



Instructions for packaging and labelling



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Before reaching the recipient, shipments go through a number of stages – transport to the logistics centre, sorting on an automated sorting line, on-loading and off-loading, transport to the destination, international shipments will also be transported by air, etc. Before your parcel reaches the recipient, it will be transported and handled a number of times by both machines and people and it will come into contact with other shipments. If you package your shipment carefully, using the most suitable packaging materials and the correct techniques, you ensure that it reaches the destination safely.

This guide explains packaging and labelling requirements, various possibilities, and examples of correct and incorrect packaging.

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The sender of the shipment is responsible for selecting appropriate packaging techniques. Omniva is not liable for any potential damage caused by non-compliance with the packaging and labelling requirements. The rights and responsibilities of the sender, recipient, and Omniva are governed by the standard terms and conditions of service.

General requirements

A correctly selected packaging (that is suitable for transport) protects the contents of the shipment from potential impacts, damage, and soiling that may occur during repeated handling, mechanical sorting, and transport as well as guarantees that the recipient receives the shipment safely.

Which items need packaging?

All shipments must be packaged!

- A shipment in the manufacturer's packaging needs additional packaging because manufacturer's packaging is generally not a durable packaging for transport. Unopened manufacturer's packaging can only be safely dispatched if the packaging complies with the requirements of this guide and ensures the integrity of the contents.
- Retail and gift packaging is not suitable for transport. The sender should also consider that a retail or gift packaging might no longer be presentable after passing through the logistics chain without additional packaging.
- A shipment might require technical markings; if a sender does not want to add these to the shipment (such as a retail package), then the original package must be additionally packaged.

Packaging ABC

1. Packaging must be durable and take into account the mode and duration of transport. Packaging material must ensure that the contents remain intact during handling and transport.
2. Packaging material must be chosen according to the contents, size, weight, and shape of the shipment.
3. The size of the external packaging must be within the minimum and maximum dimensions stipulated in the standard terms of the service that is used.
4. Selecting the right size of packaging for the shipment is important. Packaging that is too small might not withstand transport and handling and tear open. On the other hand, packaging that is too large could damage the contents of the package due to it shifting or pressure from other shipments. The contents of the package must not shift when shaken or protrude from the package. The package must cover the entire contents of the shipment.
5. The package must not have any protruding parts or open edges – all edges must be properly fastened with fasteners.
6. An ideal packaging for transport is a rectangular one. A round parcel could roll on the sorting line and in a courier vehicle. A round shipment must be placed in a rectangular packaging, and if necessary, filling should be added.
7. For transport, parcels are placed on top of one another, meaning that a packaged shipment must withstand the weight of up to five parcels with similar dimensions and weight on top of it – the total weight is at least 30 kg. Shipments which cannot withstand this pressure from the top must be supported by a wooden frame or packaged on a pallet.
8. A packaged shipment must be able to withstand a fall on a corner from a height of up to 110 cm (due to the fact that parcels are sorted on an automated sorting line).
9. Items that form the content of a package must not touch the inner sides of an outer package – filling must be used to protect the contents. Make sure that there is at least 5 cm of stuffing from all sides of the outer package.
10. When sending more than one item in one parcel, it is recommended to separate them from each other with bubble wrap, corrugated cardboard, foamed plastic, etc.
11. In case of shipments requiring gentler handling, additional protective material, i.e. filling, must receive close attention. Delicate and fragile items must be packed in such a way that they would not come into contact with each other or with any inner sides of the outer packaging (box). It is mandatory to use the Handle With Care additional service and the corresponding special label. For more information, see 'Breakable and fragile items', 'Liquids, etc.', and 'Special labels'.
12. When packaging sharp objects, make sure that the packaging material is strong enough so that the sharp objects cannot break it. A protector must be placed on the blade, such as a plastic or wooden cover.
13. A shipment weighing over 30 kg must be fixed into place (i.e. fixed securely with fasteners) on a pallet which allows ordinary mechanical loading equipment (a forklift) to be used for loading operations.
14. No shipments may put persons handling it at risk or soil or damage other shipments.
15. The chosen packaging must prevent access to the contents of the parcel without damaging the packaging.

Check the special terms and conditions as well as guidelines based on the type of shipment [HERE](#)

Choosing the correct packaging and labelling

Assess the measurements, weight, and contents of the shipment and any special requirements related to it

Use a durable box and filling material

Fasten all joints with pressure-resistant tape

Label with correct information; if necessary, use special labelling



✓ Correct



✗ Incorrect

Step 1: Evaluate the packaging needs of the shipment

To find the most suitable packaging, first evaluate the needs of the specific shipments regarding protection and packaging:

- the robustness of the shipment and any additional protection that it would require to withstand several instances of handling and transport;
- whether the shipment contains glass, electronics, liquids, or other such items of goods which need careful handling;
- whether adding technical postal markings on the packaging of the shipment (such as a retail or gift package) is allowed.

Step 2: Select the right packaging size

Choose the right packaging size depending on how big, small, heavy, or delicate the contents of the shipment are. The contents of the shipment must be fully protected and there must be room for filling material between the outer packaging and the contents.



