



# Shopee Express Packaging Guideline

# External packaging

- 1 All parcels **must have** external packaging. Acceptable materials include:
  - a. Cardboard Box
  - b. Polymailer
  - c. Bubble wrap that protects 100% of package contents
  
- 2 **Waybill** must be displayed clearly on external packaging
  
- 3 **Fragile and upright** must be clearly displayed on external packaging if contents include:
  - a. Liquids
  - b. Glass or ceramics



# Internal packaging

- 1** Insert **filler materials** to prevent items from scratching or colliding with each other during transportation. Acceptable materials include:
- Air pillow
  - Paper
  - Bubble wrap
  - Dividers



- 2** For liquids, ensure that items are placed in an upright position and the upright sticker on external packaging points in the correct direction



**SPX would not approve claims if external packaging is intact at the point of delivery. Internal packaging is to help sellers prevent disputes arising from internal damages**

## If packaging standards are not met, disputes will be rejected

- 1 **Bottles containing liquids** where any of the following are observed:
  - a. Do not have hard external packaging
  - b. Loosely packed
  - c. Do not have an upright sticker
  - d. Upright sticker is not in the same direction as bottles
  - e. Items are not securely capped with additional wrapping over the product
  
- 2 **Glass/ceramic and/or valuable products** where any of the following are observed:
  - b. Items are not wrapped individually
  - c. Do not have hard external packaging (in addition to the original packaging for valuable products)
  - d. Do not have a fragile sticker
  - e. Are not wrapped with shock-absorbing materials such as bubble wrap

## If the order requires multiple parcels

- 1 Items of **different SKUs** must use the Split Order function
  - a. This allows for each package to be tracked with its own Waybill
  - b. Parcels split via this function must not exceed 30kg in weight.
  
- 2 Items of the **same SKU** must be bundled together:
  - a. The Split Order function will not apply to multiple quantities of the same SKU.
  - b. Do bundle the multiple parcels together using either a strapping machine or shrink wrap.
  - c. This ensures the parcels are firmly secured to each other.
  - d. The secured packages must also not exceed 30kg in weight.



**SPX will not accept pickup of orders with multiple parcels if they do not follow the guidelines stated above.**