging multiple products together

If multiple products are to be packaged in a single box, a padding material must be placed between them which separates them properly, thus reducing the risk of damage and injury.

Bulk goods

Smaller bulk goods/objects/products should be placed into a labelled plastic bag/packet made of a strong material and only then can it be placed into the box.

Padding material

It is recommended to use the padding material not only between the goods/objects/products, but also on the inside of the box, on top of and below the consignment.

The product intended to be sent is the most secure if this material completely fills the interior.



Inner packaging I Protection of goods

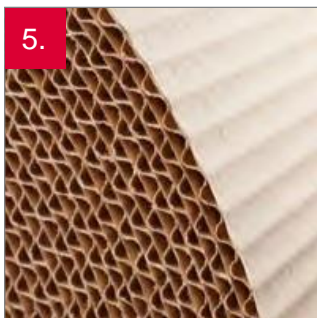
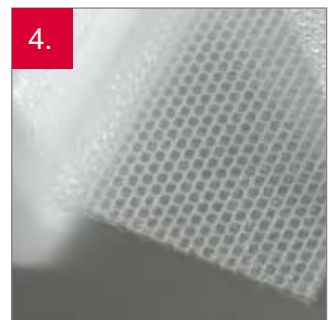
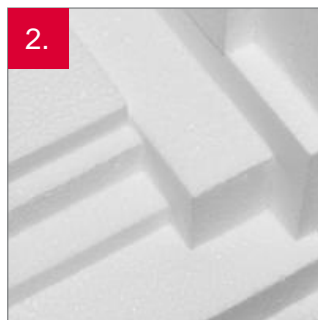
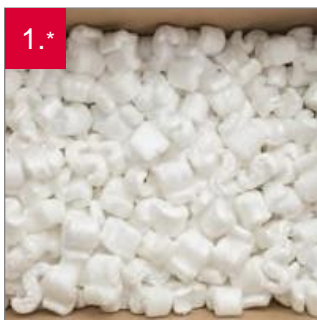
Why it is important

For the inner packaging/protection of goods, the use of any padding or space filler material which prevents the movement of the goods inside the box, i.e. provides adequate protection to ensure that the goods remain stable inside the box, is permitted.

It is recommended to use a space filler that corresponds to the parameters of the goods/objects/products (characteristic properties, nature, shape, form, weight).
The use of edge protectors is also recommended.

The following table provides a guide on what can be used for the inner protection of goods:

Material	Use	Lighter goods	Heavier goods
1. Polystyrene shavings	Hollow filler*	■	
2. (Hard) foam	Hollow filler	■	■
3. Foam film	Covering, packaging, detachable or intermediate layer, moisture protection	■	
4. Bubble wrap/air cushion	Hollow filler, packaging, separating or intermediate layer, moisture protection	■	
5. Corrugated paper	Hollow filler, dividing walls, filling of bottles and jugs	■	■
6. Paper	Hollow filler, filling gaps with newspapers	■	
7. Mouldable foam	Hollow filler	■	■
8. Corner and edge protection	Help in the stabilisation of consignments, protect the parcel from injury	■	■



*Not suitable for packaging electronic items.

Outer packaging

Packaging offering adequate protection:

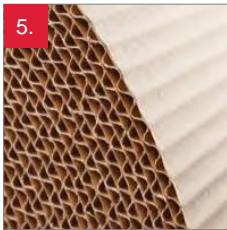
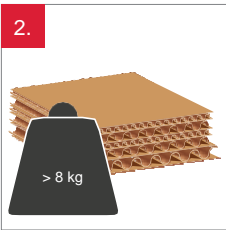
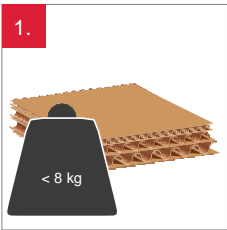
- good quality;
- waterproof;
- consisting of a cardboard box which has a minimum of 3 layers (it is recommended to use a cardboard box with 4 or preferably 5 layers);
- fitted with edge protectors;
- with reinforced corners.

Packaging material to avoid:

- damaged or crumpled material (e.g.: worn out, fraying, unable to perform its function);
- damp/wet packaging material (During the delivery process of the consignment, the parcel box is more easily exposed to the risk of injury).