PACKAGING IS TOO BIG



PACKAGING IS TOO SMALL



RIGHT PACKAGING



A package cannot be smaller than 9 cm x 14 cm. If necessary, the item to be shipped can be packaged in a larger box by adding filling material to the parcel.



MAX 30 KG



MAX 600 KG

Shipments weighing more than 30 kg must be handed over on a pallet or in a container that allows loading using standard mechanical loading equipment (forklifts).

Step 3: Choose suitable materials

- In case of packaging, the choice of external packaging and filling material ensuring additional protection are both important.
- The most secure types of packaging are cardboard boxes made of corrugated cardboard and used for the first time, and, in case of smaller and lighter items, security envelopes. Ordinary paper envelopes are not suitable for parcel services – security envelopes are an alternative.
- Packaging material must be selected in such a manner that an address card would stick to it without becoming detached. For example, an address card might come loose from textile.
- Polyethylene bags (shopping bags), paper bags, or packaging made of textile, fabric, or other similar materials are not suitable for outer packaging.

If possible, environmentally friendly materials should be preferred!!

SELECTION OF DIFFERENT EXTERNAL PACKAGING



CORRUGATED CARDBOARD BOXES

In various shapes, sizes, and strengths. Some boxes have double layers (i.e. five-ply material). Along with a filling material, these are suitable for freight that is sensitive to pressure, impact, and vibration.



Special corrugated cardboard envelope for books.



For packaging documents, design documents, etc. that can be rolled up.

It is not allowed to overload packaging beyond the load-bearing limits of the packaging.

PAPERBOARD ENVELOPE



SECURITY ENVELOPE



Insides are covered with bubble wrap. Suitable for items that tolerate bending and pressure. Both paperboard envelopes and security envelopes are available in various sizes.

PLASTIC CRATE



Suitable for liquids that are hermetically sealed, powders, and fine-grain goods. The crate must be closed.

PACKAGING FILM

Protects from moisture and soiling. It is suitable for attaching shipments on a pallet to maintain the stability of the pallet for transport. Packaging film must be strong and tear-resistant with a thickness of at least 40 µm, and in case of furniture, 100 µm.



WOODEN CRATE



Suitable for heavier and larger items (engines, industrial equipment, etc.). Also appropriate for transporting freight that cannot withstand pressure (such as chairs).



PALLET CONTAINER

For protecting shipments placed on pallets. Made from five-ply (i.e. double-layered) strong corrugated cardboard.

METAL CRATE



Suitable for hermetically sealed liquids and powders. Also appropriate for transporting very delicate shipments, valuable jewellery items, and precious metals.

PALLET COLLAR

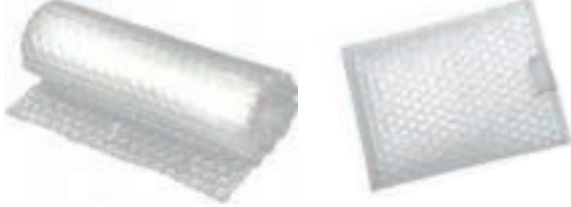
Strong edges for protecting goods placed on pallets. Pallet collars can be connected to each other. Suitable for using with EUR, FIN, and half-pallets.



SELECTION OF DIFFERENT FILLING MATERIALS

The purpose of a filling material is to protect the contents of a shipment from possible impact and pressure as well as to ensure that the contents are firmly fixed in place inside the external packaging.

- BUBBLE WRAP**
- for protecting delicate items
 - bubbles have varying diameters and heights
 - can also be used for filling empty spaces in packaging



- PLASTIC AIRBAGS**
- for filling empty spaces and softening impact intensity in the case of delicate items
 - can also be used as inserts for protecting the contents of a parcel

There is also a special packaging consisting of air bags for protecting bottles and similar fragile items.



SOFT CELLULAR PLASTIC AND POLYSTYRENE

- light, waterproof, and non-abrasive materials
- suitable for wrapping products, separating various components, and protecting items
- rigid foam polystyrene, based on plastic foam, ensures strong protection



SCORNER AND EDGE PROTECTORS

Strong foam polystyrene corner protectors are:

- suitable for the additional protection of the corners of items which require careful handling



Cellular plastic mouldings for protecting the edges and corners of products:

- the foam polyethylene moulding stays in place well, is flexible, and an efficient protection for products

Paper board or plastic corner and edge protectors:

- for lining and strengthening the internal corners of boxes
- for protecting the edges and corners of pallets; also for protecting edges from being squeezed or crushed by the tensioning of bands or tape.

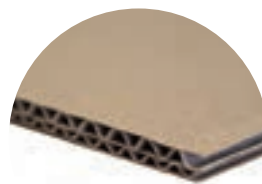
CORRUGATED CARDBOARD

- Double-layered corrugated cardboard.
- A light, strong, and flexible material that protects products from possible damage and smaller fluctuations in temperature during transport.



