

# **J&T Express**

# **Packaging Guidelines**

# Overview

1. Prohibited items
2. Important packaging Guidance
  - a. External packaging
  - b. Bottles abd liquid
  - c. Examples of packahing violates the packaging guideline
  - d. Other filling methods
  - e. Irregular packaging
  - f. Fragile items
  - g. Electronic devices
  - h. Fragile labels
  - i. Clothing
  - j. Proper sealing of package
  - k. Consignment note & labelling
  - l. Airwaybill label
  - m. Closing note

## Pick up and delivery will not be available for all items listed.

- |    |   |    |   |
|----|---|----|---|
| 01 | Items that exceeds the following size. <ul style="list-style-type: none"><li>- Max weight of 30kg and up to 300cm</li><li>- Sum of dimension = (L + W + H) and up to 150cm on one side.</li></ul> | 07 | Examination certificates, passports and insurance documents which cannot be reproduced.             |
| 02 | Credit cards or ATM cards.  | 08 | Written drafts, original films, tapes and film material which cannot be reproduced.                 |
| 03 | Human or animal remains, religious artifacts.   | 09 | Flammable, ignitable or volatile items such as fireworks, kerosene, gas canisters or paint thinner. |
| 04 | Firearms or swords.   | 10 | Cash, cheques, bills, stocks, other marketable securities and any restricted or illegal substances. |
| 05 | Living things - plants included.  | 11 | Temperature-sensitive items which requires it to be stored in a controlled environment.             |
| 06 | Poisonous or toxic substances.  |    |   |

# Important Packaging Guidance

Kindly pack the parcels in accordance to the following guide to maintain the condition of the parcel throughout the delivery process.

# External Packaging

**Fragile items (glass , breakable item)**

- 3 - 5 layers of bubble wrapping**
- To be packed in a carton with NO SPACE allowance**  
(fill empty space with fillers, eg: newspaper, recycled paper etc.)



# External Packaging

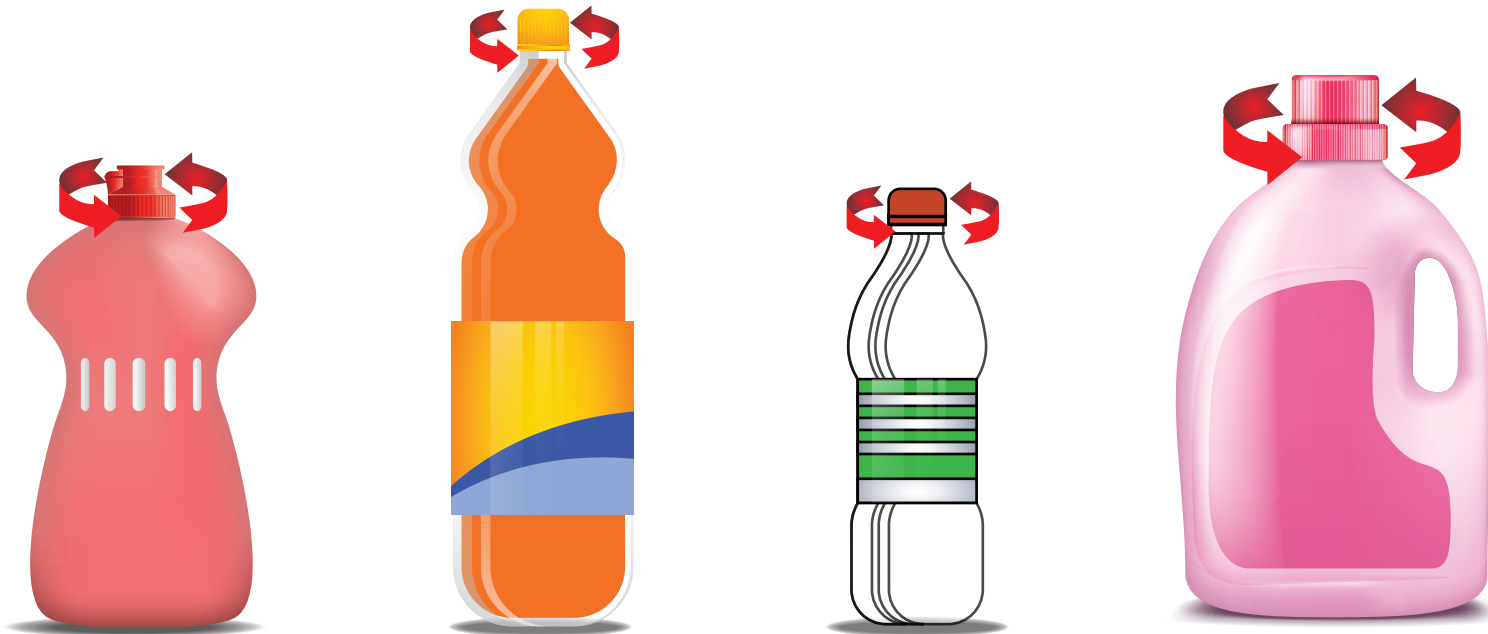
Thin outer packaging (pet food, snacks)

