



# Customer packaging guidelines

Valid from September 17, 2020



A woman with short dark hair and a yellow earring is shown from the chest up, wearing a vibrant green, black, and gold patterned dress. She is focused on packing a cardboard box, which is partially covered with white bubble wrap. Her hands are visible as she carefully places a small, dark, textured object into the box. The background is a light-colored brick wall. In the upper left, a portion of a giraffe head with a colorful, geometric pattern is visible. In the lower left, a black wire basket is partially seen.

We are committed to delivering your shipments on time and in perfect condition. These guidelines have been designed to provide you with information on the correct methods for packaging, along with sealing and labeling instructions, so you can ensure your goods are ready for transit.

If you wish to send a shipment that does not fit our packaging standards, contact FedEx Customer Service.



# Contents

<b>Introduction</b>	<b>3</b>
<b>Packaging tips: Parcels</b>	<b>4-9</b>
Light shipments	8
<b>Packaging tips: Pallets</b>	<b>10-18</b>
Crates	15
Drums	16
Pipes	17
Spools & reels	18
<b>Packaging tips: Irregular shipments</b>	<b>19-20</b>
Long items	19
Rolled goods	19
Flat packs	19
Televisions	19
Excluded and dangerous goods	19
Liquids	20
<b>Packaging tips: Tires</b>	<b>21-22</b>
<b>Addressing and labeling packages</b>	<b>23</b>

**Disclaimer:** Please note that FedEx will accept no liability for the packaging advice provided. It is the customer's responsibility to ensure all items are adequately packaged and labeled for transportation. FedEx reserves the right to refuse poorly packed and labeled shipment.



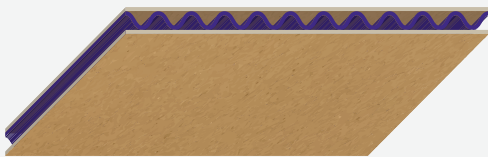
PACKAGING TIPS:

# Parcels



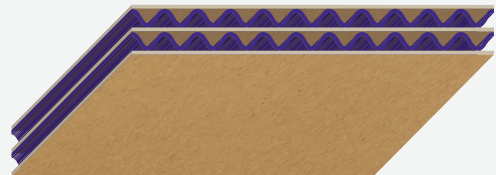
Cardboard boxes are the most commonly used packaging, as they come in many sizes and shapes. Choose from a range of materials, which will help strengthen and prepare your package for transit.

It is important that the box is appropriate for the weight and size of the transported item. Underfilled boxes can become crushed whilst over-weight cartons can easily break open. The box must be filled with cushioning material which will prevent contents from moving around.



## Single Walled Box

This type of box is only suitable for lightweight and non-fragile products.



## Double Walled Box

Double walled boxes should be used for heavier items that need reinforcement.



### Did you know?

A good method for providing additional strength to a box is to line its base and sides with cardboard.

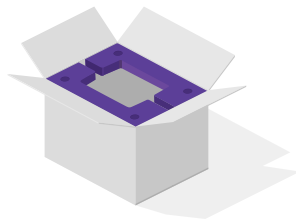
# Preparing a parcel for shipping

With our packaging tips, your parcels will always reach their destination on time.



- **Choose the right packaging**

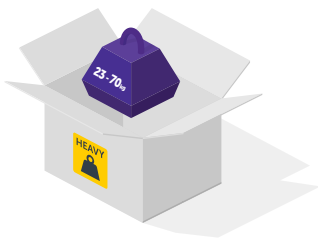
Pack your items in a box that matches their size and weight. Make sure that the packaging is intact and that there are no protruding edges. Remember to use double-walled boxes for heavier goods.



- **Fill empty space with padding**

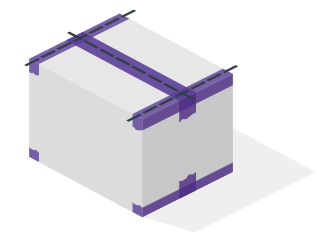
If your box has empty space, add cushioning to prevent items from moving around and breaking.