CORRUGATED CARDBOARD SHEETS

- These come with three and five layers (i.e. with a double wall).
- Durable and excellent resistance to pressure.



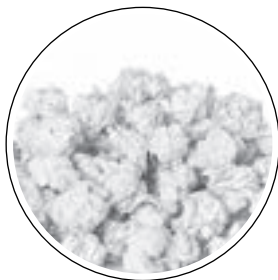
CARDBOARD DIVIDERS

- For separating items.
- For additional protection of delicate items.



CRUMPLED PAPER

Crumpled newspaper is suitable for filling empty spaces and for lighter cushioning, for example.



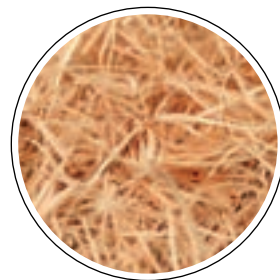
PELLETS

Foam polystyrene pellets are well suited for reducing impact and shifting of items in boxes.



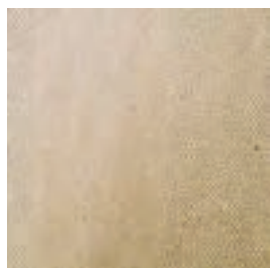
WOOD WOOL

This environmentally friendly and decorative filling material is well suited for filling empty spaces and for lighter cushioning.



SEALABLE PLASTIC BAG

- protects from moisture
- protects from escaping liquids in case of leaks
- the thickness of the plastic is at least 40 µm



PLASTIC CANISTER

- has a plug/cap
- for liquids and liquid substances



ANTI-SLIP PAPER

- slip-resistant paper
- prevents the freight from moving and slipping in case of a smaller slope
- excellent when placing parcel on pallets



FURNITURE MOVING PADS

- special cover for additional protection of items of furniture, mirrors, etc.
- protects from scratches, dents, etc



GREASE-PROOF PAPER

- repels grease and soiling
- for protecting from possible leaks of greasy and semi-fluid products

A selection of various packaging materials is available in the e-shop of Omniva and its post offices.

pood.omniva.ee

Step 4:

Use a suitable packaging technique



BASIC METHOD

1. Prefer a strong cardboard box with double walls.
2. Before placing the object of shipment into an external packaging, surround it with protective material (such as several layers of bubble wrap).
3. Shipments sensitive to moisture or soiling should be packaged in a strong plastic bag or several layers of plastic first.
4. If a parcel contains several items, each item should be wrapped in protective material separately or cardboard dividers should be used.
5. Then, place the item in the middle of the box so that at least 5 cm from each inner side of the external packaging (including the bottom and the top) would be filled with protective material or filling.
6. Contents must be kept immobile in the external package! Before closing the package, check it by shaking it gently – if the contents move, more filling material is needed.

BOX-IN-A-BOX METHOD

Suitable for shipments that must be handled carefully.

1. The internal packaging must be packed as described in the previous method (the basic method).
2. Choose a strong cardboard box for the external package; it must be at least 5 cm bigger on each side so it would be possible to add filling material between the internal and external package.
3. For stronger protection, add foam polystyrene corner and edge protectors to protect the corners.
4. The internal package must not move inside the external package!

Step 5:

Seal the package safely

- The package must be sealed on all sides – it cannot have loose edges or protruding ends.
- The package must be sealed with fasteners to prevent the package from opening during handling and transport.
- The heavier the item, the stronger the package must be sealed.

FASTENERS

USE A STRONG PRESSURE-RESISTANT PACKING TAPE:

- polypropylene packaging tape (brown packaging tape)
- vinyl tape (PVC tape, electrical tape, insulating tape)
- fibreglass packaging tape
- duct tape (fibre-reinforced)

AVOID:

- × paper tape
- × cellophane tape (so-called office tape, scotch tape)
- × masking tape
- × string



FASTENING METHODS

Make sure that all the fastening and connection points of the package are fastened with packaging tape.

H-TAPING

Fasten the edges and connection points of the bottom and top of a package with tape in the shape of an 'H'.



TAPING ALL AROUND THE PACKAGE

Secure the entire circumference of a package in at least three places. An even more secure method than H-taping.

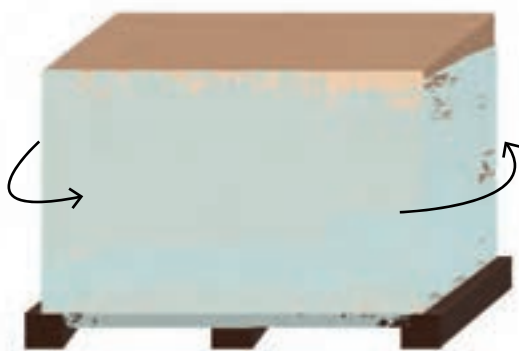


STRAPPING AND BANDING

- If a shipment weighs over 30 kg, correct strapping and banding is an ideal way to reinforce a package.
- We do not recommend strapping or banding for a shipment that weighs under 30 kg because this method could damage the packaging of the shipment in case of excessive pressure or get caught in a sorting line. A suitable package must be capable of withstanding the weight of the shipment's content without the need for additional strapping or banding.

