



# 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

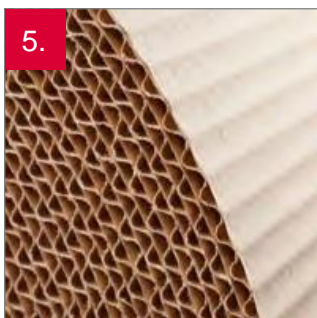
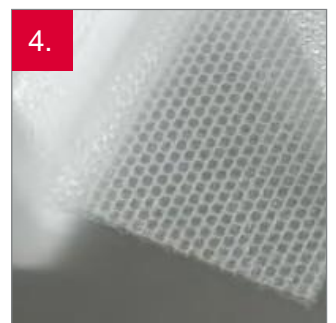
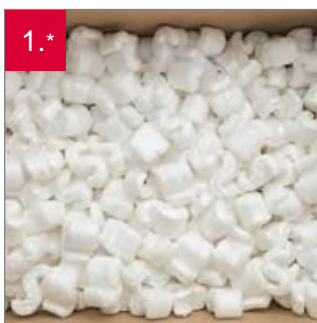
For the inner packaging/protection of goods, the use of any padding or space filler material which prevents the movement of the goods inside the box, i.e. provides adequate protection to ensure that the goods remain stable inside the box, is permitted.

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	■	■



# 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.

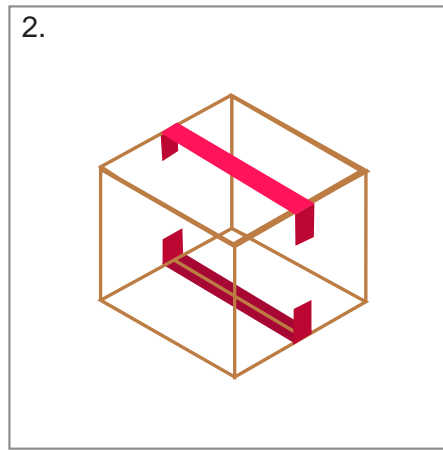
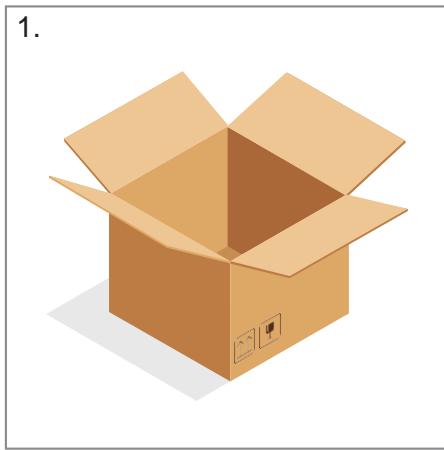


The box must be sealed in such a way that the goods/objects/products are not damaged or injured, or fall out, and it cannot cause damage to any other parcel.

## 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



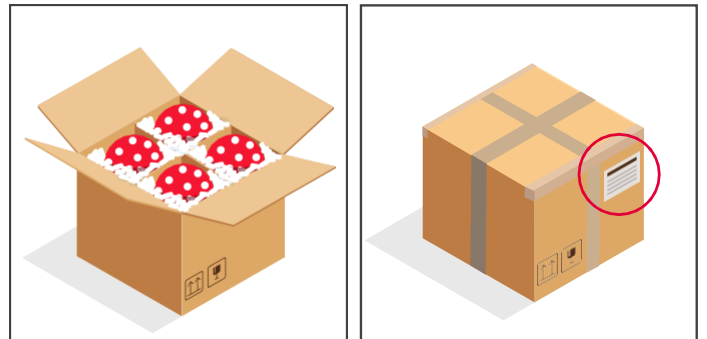
We would like to draw the attention of our Customers to the fact that DPD is not liable for any damage caused in the consignment between its collection and delivery if the damage was caused by:

- 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

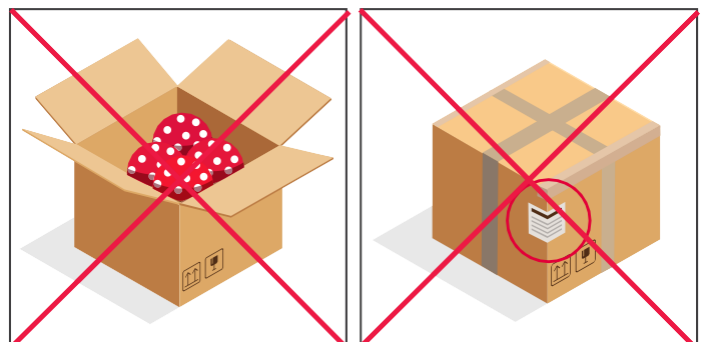
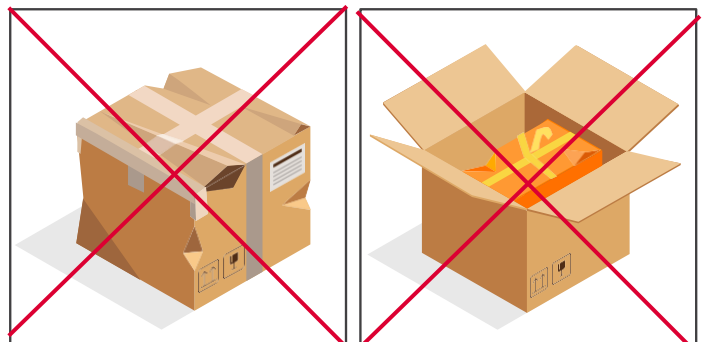
## Criteria for proper packaging:

- 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 multiply cardboard box, and the inner packaging fills the entire interior space, ensuring that the equipment cannot move inside the box.





## Parcel parameters

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

Weight limit: 31.50 kg / consignment  
Size limits: Circumference: max. 3 m  
length: max. 1.75 m  
(2 X height + 2 X width + 1 X length, max.: 300 cm);

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.

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

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 Circumference of maximum 2.0 m, and a maximum length of 1 metre.