**Our recommendation:** avoid packages that are too large and require using excess filler.



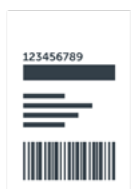
- **Label heavier packages**

We accept domestic packages up to 70 kg<sup>1</sup> without a pallet. A package weighing over 30 kg<sup>2</sup> should be properly labeled by the sender.



- **Use the "H" method**

Seal your box by taping an "H" shape for extra security, applying tape (at least 5 cm wide) equally across the edges of the box.



- **Prepare your package for shipping**

Remove old labels if you want to reuse the packaging. Prepare a waybill with the sender's and recipient's details: name, street, city, postcode and phone number. Place the waybill on top of the packaging and add any necessary labels. The waybill cannot be folded.



## Please note

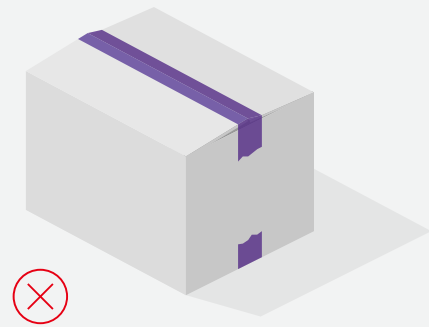
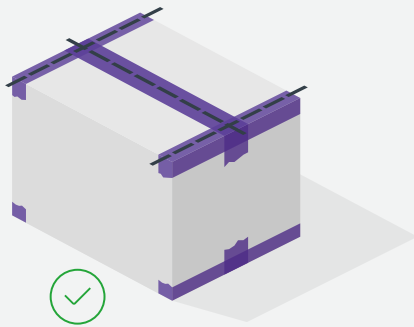
Our courier may refuse to accept a parcel for transport if it is not properly packed.

<sup>1)</sup> International parcels: the maximum weight is 68 kg.

<sup>2)</sup> International parcels: the sticker should be placed on packages heavier than 23 kg.



## Reinforced packing instructions



- Place cushioning, such as polystyrene chips, at the bottom of the corrugated box.
- Wrap each item individually with cushioning, e.g. bubble wrap, and centre it in the box.
- To restrict product movement use more filler, such as crumpled newspaper or polystyrene chips.
- Close and tape the inner box using the **"H" taping method** (read the 'Sealing parcels' section).
- Use a second box that is at least 15 cm longer, wider and deeper than the inner box.
- Fill any void spaces with more cushioning at the bottom, round the sides and at the top of the box.
- Again, use the **"H" taping method** for sealing your package.

## Packing lightweight goods

Delivering a package on time is all about how it is packed and prepared for shipping.

Keys, discs, tapes and small electronic parts should be shipped in bubble envelopes. Cardboard envelopes are recommended for shipping light documents.

## FedEx Envelopes

100% recyclable and carbon-neutral,  
a single FedEx envelope will contain and protect  
up to 60 A4 pages weighing up to 0.5 kg.

**FedEx Envelope Internal**

-24.1 cm x 31.8 cm



## FedEx Large Paks

Tear-proof and water-resistant, a Large Pak is ideal for heavier and compact documents.

## FedEx Large Pak

– 40 cm x 30 cm

## FedEx Extra Large Pak

– 52 cm x 45 cm



## FedEx Labels

Each label helps us identify your shipment and its special handling requirements.



### Did you know?

Extra labels placed on your shipment will inform FedEx employees of how urgent it is.



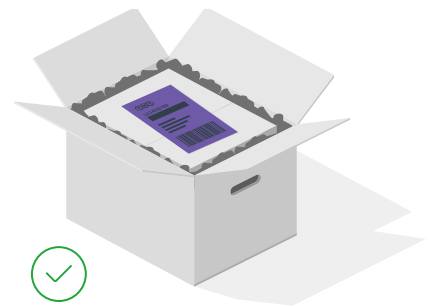
# Sealing parcels

A poorly packed shipment endangers not only your goods, but also other shipments and the safety of our employees.

Before accepting the parcel, our courier will check whether it meets our packing criteria.