PLACING AND SECURING PACKAGES ON PALLETS

- A shipment that weighs over 30 kg must be placed and fixed in place on a pallet.
- It must be fixed on a pallet with straps, bands, packaging tape, or a strong non-elastic packaging film. It must be possible to move the package using a forklift.
- Start wrapping the film from the bottom of the pallet and make sure that the freight is fixed to the pallet. For more information, see '[Placing shipments on a pallet](#)'.



Step 6: Labelling the shipment and special labels

SHIPMENT DETAILS

An address card is like a personal identification code of a parcel. If it is missing or illegible, it creates a remarkable amount of extra work and the parcel will probably not reach its destination on time.

- A parcel must bear the addresses of the sender and the recipient (name and address). It is also recommended to mark the phone number and email address of the sender/recipient on a parcel to be able to contact the customer in case of service disruptions.
- If a customer sends several parcels to a single recipient simultaneously, then each parcel must bear the addresses of the sender and the recipient. Each parcel must also be marked with a unique barcode. The address data must be printed/written clearly and legibly. If the name and address of the recipient are not legible, are missing information or inaccurate, then Omniva reserves the right to not forward the item because it cannot be delivered.
- The address must be written in Latin letters and Arabic numbers. If other letters and numbers are used in the destination country, we recommend writing the address in the letters and numbers of the destination as well. In case of international postal shipments, the name of the destination country should be written in English

- The address and special labels should be on the external package.
- Attach the address card or write the address on top of the package, running in the same direction as the longest side of the package. In case of shipments that are over 1.5 m in height, we recommend writing/attaching the address and special labels on the longest side of the package.
- If the shipment does not have an address card due to its type, the sender must write the addresses or post office on top of the parcel (i.e. on the address field) in the same direction with the longest side:
 - the information of the sender should be written in the upper left corner;
 - the information of the recipient should be written on the address field on the right.



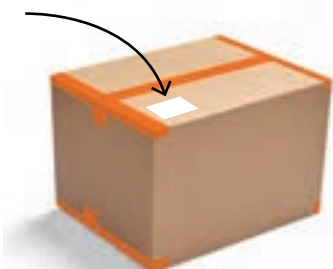
- The package must have a sufficient amount of flat even surfaces for attaching an address card so that the information would not cover the edges of the shipment.
 - It is extremely important to keep the barcode legible to the full extent – it must not be wrinkled or bent, taped over, fixed over the edge of a package or on its connection points. Otherwise, the barcode would be distorted or somewhat illegible, preventing scanning, and an automatic sorting line will not be able to read the data on the shipment.

- In case of re-used packages, old address cards, barcodes, special labels or other shipment information must be removed or covered. A shipment can have only one barcode.
- The sender must make sure that the address card or the information of the sender and the recipient are going to remain on the selected packaging material for the entire duration of transport – otherwise, information accompanying the shipment could be lost and the parcel might not reach the recipient.

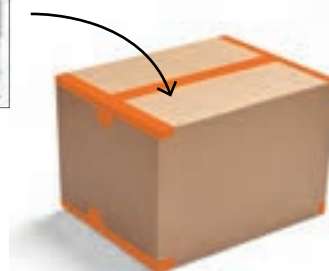
- Shipments moving outside the European Union must also have CN 22 or CN 23 customs declarations in addition to the address card. If possible, the customs declaration must be fixed next or close to the address card; alternatively, it can also be affixed to another side of the shipment. As the CN 23 customs declaration consists of several pages, using a self-adhesive plastic pocket is recommended; the sales invoice or pro forma invoice can also be added to the pocket (this helps make the customs process faster in the destination country).



Address card of a parcel machine



CN23 form



Fill in the parcel details online in the e-service – the address card can be conveniently printed out from there.

SPECIAL LABELS

The sender is strictly recommended to mark a shipment requiring special handling with a corresponding special label that is available at post offices or from the account managers of business customers. Special labels should be attached next to the address card (except the arrows for transport position). At that, make sure that the information accompanying the shipment remains visible and various labels do not overlap.

HANDLE WITH CARE



- The Handle With Care additional service means that a shipment will be sorted manually.
- The use of the special label does not exempt the user from the requirement of proper packaging.
- A business customer is strictly recommended to mark a shipment with the stickers themselves when using the Handle With Care additional service.
- A private customer is strictly recommended to mark a shipment with Handle With Care stickers, which are available on the [Omniva website](#) or [e-shop](#).

TRANSPORT POSITION



- Products and items which require transport in a certain position due to their nature must be marked with the This Way Up special label by the sender to indicate the transport position; this will prevent transporting the shipment sideways.
- The special label should be attached to the packaging according to the required transport position; the arrows indicate which side is the top.
- In order to use the This Way Up label with arrows, the sender must purchase the Handle With Care additional service, except in case of international shipments, if the destination country does not accept shipments with the Handle With Care additional service. Purchasing the additional service means that the shipment will be processed manually when sorting it.