- 3 - 5 layers of bubble wrapping
- To be packed in a carton with NO SPACE allowance (fill empty space with fillers, eg: newspaper, recycled paper etc.)



## Liquid Items (Detergent)

- 3 - 5 layers of bubble wrapping
- To be packed in a carton with NO SPACE allowance (fill empty space with fillers, eg: newspaper, recycled paper etc.)
- Tape and secure the cap to avoid leakage



**Liquid products such as liquor, detergents or health and beauty products must be placed in an upright position with an upright sticker pasted on the carton box.**

- 01 Pack products within boxes with individual dividers made for wine and beer bottles.
- 02 Secure the base of the carton box with extra tape as secondary protection.
- 03 Bottled products must be tightly corked or sealed.
- 04 Bubble wrap (3 - 5 layers) around the bottle and ensure that the product is not exposed.
- 05 Seal the carton box with tape.
- 06 Attach air waybill label on the carton box and stick on fragile and "upright" sticker.



## Examples of packaging that violates the packaging guideline

Glass bottles or fragile items without bubble wrap results in breaking and spilling.



## Examples of packaging that violates the packaging guideline



Carton box are too soft to hold the intended items.



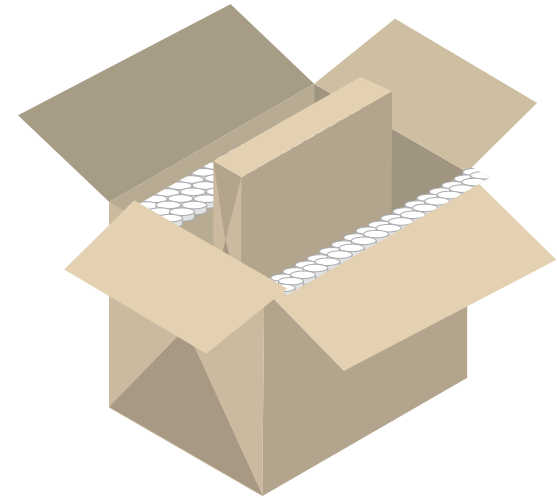
Improper packaging leading to sharp items poking their way through the plastic wrap.

# Other Filling Methods



# Irregular Packaging

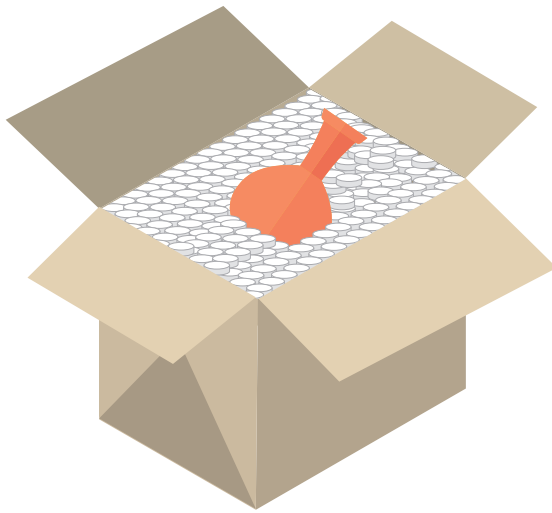
Irregular sized items should be placed in a carton box with no empty spaces inbetween. If there are multiple units within a carton box, wrap them individually to prevent them from damaging one another.



# Fragile Items

**Fragile items must be wrapped individually in protective materials like bubble-wrap, filling up the space FULLY.**

E.g. Ceramics, glass, porcelain, etc.