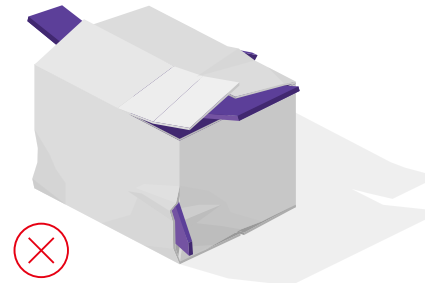
## 1 Include shipping documents

Before sealing the shipment, **place a copy of the waybill or the invoice inside the package**, detailing the addresses and contact numbers of both the sender and the recipient.



## 2 Secure your shipment

**Ensure there are no sharp, protruding edges, and that the packaging is appropriate for the weight and size of the transported item.** Any protruding parts should be covered with firmly taped corrugated panels or pads to blunt them.

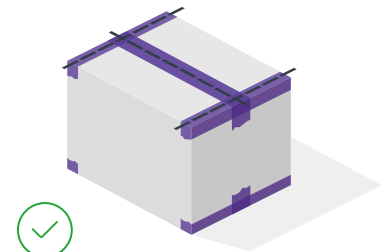


## 3 Seal securely using the "H" method

The package should be sealed securely by applying 5 cm wide, pressure-sensitive plastic tape.

Apply tape across the flaps and seams on the top and outer sides of the box. **Use the "H" taping method for sealing your package.**

The correct closure of the parcel is essential for safe transportation.



### Please note

Do not use household sellotape, string, rope or wrapping paper to seal your package.



PACKAGING TIPS:

# Pallets

Individual items weighing 70kg<sup>(1)</sup> or above must be palletised for safety purposes. All items placed on a pallet must be securely packed to make sure that they cannot damage other shipments or injure FedEx employees.

Pallets cannot be damaged and must be fit to be handled by a forklift. A pallet can be made from various materials such as wood, plastic, metal or corrugated fiberboard. It should also be accessible from all four sides. Please avoid using pallets made of chipboard or polystyrene.



## **Did you know?**

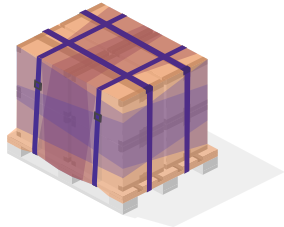
The pallet must elevate the load at least 15cm from the ground to allow handling by a forklift.

<sup>1)</sup> International parcels: maximum weight is 68 kg.



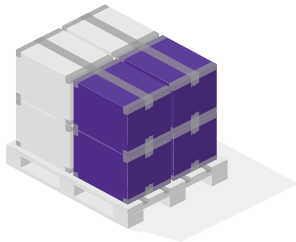
# Prepare your pallet for shipping

With our packaging tips, your pallets will always reach their destination on time.



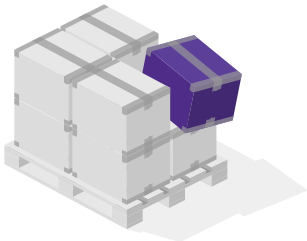
- **Place your packages on the pallet**

Stack single elements in columns to make the construction more stable.



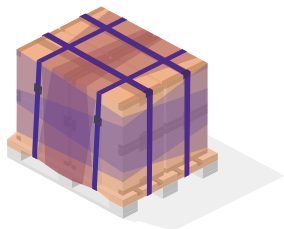
- **Keep it flat**

Keep the top level of the pallet flat whenever possible. It will make the construction stable and durable. It also helps stack pallets easily.



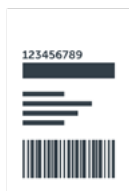
- **Do not overhang**

All elements of the structure should be adjusted to the size of the pallet. Make sure that no items overhang beyond the outline of the pallet.



- **Secure the shipments on the pallet**

When shrink wrapping the items on the pallet, ensure that the shrink wrap goes around the base of the pallet as well. Use strapping or banding to secure your shipment to the pallet in a criss-cross pattern.



- **Prepare your pallet for shipping**

Prepare a waybill with the sender's and recipient's details: name, street, city, postcode and phone number. Place the waybill on the side, not on the top of the pallet, because pallets are stacked on top of each other. The waybill cannot be folded.