OTHER SPECIAL LABELS AND ADDITIONAL SERVICE STICKERS

Other special labels (such as the Caution. Live Animals/Animaux Vivants for live animals) or additional service stickers must also be attached next to the address card.

Packaging based on the type of shipment

1. Breakable and fragile items

For example: glass items, light fixtures, mirrors, ceramic items, electronic equipment, etc.

- Items/goods in a shipment must not touch the interior of the packaging. The external package must be large enough to protect the internal package from all sides (i.e. all around) with at least 5 cm of cushioning.
- The best packaging method is the box-in-a-box method (see Step 4)



1. Wrap the item in a protective material (e.g. several layers of bubble wrap, plastic airbags, foam plastic, foam polystyrene, corrugated cardboard, crumpled newspaper, etc.). When wrapping several items, use cardboard dividers to keep the items from touching.

2. Pack the items in a cardboard box – this will be the internal package.
3. Choose a cardboard box with sufficient dimensions as the external package, so that additional cushioning could be added between the internal and external packages – at least 5 cm from the bottom and all other sides of the external package.

4. In order to ensure stronger protection, use polystyrene corner and edge protectors to protect the corners and edges.
5. Use pellets, wood wool, airbags, etc. as cushioning.

The manufacturer's packaging is a durable transport packaging only if it complies with the requirements of this guide. If the manufacturer's packaging does not have the necessary filling and protective material to protect the contents, then the sender must rewrap it in additional packaging.

Ceramic and stone products in manufacturer's packaging (such as toilet bowls, sinks), shower walls, windows, etc. must be placed on a pallet with a suitable size and fixed securely to it – they should be fastened to the pallet with bands, tape or straps. To avoid the fasteners chafing the edges of the package, use additional special plastic or cardboard corners.

The use of Handle With Care additional service is strictly recommended; it involves manual processing of a shipment during sorting and ensures that other shipments are not placed on top of it.

When using the additional service, the shipment should be marked with the corresponding special label:

- a business client is strictly recommended to mark a shipment with the respective sticker themselves when using the Handle With Care additional service. Stickers are available in post offices or can be obtained from account managers.
- a private customer is strictly recommended to mark a shipment with a Handle With Care sticker which is available on the [homepage](#) or [e-shop](#) of Omniva.

In the absence of a printer, HANDLE WITH CARE can be written on the package in capital letters by hand and in a conspicuous manner if possible (using a red marker, for example).

The Handle With Care additional service is not a substitute for required packaging!

Omniva does not assume responsibility for the preservation of contents that need careful handling if:

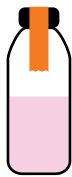
- the shipment has not been packaged according to requirements
- the Handle With Care service has not been added
- the external package has not been labelled as required
- the parcel is an international shipment and the destination country does not support the Handle With Care service Information about countries which do not support the Handle With Care service is available on the homepage of Omniva at www.omniva.ee

2. Liquids and liquefying substances

For example: liquids, oils, shampoos, creams, ointments, resins, household cleaning supplies, paints, adhesives, varnishes, plasters, window cleaning fluids, etc. as well as other products which contain or may contain liquids and liquefying substances.

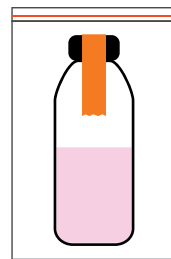
- All products containing liquids or liquefying substances must be in a strong leak-proof hermetically sealed container.
- Double packaging must be used – the internal package protects the contents and prevents possible leaks of the shipment and the external package protects the internal one from possible damage during transport and handling.
- When sending shipments containing liquids and liquefying substances, the Handle With Care service add-on is obligatory, as is labelling the external package of the shipment with the respective sticker. If the contents of the shipment cannot be handled in a certain position, the sender must add the This Way Up special label, preventing the shipment from being transported sideways.

1.



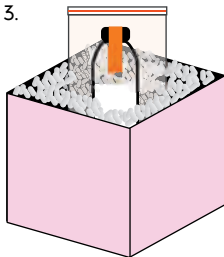
When sending individual products, wrap a product containing liquids in film and secure it with tape, covering its cap. Otherwise, the liquid might escape and ruin other products in the same package as well as the shipments of other customers.

2.



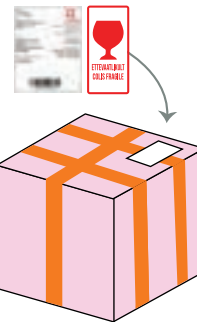
Semi-liquid, oily, and strong-smelling products must be packaged in a heavy-duty plastic bag which must be sealed completely and securely and wrapped in a grease-proof paper that resists soiling.

3.



- Hermetically sealed products wrapped in film must be placed in a strong cardboard box or other durable external package.
- We recommend adding absorbent material around the product in the external package.
- Empty spaces should be filled with airbags, pellets, and other similar packaging material to prevent the products from moving in the external package

4.



- Fasten securely with packaging tape.
- Use the Handle With Care service and add a corresponding sticker.
- If necessary, add the This Way Up special label for transport position.



