



# How to properly pack your parcel

Valid as of July 1, 2020

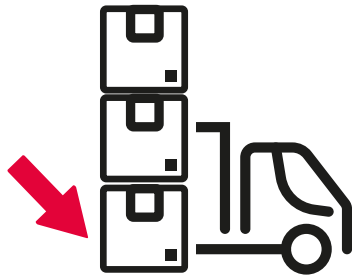




# Transportation Risk

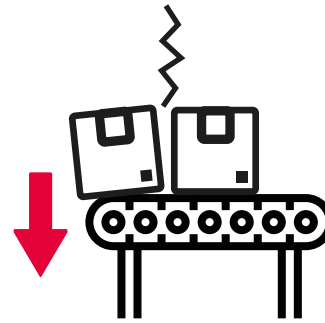
There is no rule that the original packaging from the seller is suitable for transportation. The purpose of transportation packaging is not to attract the end customer, but to protect the goods inside a parcel from transportation risk of damage thanks to its quality, nature and manner of usage. In systematic transportation (provided by DPD) the parcels are handled manually during their journey 7 times in average during a 24-hour period, they are stacked on top of each other in vehicles and moved around on various types of conveyor belts. Thus, it is necessary to use a sturdy and high-quality cardboard and lining or void fills suitable for the fragility of the transported contents.





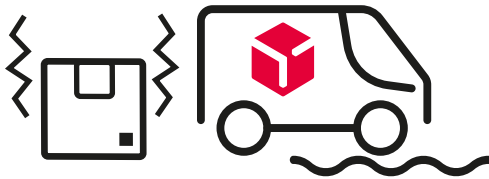
### Pressure

A parcel may lie under a 2.5m stack



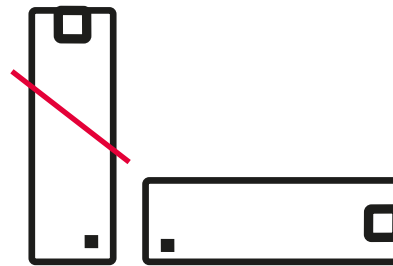
### Impacts and Falls

While moved around on conveyor belts



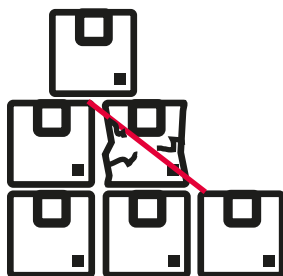
### Vibration and Shocks

Threat of shifting the contents to one side of packaging



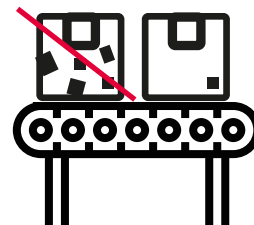
### Center of Gravity

Your parcel will be transported in its most stable position



### Rubbing and Contact

The packaging must be sturdy and compact enough to withhold contact with transportation technologies and vehicles without being torn or worn out

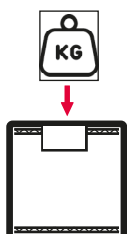
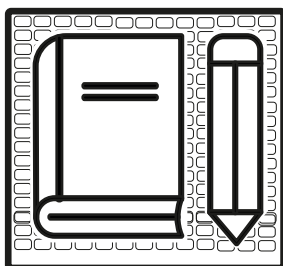
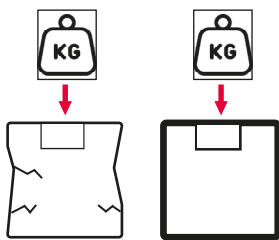


### Labeling

A parcel must have a DPD shipping label and original DPD additional labels if needed (for example Fragile)

# Principles for Proper Parcel Packaging

Here is a detailed guide how to pack your parcels most effectively. If you are not sure what to do, please contact your sales representative.



## Maximum Dimensions

- Maximum weight of one parcel: 31.5 kg
- Maximum length (longest side): 175 cm
- Maximum circumference (2x width + 2x height + length): 300 cm
- Dimensions of parcels delivered to Pickup points: max. weight 20kg, max. length of the longest side 100 cm, max. circumference 250 cm
- Maximum dimensions for a package delivered to self-service lockers are 67 cm x 56 cm x 41 cm

## Packaging based on weight of a parcel

- Packaging should hold the weight of your parcel so that it can protect it during transportation, i.e. choose suitable cardboard width and quality.

## Linings

- For maximum protection of the parcel contents, fill in the voids between the items and packaging as well as between individual items inside the parcel.
- The following is recommended: foam profiles, fixing polyester, air cushions or bubble wrap. If a parcel contains more items, they should not come into contact to prevent their damage or wear.
- Separate items inside a cardboard packaging must not touch any inner sides, always separate them by some lining. That will create a safety zone protecting the goods if the packaging is damaged or in case of an impact.
- The contents must not move inside the parcel.