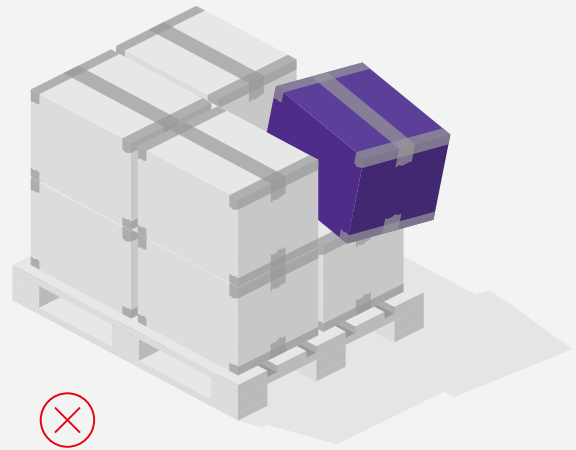
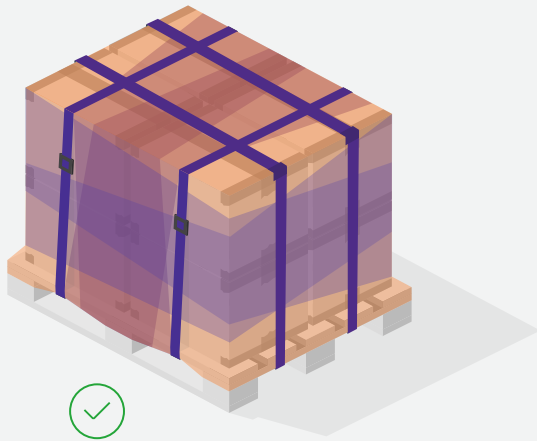
**Please note**

Our courier may refuse to accept a pallet if it is not properly prepared for transport.





## Strapping boxes to the pallet



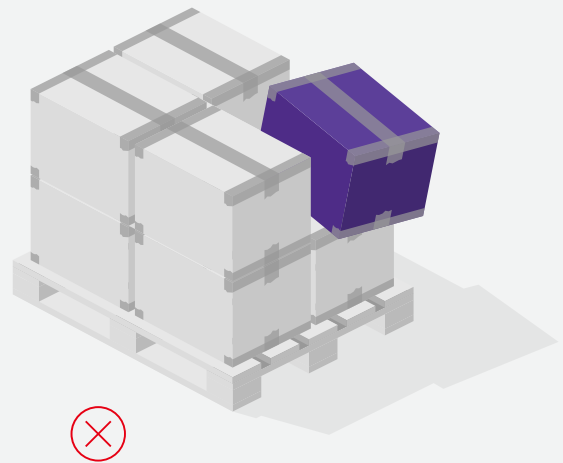
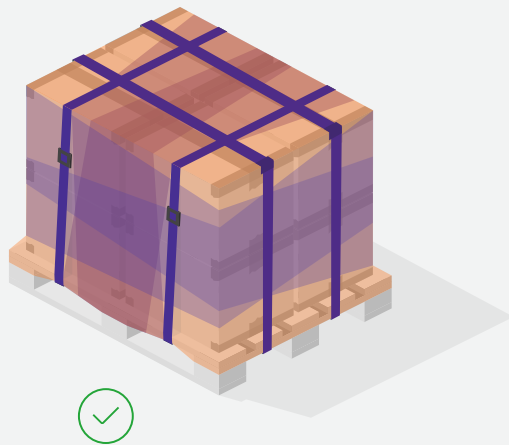
- Top and bottom load protector pads help to reduce damage to the top and bottom of the shipment. Corner or edge boards, which should run the full length of the pallet, help to stabilise the load and protect the box edges at each corner of the pallet.
- Strapping with two straps from both sides, 4 in total, is generally used to secure the bundled load to the pallet. Strapping or wrapping can be applied around several decking rows for additional stability. There are various forms of strapping including steel, polypropylene, nylon or polyester. Heavy duty strapping such as steel is preferred for heavy loads as it does not stretch.