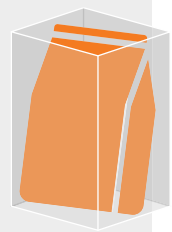
If a manufacturer has packaged a product in a hermetically sealed pail, it does not require additional packaging. The address card and Handle With Care sticker should be added on the lid of the pail.



When sending an individual canister, package it in durable packaging film (not a cardboard box). In case of a larger quantity, place the canisters wrapped in packaging film on a pallet and fix securely. We recommend using a special box for canisters that is convenient for transport.

3. Powders and fine-grain materials or substances

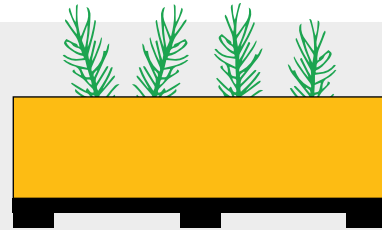
- Powders and shipments containing powders or fine-grain substances must be packaged in a hermetically sealed container or a strong, securely sealed plastic bag, which, in turn, must be packaged in a strong box.
- Flours, grains, dry non-staining powders, loose goods, etc. must be placed in a durable container (box, bag) and then placed in a crate or a cardboard box made of strong material.
- Using the Handle With Care additional service and labelling the shipment with a corresponding sticker is obligatory. If necessary, label the shipment with the This Way Up special label indicating the transport position.



4. Temperature-sensitive shipments

For example: plants, seeds, pharmaceuticals, cosmetic products sensitive to temperature, etc.

- The package must protect the contents of the shipment from freezing or heating. A thermal pouch or crate can be used for this.
- Omniva cannot provide special conditions for temperature-sensitive shipments.
- Sending perishable food products is prohibited.
- Pharmaceuticals, seeds, and smaller plants should be packaged tightly into an internal package and the external package should be filled with a filling material.
- Plants and seedlings should be packaged in a crate or on a pallet, protecting the sides with a secure wooden frame (such as a pallet collar). Plants/seedlings must be fixed in place and the sender must ensure that the plants survive for the entire duration of transport (the roots/dirt must retain the necessary level of moisture). The shipment must also be leak-proofed.
- Spruce and fir trees must be packaged in special film (a plastic sleeve for packaging spruces). Using only a net is not allowed. If an additional external packaging is not used (the shipment is not packaged on a pallet or in a crate), purchasing the Handle With Care additional service is mandatory and the shipment must be labelled accordingly.



The transport and packaging of temperature-sensitive shipments must take into account the mode of transport and the duration of the journey (including possible storage period and return times in the event of the recipient refusing to accept the shipment). Omniva waives proprietary liability for damage to shipments.

5. Live animals

- Living animals allowed to be sent as an exception (bees, leeches and silkworms, parasites of noxious insects, and flies from the Drosophilidae family) must be packaged in special containers intended for that purpose, which rule out the possibility of damage and escaping.
- The sender is obligated to label the shipment with 'Caution. Live animals'; in case of international shipments, with 'Animal Vivants'.

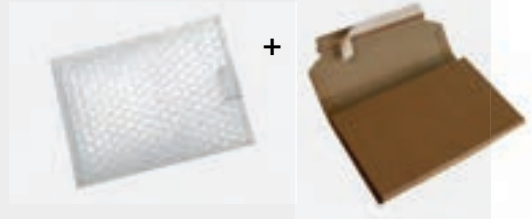
6. Paper documents, plans, etc.

- Maps, plans, designs, and other such large paper documents should be rolled around a strong paperboard tube to protect them from wrinkling. We recommend wrapping them in film to protect from possible moisture.
- The item should then be packaged in a triangular or rectangular cardboard box. Avoid round pipe-shaped packaging. A rectangular package prevents the shipment from rolling around during transport.



7. Books, photo albums, etc.

- Wrap them in bubble wrap or soft cellular plastic and place in a cardboard box. If necessary, add additional filling material to fill gaps.
- We recommend using special book packages as external packaging (wrap the item in a protective material first).



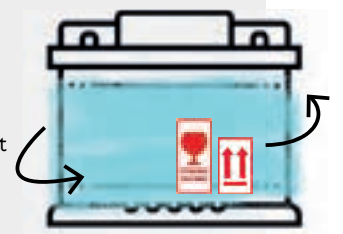
8. Valuables

For example: jewellery, precious metals, commemorative coins, collectible coins, etc.

- The item(s) should be packaged in a strong internal package before placement in an external package (a strong cardboard, plastic or metal box).
- The shipment (i.e. the external package) must not be smaller than 9 cm × 14 cm × 2 cm. Use a filling material for filling the empty space between the internal and external packages, surrounding the internal package from all sides.
- Valuable jewellery and precious metals should be packaged in a durable metal or wooden box with 1 cm walls in the case of parcels up to 10 kg and at least 1.5 cm in the case of parcels over 10 kg. The thickness of a plywood crate can be 5 mm, provided that the edges of the crate are reinforced with staples.
- The package must not allow the contents to be viewed during handling and transport and must guarantee the keeping of postal secrets.
- Valuable shipments must not be packaged in ordinary envelopes for letters or in a package that is completely or partially transparent.