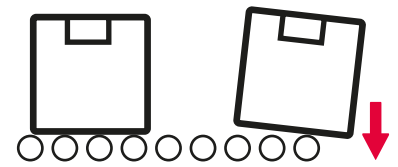
## Securing and stabilizing a parcel

- Secure and stabilize the parcel so that it can withstand min. static load of 5times its weight.



## Moves on conveyor belts

- Packaging must be suitable for handling by automated sorting equipment and moves on conveyor belts. It should be made from material that can withstand a fall from 80 cm height.



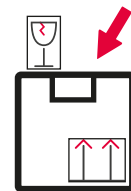
## Shipping labels

- Every parcel needs to have a DPD shipping label visibly attached.
- The shipping label cannot be covered with tape or foil.
- The shipping label is always affixed by the sender, including cases when the label is delivered by courier.
- When reusing old shipping boxes, remove all old shipping labels to avoid shipment's misrouting.



## Handling labels

- If needed, mark the parcel with handling labels.
- We accept only original DPD handling labels.
- Handling labels cannot be used as a replacement of suitable lining and void fills. They are only an indication of where and how to store the parcel in a transportation container, for example to prevent it from being stored in the bottom.
- „Fragile” stickers should be attached on top and “This side up” stickers on a side.
- „Fragile” stickers should be used for transportation of glass, porcelain, liquids or high value goods.



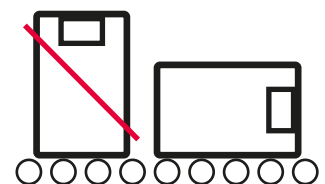
## Discrete packaging

- All tops and openings in the packaging should be firmly and visibly secured to prevent spontaneous opening.
- Discreteness of the packaging is provided by branded tapes.
- We strongly encourage to apply the tape crosswise for the firmest and strongest hold of the packaging.
- In case of high value contents (with an approximate value above 10 000 CZK), all joints of the packaging must be sealed by at least 2cm wide branded tape (ensuring discreteness of the packaging).



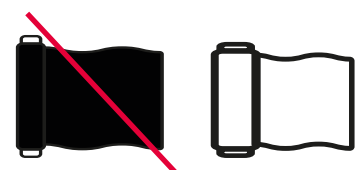
## Movement in stable position

- When packing a parcel, remember that it is going to be transported in its most stable position.



## Wrapping a parcel

- The outer black foil wrapping is not suitable for transportation since it may prevent automated sensors and sorting technology from correctly reading the transportation labels. Parcels packed in such wrappings are excluded from transportation. If they are exceptionally included, they can be charged by extra fee. Use other colors or matted transparent wrap as those do not limit functioning of automated equipment.



## Bundled parcels

- Bundled parcels are excluded from transportation.





# Recommended Packaging of Fragile Goods



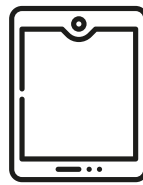
Laptops

- We recommend using air pouches, foam profiles, fuchsbags, flopacks as lining and void fills.
- If the laptop is sent to a service, they are obliged to inform you about proper packaging.
- Most services have such instructions on their websites.



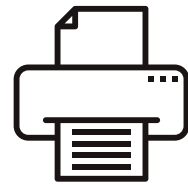
Monitors, TV Sets

- If you are sending them to a service and you no longer have their original packaging, it is advisable to secure the display (using a polystyrene or other board).
- Such devices should not be sent in bubble wrap.
  - Note: TV sets with maximum 42" diagonal are accepted for domestic transported, TV sets with maximum 37" diagonal are accepted for international transportation. Curved TV sets cannot be accepted because of the transportation risks.



Tablets

- Put the original packaging inside the transportation packaging with all inner sides protected by suitable lining.



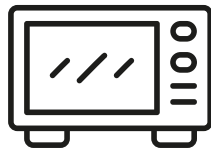
Printers

- Use original packaging from the manufacturer and fill in with semihard lining.



### Toners

- We recommend using the original packaging put into a transportation packaging and suitable cardboard lining that will provide sufficient deformation zone.



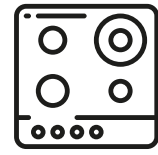
### Microwave Ovens

- Put the original packaging inside the transportation packaging with all sides protected by suitable lining.
- In case you do not have the original packaging, all inner sides must be protected by suitable and sufficient void fills – polystyrene, flopack, polyurethane, polyethylene, bubble wrap etc.



### Coffee Machines

- We recommend using original packaging from the manufacturer and proper lining.
- Improvised packaging should not be used because of large amount of fragile plastic parts of the machines.