### Did you know?

Usually any damage caused to palletised boxes during transit is due to the shipment not being correctly stacked, bundled or secured.

## Shrink-wrapping the pallet



- The shrink-wrap should be tucked between the pallet and the bottom row of boxes or tied to the bottom of the pallet. The wrap should be spiraled around the boxes in a downward direction making sure the film overlaps. At the top of the load, stretch the film diagonally over the corners and then spiral back down to the bottom. As a minimum, there should be 3 layers of shrink wrap.
- An alternative to shrink-wrapping is to use secondary outer packaging. The outer packaging needs to be fastened by either gluing or stapling the base of the package to the pallet to make it secure. The boxes should then be evenly distributed inside the outer packaging, making sure the contents are tightly packed to avoid movement. The top of the packaging should be leveled and then secured.

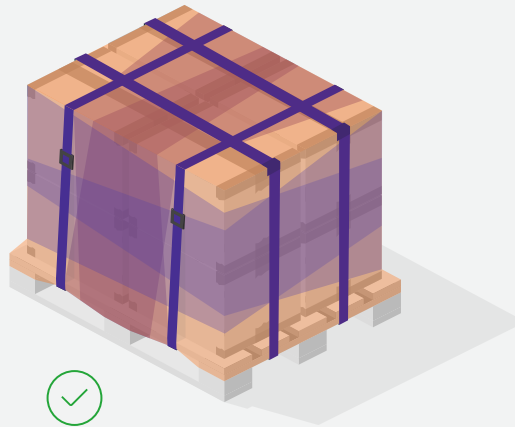


### Did you know?

Shrink-wrapping is critical for bundling the load and securing the items to the pallet. It is a packaging technique which involves wrapping thin, stretchable plastic film tightly around the load.



# Crates



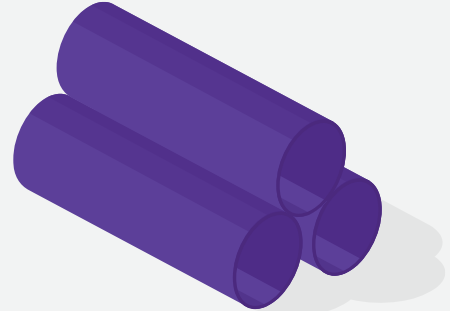
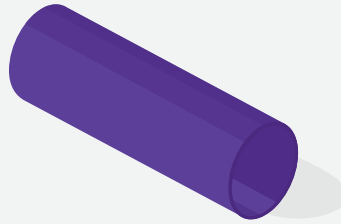
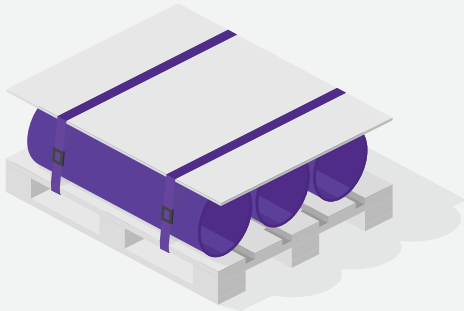
- Check if the crate is in good condition – it cannot be damaged or wet.
- Make sure that the construction of the crate is suitable for the weight of the transported items.
- Place the items on top of each other in the crate, filling the empty space with cushioning, e.g. foam or corrugated cardboard.
- Close the crate and strap it with binding strips.

**Did you know?**

Crates help to protect your shipments from damage..