9. Car batteries

- The battery must be new and undamaged. Sending used batteries is prohibited.
- The battery terminals must be covered to prevent short-circuiting.
- The battery must be completely wrapped in packaging film (not in a cardboard box!), which includes wrapping the handles of the battery in film as well because these are meant primarily for lifting batteries in place, not for transport.
- A battery weighing over 30 kg must be fixed on a pallet. Every separate addressee's shipment must be on a separate pallet to prevent the need to reload batteries weighing over 30 kg. As an exception, shipments weighing over 30 kg can be packaged on a single pallet if all shipments have the same recipient.
- A battery must be marked with the This Way Up special label. The special label should be attached to the package indicating the required transport position, where the arrows point to the top of the package. The label must be added to two opposite sides as a minimum. In addition, the Handle With Care additional service must be purchased and the Handle With Care sticker added to the top of the package next to the address card.



10. Tyres

- Tyres should be packed in paperboard (round cardboard wrappers with handles are ideal; the package should be secured with straps), curable packaging film or shrink-wrap.
- The tyre surface must be completely covered with packaging material – the packaging material cannot have loose or protruding parts.

- A single package can contain up to two tyres. When packaging tyres in pairs, they cannot be fastened unevenly. In case of a larger quantity, package the tyres in pairs into several shipments or use a pallet.
- Handles or other options for gripping must be added on both sides (such as covering the entire surface of the tyre with film but leaving the package open in the middle, allowing for a place to grip the tyres).
- The address card must be attached on a smooth flat surface to prevent wrinkling.



11. Long and unusually shaped items

For example: curtain rods, roll-up blinds, floor mouldings, broom with a long handle, rake, shovel, pruning shears, ladder, bicycle, etc.

- The ends of the ladder frame should be covered with corrugated cardboard and fixed with tape. Then, package it into durable packaging film.
- A curtain rod, roll-up blind, floor mouldings, and other similar items should be packaged in cardboard boxes or wrapped in corrugated cardboard, protecting all its sides and corners. Then, the item should be wrapped in several layers of packaging film.
- The head of a rake, the blade of a shovel, the head of a broom, and other such parts should be covered with corrugated cardboard and fixed with tape. Then, the item should be wrapped in several layers of packaging film.
- A bicycle should be packaged in several layers of packaging film. Make sure that every protruding component is securely fixed and protected.
- Products with articulated components must be additionally protected and locked into place to prevent the articulated components from bending or breaking.
- An address card must be attached on the widest side. Make sure that the barcode is on a strong flat surface without wrinkles.



Remember that the most secure package is a rectangular cardboard box made of durable corrugated cardboard, with filling material added to protect the contents of the shipment.

12. Furniture

An item of furniture weighing over 30 kg and/or a large piece of furniture must be fixed on a pallet and the product/item must be packaged properly beforehand.

- An item of furniture (taken apart if possible) must be packaged into a strong cardboard box with the necessary filling material and corner and edge protectors.
- Cushioning material, several layers of bubble wrap, corrugated cardboard, or other similar option must be used to protect the product.
- All corners, edges, and sides of a shipment must be protected with a strong cardboard frame or other durable material.
- When wrapping an item in plastic, a packaging film with a thickness of at least 100 µm must be used.
- Furniture must not have any parts not covered with packaging material.

- In case of shipments in unusual shapes (such as chairs), all parts of the item should be wrapped in a cushioning material separately so that the outline of the product would still be visible in its packaging. When packaging into a cardboard box, fill the empty spaces with filling material and reinforce the box with a wooden frame.
- When sending antiques (including restored wooden tables and chairs), use the Handle With Care additional service with the corresponding labels in addition to thorough packaging.
- When sending items of furniture with glass components, follow the requirements for packaging and labelling of fragile shipments.

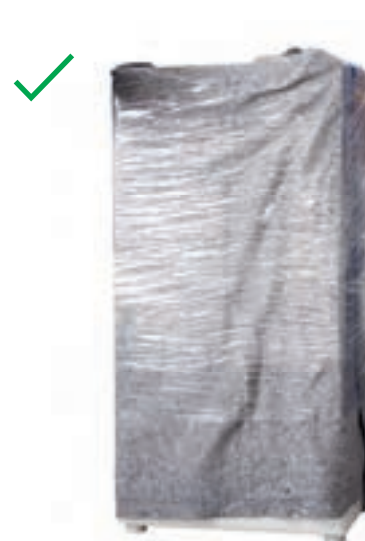
- Only one large item of furniture can be placed on a single pallet (such as a sofa, a mattress, etc.).
- The item may not protrude over the edges of the pallet, except a long item with ends protected with additional durable frames (such as a mattress).
- Fix it on the pallet with belts, straps, or binds. When using packaging film to fix an item to a pallet, make sure that the product would not fall over during handling, loading, or transport.
- A pallet with an additional shipment must not be placed on top of the shipment.