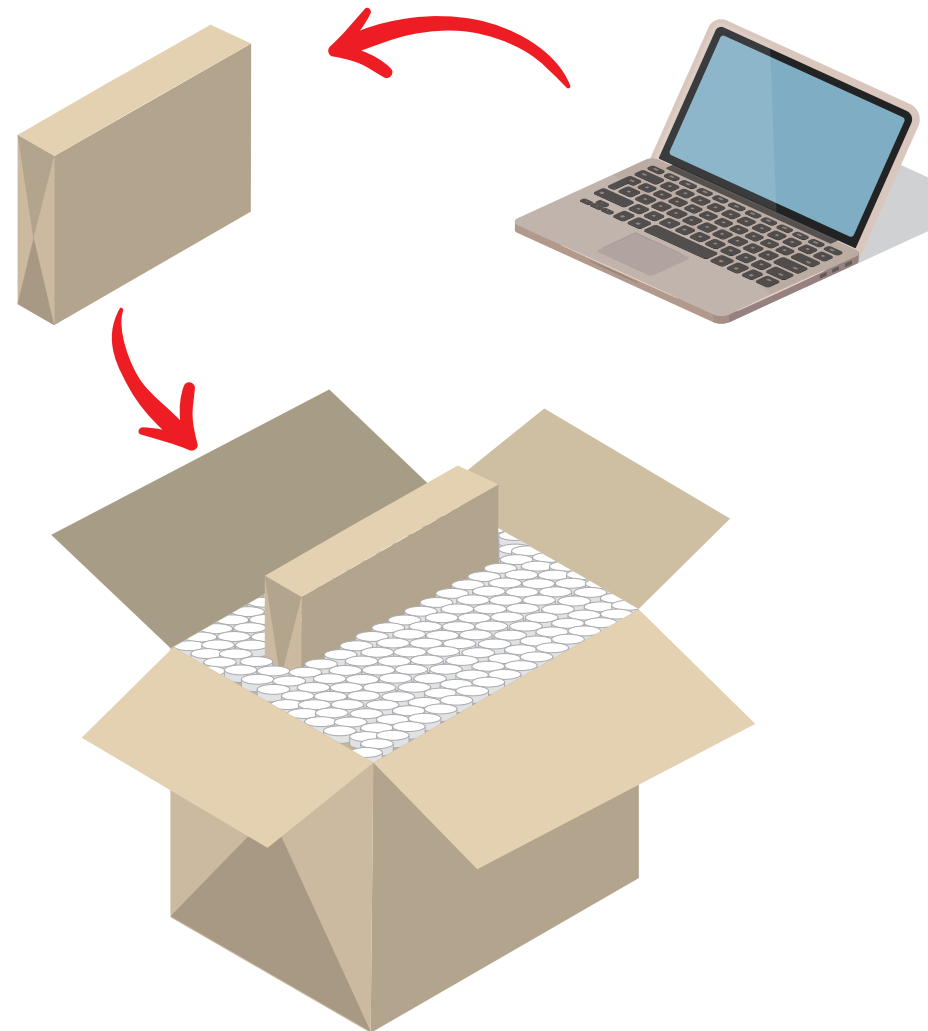
## **Fragile items must be wrapped in bubble wraps.**

E.g. Ceramics, glass, porcelain, etc.

Electronic devices such as laptops, PCs, tablets etc are fragile in nature. These items must be well protected against potential damage.

Standard retail packaging does not provide adequate protection during the delivery process.

It is strongly recommended to utilise the box-in-box method to negate any potential damage.



**Products that are fragile must have a fragile sticker labelled on the carton box.**

The following classifies a fragile product and requires additional protection and fragile sticker label:

- 01 Item is not able to withstand a table-height fall.
- 02 Item requires delicate handling.



Clothing items must be neatly folded and packed to minimise crumpling and wrinkling during the delivery process.



# Proper Sealing of Package

How to seal your package properly:

- 01 Use heavy-duty carton sealing tape.  
e.g. pressure-sensitive plastic tape, water-activated paper tape or reinforced tape that is at least 2" wide.
- 02 Use the H-shape taping technique.  
Install tape evenly across to the top and bottom flaps and seams.

Products with specialised packaging (e.g. seasonal gift boxes) must be shrink or bubble-wrapped before being packed in a carton box.



# Consignment Note & Labelling

**All parcels must not contain any old consignment note(s).**

- 01 Remove old labels  
More than 1 label affects the delivery process.  
Do not stack consignment notes.