# Pipes



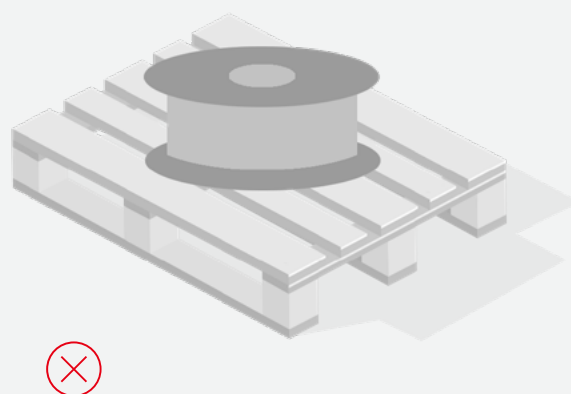
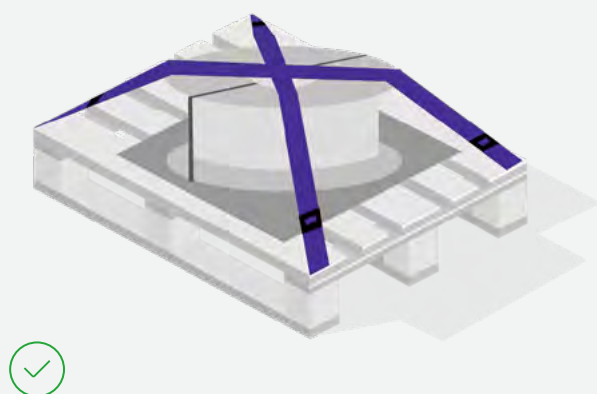
- Pipes and cylinder-shaped elements should be secured to the pallet.
- Two or more items should be bundled together as this will increase the stability of the load and can help to prevent damage.
- Blocking materials should be used to brace the items against the pallet, so they remain fixed during transit.
- Use strapping materials to secure the bundled items to the pallet.

**Please note**

Drums and cylinder-shaped shipments require special packaging to prevent the product from getting damaged by other shipments during transportation.



## Spools and reels



- Blocking should be placed tightly against the secured object to prevent movement inside the shipment.
- Use fasteners to secure the blocking and the item to the pallet.  
**Our recommendation:** secure the goods with steel strapping.
- Place a corrugated cardboard sheet underneath the spool to prevent it from slipping and getting damaged.  
**Our recommendation:** spools and reels should travel either on their side or facing the pallet.



### Did you know?

Due to their shape, spools and reels can move during transit and given the weight they are difficult to lift without mechanical assistance.



PACKAGING TIPS:

# Irregular shipments

Irregular shipments are those which require special handling due to their size or properties.

Irregularly shaped shipments should be carefully prepared for transport and must meet our packaging recommendations.

## 1. Long objects

Long objects require special packaging to prevent flexing and bending during transit. These items should be packed using reinforced tubing, rigid corrugated cardboard or wooden supports. A quick check to ascertain rigidity is to lift up the object in the middle and observe how much flexing occurs. Reinforcement is required if flexing is excessive.

## 2. Rolled goods

Wrap rolled goods in several layers of heavy duty plastic film and seal with plastic packing tape. Pad all sharp edges. Place the waybill on the outer layer of plastic.

## 3. Flat packs

Tape flat items onto a rigid material like plywood, plastic, or layers of fibreboard padding. Place the material between pieces of corrugated pad and tape both pads together at all seams.