Mattress edges must be protected with a strong cardboard frame, then completely wrapped in durable packaging film and placed on a pallet.



Items in unusual shapes should be completely protected and fixed with straps and the shape should still be clearly identifiable. Moving parts need additional protection.



An item of furniture is covered with a cushioning textile cover. In addition, protect the lower part, edges, and corners of the product. Wrap the item completely in packaging film.

13. Construction and finishing supplies

For example: ceramic and other types of tiles, decorative materials, construction and finishing compounds, etc.

Tiles and decorative materials:

- When sending single tiles, each tile must be protected with several layers of bubble wrap, corrugated cardboard, or other protective material.
- Assembled manufacturer's packages must be transported on a pallet with a corrugated cardboard sheet placed under the products. When stacking products, separate them with a cardboard sheet. Stacked products must be fixed to the pallet in a stable and secure manner (with belts and straps along with edge and corner protectors to prevent the fasteners from damaging products due to pressure).
- Use the Handle With Care additional service and label the shipment accordingly.

Construction and finishing compounds:

- Individual compounds weighing under 30 kg and packaged into a special bag by the manufacturer should be wrapped in several layers of packaging film and then placed in a strong cardboard box.
- When sending larger and heavier quantities, package shipments in the manufacturer's package on a pallet. Use a corrugated cardboard sheet as the bottom layer and additional protective materials (side panels, corrugated cardboard, etc.) to protect the sides. Fix the shipment on a pallet with several layers of packaging film. Make sure that the freight would not fall over when tilted during handling, loading, or transport.
- As an exception, shipments weighing over 30 kg can be packaged on a single pallet if all shipments have the same recipient.

14. Placing shipments on a pallet

The most common types of standard pallets:

Name	Dimensions (mm)
Quarter-size pallet	600 x 400 x h 141
Half-pallet	800 x 600 x h 141
EUR standard pallet FIN	1200 x 800 x h 144
Pallet	1200 x 1000 x h 141

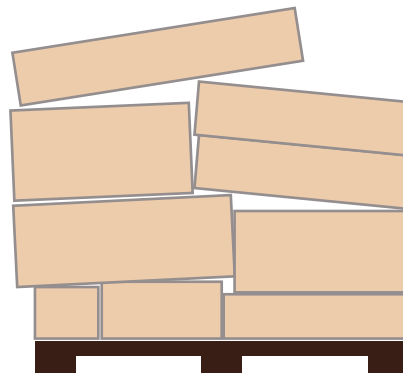
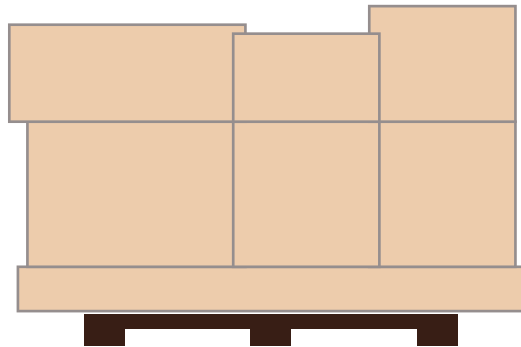
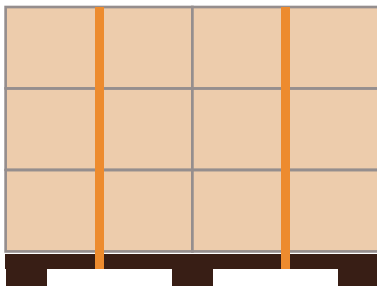
Shipments weighing more than 30 kg must be handed over on a pallet or in a container that allows loading with mechanical loading equipment.

- The maximum allowed height is 1.8 m (the height of freight with the pallet)
 - The actual weight of the shipment with the pallet may not exceed 600 kg.
-
- The shipment must not extend beyond the edges of the pallet (except if the packaging unit exceeds the length of EUR standard pallet length) because during loading to and unloading from a means of transport or sorting, any protruding parts may be damaged. At the same time, making use of the maximum capacity of a pallet is important.
 - A shipment must be fixed on a pallet securely in a stable manner with various strong fasteners (several layers of strong packaging film, belts, bands, etc.).
 - Use additional protective materials for the shipment (corner protectors, corrugated cardboard, anti-slip paper, inserts, etc.) depending on the type of the shipment. All sides of a mattress must be covered with strong packaging paper without fail.
 - Bear in mind that a film mostly only protects from soiling.

- When placing a number of parcels on a pallet, keep in mind that the bottom parcels should withstand the pressure from the ones at the top and the pallet must remain stable for the entire transport chain.
- Use pallets that are intact and strong (without mechanical damage, no protruding nails, etc.).

LABELLING PALLETS

- Stick the address card to the top of the shipment, or in case of a shipment that is over 1.5 m high, on the longest edge (not on the top).
- In case of parcels addressed to the same recipient, place them on a pallet so that the address cards of all parcels would be visible if possible.
- If the goods need special handling, the pallet must be labelled with special labels accordingly.



Thank you for using correct packaging methods!