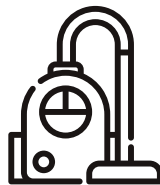
### Cook Tops

- We recommend air pouches as void fill (and one piece of polystyrene for the cook top to be inserted from the side) or polystyrene “sandwich” (put the cook top between two pieces of polystyrene boards of the same size, wrap to stabilize and put into a cardboard).



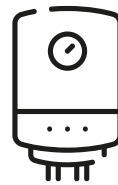
### Glass, Ceramics, Porcelain

- They are accepted for transportation in limited cases only as an exception and after DPD prior approval of the packaging which must meet the following conditions.
- We recommend creased paper as lining, thick bubble wrap or cut cardboard that will separate the individual items as well as the whole contents from the sides.



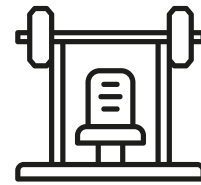
### Vacuum Cleaners

- Put the original packaging inside the transportation packaging with all sides protected by suitable lining.
- If you do not have original packaging, all items must be firmly secured to prevent them from moving.
- We recommend using foam, sufficient amount of bubble wrap or foam as lining.



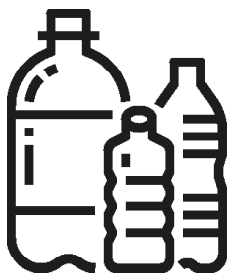
### Boilers

- We recommend using air pouches, polystyrene, polyurethane or polyethylene brace on the bottom and top of the parcel.
- For easier handling during transportation you should secure the parcel with a draw tape.



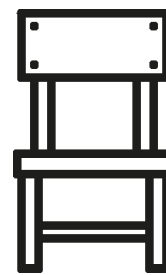
### Fitness Machines

- Place the machines into a hard cardboard and secure them so that their parts do not hit each other during transportation.



### Liquids in Plastic Bottles

- They are accepted for transportation in limited cases only as an exception and after DPD prior approval of the packaging which must meet the following conditions.
- The same lining and void fills should be used as described above but if greater number of bottles is sent, it is not necessary to use a cardboard grate.
- Placing the items into a bag with a zipper is sufficient if it can ensure that in case of damage only the particular item may get damaged and the other items will not be affected by the contents of that particular damaged item.
  - In case of greater volume of liquid (for example 5 liters), it is advisable to use a 7-layer corrugated cardboard the strength of which suits the nature of the content and its damage is the least probable.
- If one item gets damaged in a parcel and its contents damages other goods, DPD can offer compensation only for the damaged item and does not compensate for items that have only their wrapping damaged. That is why we recommend using zip lock bags that prevent the other damage.



### Furniture, Fixtures and Fittings

- Original packaging that has proper lining and void fills made from polystyrene, separating silk sheets or polyurethane is the best choice. Using such lining should prevent damage caused by individual furniture parts inside the cardboard box.
  - Glass and Mirrors are excluded from transportation due to their high fragility.
- Always disassemble the furniture before packing.

#### Ready-to-Assemble Furniture

- Assembled furniture is excluded from transportation. If sent, no compensation for damages can be provided. Such goods can be transported only disassembled.

#### Window Screens, Sills, Plastic Profiles

- Usually, they are long and fragile. They must be packed in a high quality bubble wrap and put into hard cardboard that will not bend or break during transportation.

#### Hollow, usually Plastic Items

- They must be packed in a high quality bubble wrap, secured by a strong lining and put into hard outer packaging (cardboard) that will not bend or fall through during transportation.



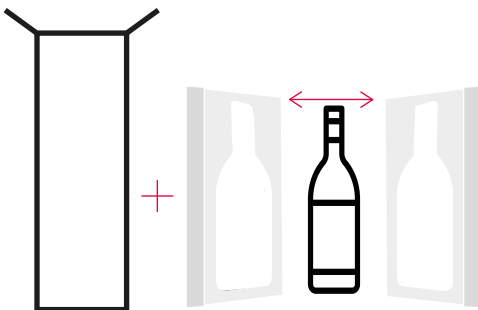


# Packaging for Wine and Spirit Bottles

They are accepted for transportation in limited cases only as an exception and after DPD prior approval of the packaging which must meet the following conditions.

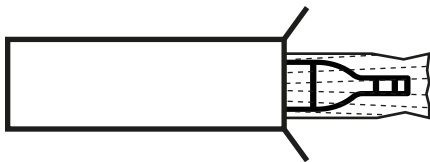
Most often, the bottle bottoms get damaged. We recommend strong bubble wrap as lining wound around the whole bottle. Folds secure bottle bottom and neck.

For greater number of items in one parcel, use cardboard grate that completely separates the bubble wrapped bottles and protects them from damage by clanking against each other.