The following table serves as a guide to what outer packaging should be used for lighter and heavier consignments:

Outer packaging	Use	Lighter goods	Heavier goods
1. Three ply cardboard box	The top and bottom of the cardboard box must be sealed with adhesive tape.	■	
2. Five ply cardboard box	The top and bottom of the cardboard box must be sealed with adhesive tape.		■
3. Double-walled box	The top and bottom of the cardboard box must be sealed with adhesive tape.		■
4. Packets	Recommended for the packaging of smaller parts.	■	
5. Cardboard	The sheets of paper placed on the top, bottom and sides of the consignment provide protection for the goods.	■	■
6. Edge protection	Vertical edge protectors not only reduce damage to the edge of the box, but also help stabilise the shipment. Both horizontal and vertical edge protection are recommended.	■	■



Taping and sealing of consignments

The boxes must be sealed with adhesive tape in order to ensure that:

- no one can access the contents of the box;
- it cannot open during the handling and sorting process either.

Consignments that are considered larger and/or heavier parcels, should be provided with stronger double taping, and it is also advisable to use a strapping material to make handling easier.

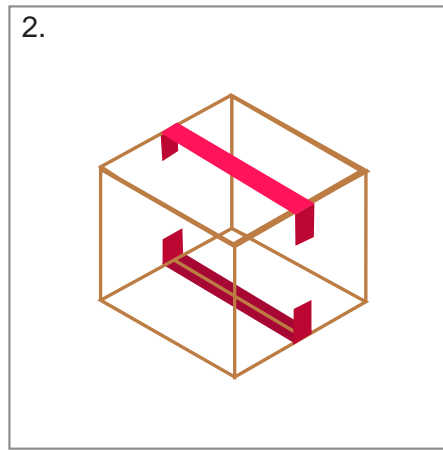
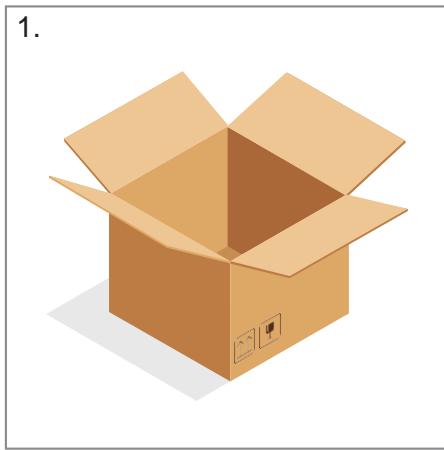


The box must be sealed in such a way that the goods/objects/products are not damaged or injured, or fall out, and it cannot cause damage to any other parcel.

Adhesive tape

Thick, self-adhesive - minimum 45 mm wide – adhesive tape should be used to seal the consignment, therefore the use of narrow adhesive tape is not recommended.





The packaging must always be complete

Care must be taken to ensure that all edges and opening points are taped in such a way that the contents cannot be accessed without damaging the wrapping (i.e. the contents can only be accessed by leaving visible traces thereof).

For larger and/or heavier cardboard boxes, the use of a strapping tape is also recommended for easier handling.

Caution markings

The use of the sticker only advises caution, but does not protect the contents of the parcel.

We would like to draw the Sender's attention to the fact that by accepting the GCTC, they acknowledge that the inscriptions on the outer packaging of the consignment (e.g.: 'Fragile' or 'Top/Bottom') cannot be taken into account, therefore liability for any damage caused cannot be transferred to the service provider in reference thereto.

Attention!

Multiple parcels can only be packaged together if and in such a way that the new parcel meets all the conditions specified in the GCTC, and the new packaged parcel actually qualifies as one parcel, without breaking into its parts during transport.





Labelling

The parcel label must be stuck to the largest surface of the box in such a way that it does not fall off the parcel during transport/sorting.

The old address, barcode or sticker from the previous shipment must be removed before sending so that the parcel can be clearly and correctly identified.

Readable, appropriate barcode



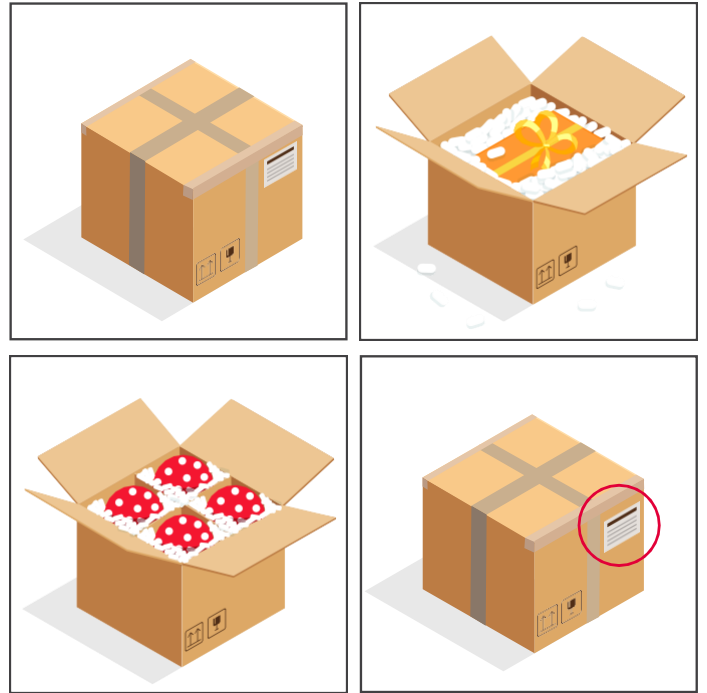
We would like to draw the attention of our Customers to the fact that DPD is not liable for any damage caused in the consignment between its collection and delivery if the damage was caused by:

- the inability to accurately identify the parcel label or other handling marks, or the misleading nature of the additional markings,
- the placement of a single identification label on a combined Consignment consisting of several parcels,
- the marking of the Consignment with several identification labels,
- the incomplete, inaccurate or misleading information provided by the Customer regarding the content, value or nature of the Consignment.

Illustration of packaging

Criteria for proper packaging:

- strong and homogeneous surface;
- clean and light in colour;
- should not have a shiny, translucent and glossy surface (to make it easier to find the parcel label and to more easily identify the information on the parcel label);
- easily stuck on, placed and readable label;
- properly protected contents, filled interior.

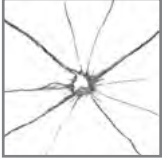


Criteria for improper packaging:

- the use of cardboard boxes that are worn out from repeated re-use and are unable to perform their function;
- damaged or wrinkled packaging material;
- packaging material with a glossy and shiny surface;
- label difficult to stick on and place, illegible label;
- inadequately protect contents, not filling the space.



Consignments that can be transported in special packaging



Packaging of fragile objects and the conditions for their transport (conditionally transportable packages)

- These objects (glass, porcelain, ceramic or other similar products), which are considered fragile goods due to their material properties, can only be transported if they meet the terms and conditions defined in the GCTC.
- In addition to the marking 'fragile', the goods/objects/products to be sent must be packaged in a box that protects its contents from external influences.
- The inside of the box must be lined (at the bottom, top, sides, and also between the objects inside) in such a way that prevents all friction, turning, knocking together, bumps and movement between the objects or between the objects and the walls of the box.
- The fragile marking only advises caution, the integrity of the contents of the parcel is ensured by proper and correctly applied inner packaging for the protection of goods.



Packaging of electronic and IT devices

- Objects with a battery/accumulator must be placed in the parcel in such a way as to prevent their accidental operation.
- It is very important that devices with a battery/accumulator are inactive during transport.
- If a battery is transported, all its terminals must be protected to prevent short circuits.
- These terminals shall be packaged in such a way that they are covered with insulating material, or the batteries shall be placed in separate plastic packets.
- The parts made of metal must be separated from the batteries in order to prevent short circuits and to avoid the risk of short circuits.
- For this type of equipment, the original factory packaging is accepted if it meets the packaging terms and conditions, i.e. the equipment is packaged in a multi-ply cardboard box, and the inner packaging fills the entire interior space, ensuring that the equipment cannot move inside the box.



Tyres

- Tyres may be packaged together at most in pairs.
- At least shrink wrap should cover the tyres on all sides to prevent a small parcel from falling into their centre.





Parcel parameters

The sender of the consignment must ensure that their parcel complies with the following:

Weight limit: 40.00 kg / consignment
Size limits: Circumference: max. 3 m

(2 X height + 2 X width + 1 X length, max.: 300 cm);

length: max. 1.75 m

If the sent parcel does not meet these conditions, a surcharge must be paid (see GCTC) in addition to the delivery fee.

Definition of delivery fees

The delivery fee is determined based on the actual weight or bulk density of the consignment. In each case, the higher value is considered.

$$\frac{L \times W \times H}{5,000} = \text{Bulk density}$$

L = length in cm W = width
in cm H = height in cm



Attention!

The maximum weight of the consignments that can be sent and collected from the parcelshops is 20 kg, with a maximum length of 1 metre.