- 02 Print new labels  
Use self-adhesive labels and ensure that the consignment note is sharp and clear. Faded ink or blurred sections will affect the delivery process.



- 03 Put a backup inside  
Place a copy of your delivery documents within the carton box before sealing it up.

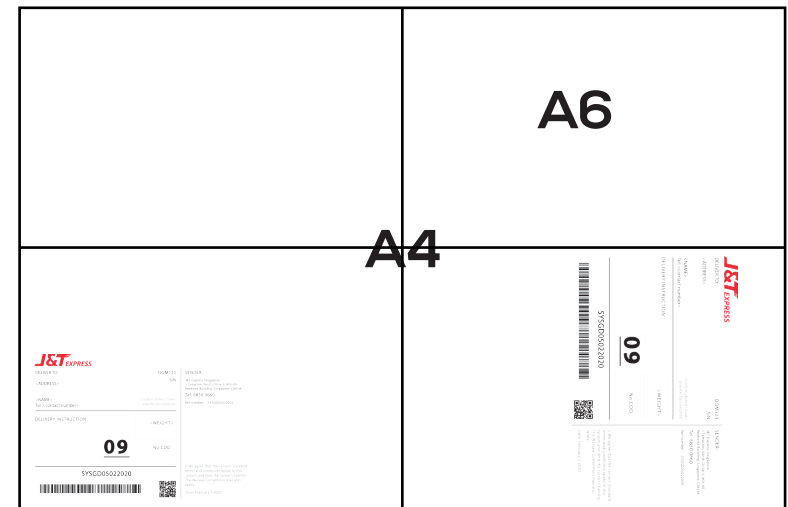
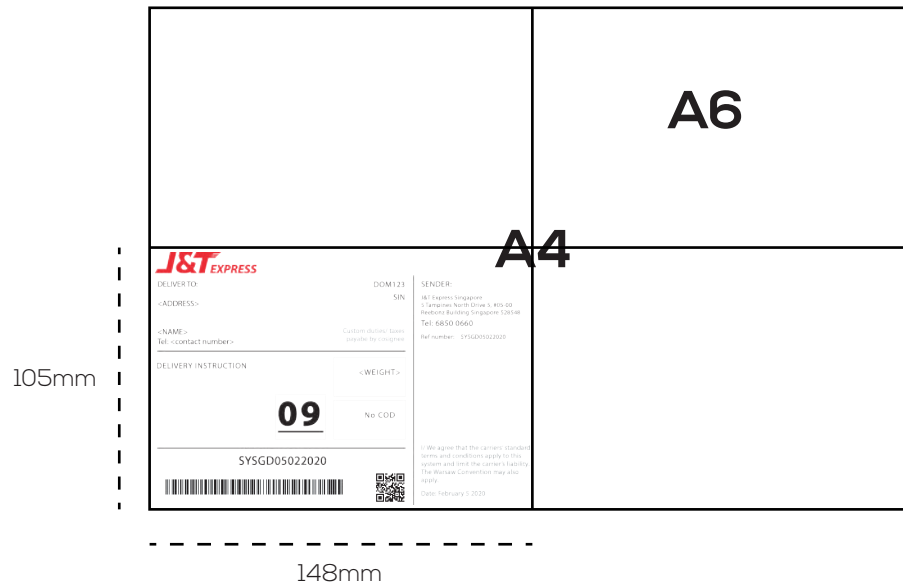
- 04 Secure the parcel.  
Attach the label on the carton box and ensure that the barcode is fully flat and visible. There must not be any tapes or wrapping on top of the label.



# Consignment Note & Labelling

**Actual Consignment note(s) must have a minimum size of A6.**

Any labels smaller than A6 may be rejected upon collection and returned to the sender or subjected to additional cost born by the shipper due to reprinting.



Each parcel must have a unique tracking identification.



**A simple illustration to determine if the parcel is ready for delivery.**

Can the parcel hold out against a table-height descend?



Parcels should be packed adequately for the entire delivery process including redelivery attempts. Parcels found to be packed/ labelled in an improper manner will be subjected to:

- 01 Relabel and/or repackaging by J&T Express at shipper's cost.
- 02 Parcel rejection and return to sender for relabel and/ or repackaging.
- 03 Rejected for ANY claims.

# Thank You