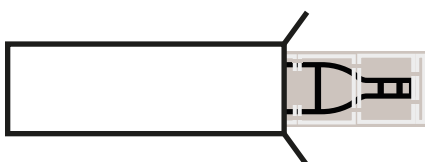
## Polystyrene Transportation Packaging

- It is a packaging made from polystyrene for one or a pack of two, three or six 0.75 liter bottles.
- Advantages: easy assembly, safe transport, temperature stability, secure against movement if stacked, thanks to variable openings suitable for up to a size of champagne bottles.



## FUCHSBAG

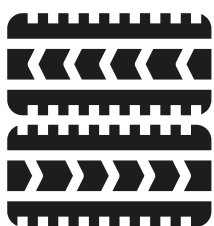
- FUCHSBAG consists of parallel chambers filled with air.
- Advantages: they occupy less space (fill with air only before their use), easy and fast handling, environmentally friendly, reusable.
- A tailored transportation box is supplied as well.



## Ewine Secure Pack

- High quality cardboard transportation packaging.

# Proper Packaging of Tyres



< 18"  
max 2 pcs  
< 31,5 kg

## Tyres up to 18"

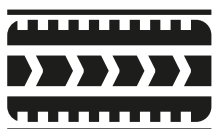
- Maximum 2 tyres for passenger vehicles of 18" (including) should be packed together on condition that the parcel weight does not exceed 31.5 kg. Otherwise they must be packed separately.



> 18"  
1 piece

## Tyres above 18"

- Tyres above 18" should be packed separately. Parcels exceeding the dimension limits are excluded from transportation. The tyre diameter is considered the length/width of the parcel.

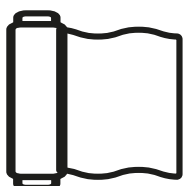


+



## Tyres with Rims

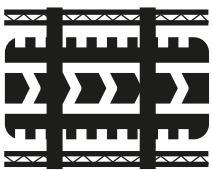
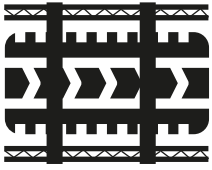
- Tyres with rims should be packed separately irrespective of their size. Place a cardboard below the rim to make sure the wrap covering the tyre does not get damaged during its handling on conveyor belts. If you do not use a wrap, place the cardboard on both bottom and top and secure with a tape (see recommendations for covering with cardboard only).



< width 0,04 mm  
min. 3 layers

## Packing in a stretchy wrap

- You can use transparent or non-transparent wrap, but it must be unrippable and at least 0.04 mm thick. Make sure that the wrap does not tear, covers at least  $\frac{3}{4}$  of the tyre and has at least three layers.
- The surface must be smooth to move freely on conveyor belts.
- The wrap should not be black.

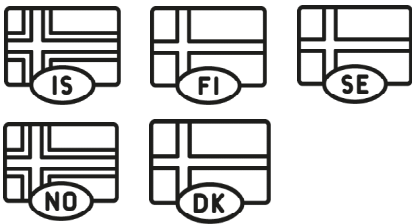


## Covering with cardboard/Packing into cardboard box

- To prevent small parcels from falling inside the tyre, you can cover the top and bottom of the tyre by a cardboard instead of using a wrap. Cardboards must be secured by a stretch tape\*. Use at least five-layer corrugated cardboard.

## Positioning of the Transportation Label

- Transportation labels should be attached to a flat outer packaging of the tyres so that it can be scanned. If you do not wrap the whole tyre and there are uncovered parts, do not attach the label on uncovered surface as it may fail to adhere properly and fall off.



## Transportation of Tyres to Nordic countries

- Please make sure to check the current rules for transportation of tyres to Nordic countries before sending them to Denmark, Finland, Norway, Sweden or Iceland.

\*Strach tape can only be used when transporting tyres.





# Packaging for Autoparts



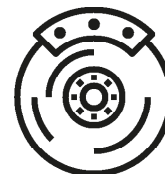
## Mudguards

- Must be wrapped in a large bubble wrap and put into transportation cardboard strong enough to make sure it does not get pierced or broken during transportation.



## Glass, hoods, doors and other large autoparts

- They are accepted for transportation in limited cases only as an exception and after DPD prior approval of the packaging.



## Disks

- The individual disks must be separated from each other by solid cardboard or polystyrene panel.
- Discs must be transported in a strong shipping carton and the lining must also separate goods from the inside cardboard.

## Safety

When sending a parcel with transportation paid by cash, DPD has the right to check the parcel contents and the way it is packed. The shipper is asked to open the parcel, DPD representative checks the contents and if it is in accordance with the DPD Terms and Conditions, then the shipper may seal the parcel and DPD accepts it for transportation. If the contents fail to meet the DPD terms or in case of doubt, DPD will not accept the parcel.

Based on DPD Terms and Conditions, the parcel contents may also be inspected during transportation. DPD then makes a documented inspection of the contents and then reseals the parcel using DPD security tape. Such inspection cannot be regarded as damage to transportation packaging caused by DPD.





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