1. Packaging principles

- The packaging must provide adequate protection for the product during transport and handling. The protection of the packaging also depends on the vulnerability/fragility of the product.
 - The packaging should provide protection for the entire product.
 - The packaged product must not damage or contaminate the other consignments to be transported.
 - Basic conditions and rules of proper packaging:
 - Outer packaging: At least a three ply new cardboard box. A previously used cardboard box is not recommended!
 - Inner packaging/protection of goods: it is also necessary to use inner protection inside the cardboard box, which prevents the movement of goods inside the box. Depending on the characteristics of the product, the use of a space filler and edge protectors is required. When sending several products in one box, it is also necessary to use separating materials between the individual goods. The products must not come into direct contact with the wall of the box, the space filler must also reinforce the cardboard box. If there are parts inside the given product (e.g.: parts inside the computer housing), it is also necessary to provide special protection for them.
 - Sealing the consignment: use a wide adhesive tape to seal the consignment, sealing it in such a way that its contents cannot be accessed and cannot open during the handling and sorting process. For larger, heavier cartons, also use strapping tape for easier handling. The packaging must always be complete! If some parts of the product are not packaged, these parts can be easily damaged or can damage other packages.
- All parcels and cardboard boxes must be marked with a separate identification label! It is forbidden to strap or tape several boxes together, because the boxes may separate during transport and the cardboard boxes without the identification label may be lost.

2. Tyres

Tyres may be packaged together at most in pairs. At least shrink wrap should cover the tyres on all sides to prevent a small parcel from falling into their centre.



Improper packaging:

Tyres packaged in fours instead of the permitted pairs, making the parcel too big. Alternatively, the film may tear easily and the tyres may separate.



Proper packaging:

One or two tyres packaged together, completely covered on all sides, strapped together.



3. Bicycle

On bicycles, the handlebars must be rotated 90 degrees and the pedals must be mounted inwards so that they cannot damage other packages or get caught on the conveyor belt. Wrapping the bicycle with film does not qualify as proper packaging. By using a cardboard box of the right width and height and complete inner protection of the goods, we can provide adequate protection against damage.



Improper packaging: The handlebars are not rotated on the bicycle and the pedals also protrude, which can damage other packages and get caught on the conveyor belt. The film used does not provide adequate protection against damage and the product itself is accessible.



Proper packaging: The handlebars are rotated 90 degrees, the pedals are mounted inwards and the bicycle is thus placed in a cardboard box of a suitable size, with a suitable space filler inside the cardboard, which prevents the bicycle from moving inside the cardboard box. Equipped with handholds for manual handling on the cardboard box.



4. Electronic items

It is recommended to send electronic items in their original packaging, with edge protectors, shaped styrofoam, cardboard and shrink wrap, as this packaging is able to protect delicate electronic items from external influences during transport.

If there are parts inside the given product (e.g.: parts inside the computer housing), it is also necessary to provide special protection for them.



Improper packaging:
The styrofoam pieces do not protect the edges, the cardboard box is not the right size. The film alone does not provide adequate protection for the product.



Proper packaging:
In original packaging, with edge protectors and styrofoam completely preventing internal movement, protecting against injuries and impacts, in a cardboard box.



5. White goods (can be delivered only with a separate contract and individual tariff)

White goods may only be delivered in their original packaging with edge protectors and shrink wrap. Also, its dimensions must not exceed the permissible values (weight, length, circumference).



Improper packaging: The white goods shown in the picture are not properly protected. The film alone does not provide adequate protection for the product.



Proper packaging: In original packaging, with edge protectors and styrofoam completely preventing internal movement, protecting against injuries and impacts, in a cardboard box.



6. Other fragile goods

In the case of other fragile goods, the sender shall ensure that the outer and inner protection of the consignment is adequate. In the case of other fragile goods, DPD is only responsible for the damage-free handling of the contents in packaging which is regular and quality-certified for the transport of such fragile goods.



Improper packaging: Products can move in the box, not provided with the right amount and quality of space filler. Shredded paper and plastic bottles do not provide adequate protection for fragile goods during groupage.



Proper packaging:
Sealed cardboard box of appropriate size, filled with a suitable quality and quantity of space filler, in packaging with a quality assurance certificate.



7. Furniture, home furnishings

All furniture can only be sent in a ready-to-assemble condition, in cardboard box packaging with edge protectors. In an assembled condition, it is not enough to secure the furniture, it becomes vulnerable to external influences during transport. Furniture accessories such as handles, wheels, etc. must always be removed from the furniture before packaging.



Improper packaging: The furniture shown in the picture is not ready-to-assemble, the cardboard alone cannot protect the product, especially the edges, corners or the joints may be damaged.



Proper packaging:

In a cardboard box with edge protectors, with the accessories packed separately, in packaging that completely prevents internal movement.