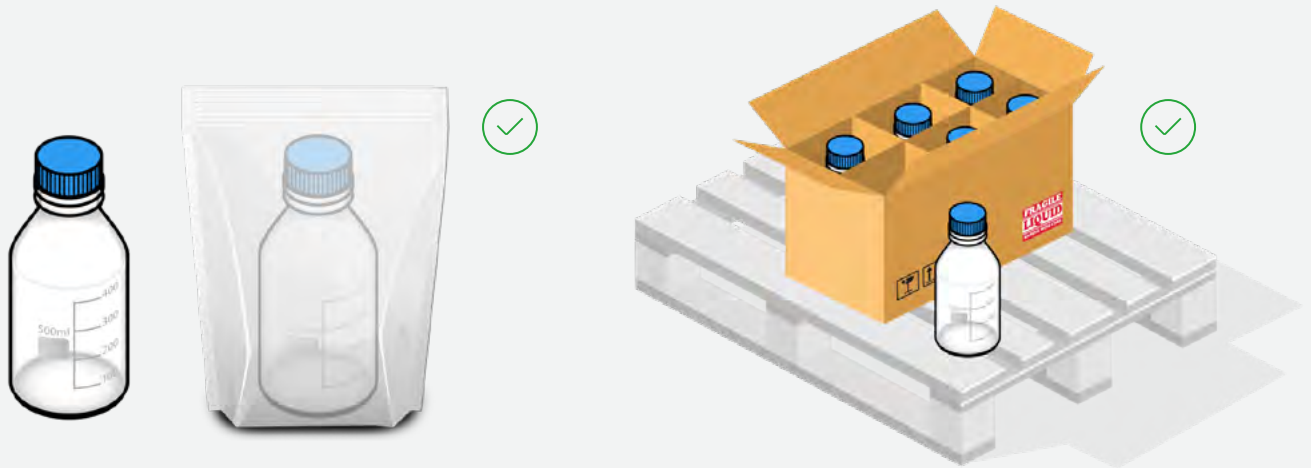
## 4. Televisions

Televisions will only be shipped providing the products is in the original manufacturer's packaging. Televisions  $\geq 40$ "(40 inches) must be placed on a pallet adapted to the size of the TV.

## 5. Excluded and dangerous goods

Some goods cannot be transported in our network or require prior individual arrangements. For a detailed list of excluded and dangerous goods visit [fedex.com/pl](https://www.fedex.com/pl). If you have any questions, contact your Sales Representative or our Customer Service.

## Liquids, powders and fine grains



- Double check the items to ensure that the lids or caps are secure.
- Liquids should be packed in leak-free containers, with an inner seal and perforated breakaway cap. The items should be placed upright in a leak-proof plastic bag and protected by lightweight, strong internal material, such as styrofoam.
- If you wish to pack multiple liquid items, please consider the collective weight of the shipment with heavy duty, reinforced boxes being used where necessary.  
**Use cardboard dividers to keep the items separated.**
- 'Liquid' and 'Arrow Up' labels should be affixed to the outside of the package for all liquid shipments.



- Place powders and fine grains in strong plastic bags, securely seal and then pack in a rigid corrugated box.



### Did you know?

Poorly packed liquid products can cause damage and contamination to surrounding shipments if they leak during transit.



PACKAGING TIPS:

# Tires

Tires are classified as standard shipments if their packaging meets our shipping requirements.

Standard shipment option is available only for passenger car, van and other vehicle tires that do not exceed 17 inches in length, assuming their outer diameter does not exceed 700 mm, and that these are single- or two-packs of up to 35 kg that follow one of the recommendations below\*.

\*FedEx does not provide packing materials.





# Foil packaging

## Shrink wrap

- Wrap the tire in such a way that the smooth surface is on the outer side, as it allows sorting through an automatic conveyor.
- Place the waybill label on the last layer of the wrap and on the outer edge of the tire.



### Did you know?

Placing the waybill between the layers of wrap may prevent it from being scanned properly.

## Stretch wrap

- Wrap the tire with tear-resistant stretch wrap.
- The wrap must cover at least 3/4 of the tire's surface.
- Make holes in the wrap on both sides to make it easier to carry.
- Do not cover the waybill with polypropylene tape, as it might prevent the label from being scanned.



### Did you know?

If stretch wrap does not cover the surface properly, the package may be damaged and get stuck in the automatic conveyor.



PACKAGING TIPS:

# Addressing and labeling packages

## Routing Labels

- It is essential that the waybill is securely affixed to a flat surface on the top of the box along with any other relevant paperwork, such as commercial invoices. When shipping a pallet, place the waybill on the side of the pallet and make sure that it is visible.
- Use additional labels indicating how to handle the shipment, such as "Top bottom" and "Fragile".
- The waybill is the only place where you can put the recipient's address.
- Both the sender's and recipient's addresses should be placed on the waybill, along with the recipient's postcode and telephone number. We cannot deliver to post office boxes, therefore the postcode must indicate the address.
- Copies of the waybill and the invoice detailing the sender's and receiver's addresses and contact data should be placed inside the package.
- Do not use recycled packaging to ensure your goods are properly protected during transit. If a package is being re-used, however, please make sure any previous shipping labels have been removed.



### **Did you know?**

Additional labels are extremely important for handling parcels, pallets and non-standard shipments. They help us to identify special requirements regarding their handling, and to make sure that the goods always reach their destination on time and intact.







