

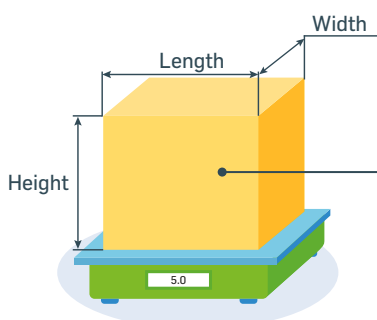
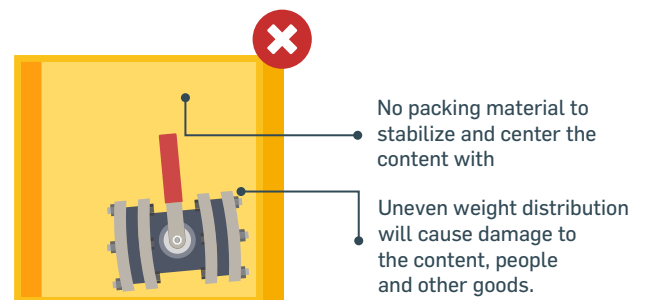
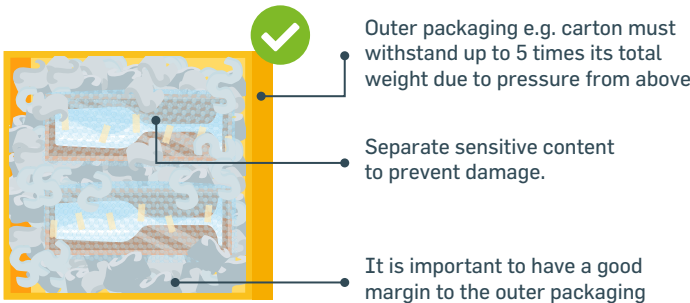
**The best way to prevent damage is to package according to what the contents require.** The carrier's responsibility is to transport the goods, your responsibility is to pack the goods adequately for the journey.

The goods will be exposed to strains e.g. machine sorting, group loading and falling into cages. In the event of damage, it is important that you notify us **within 7 days of delivery.**

## The parcels journey



## Guidance for inner packaging



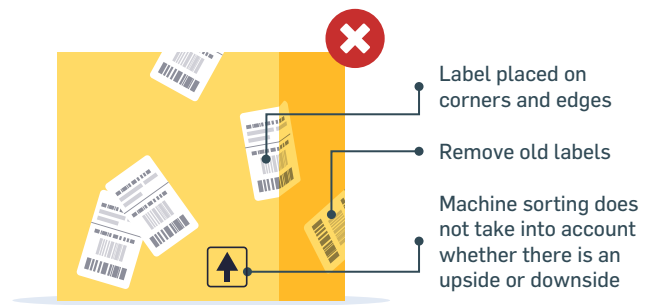
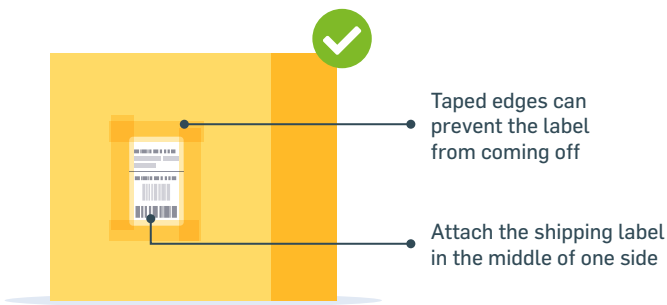
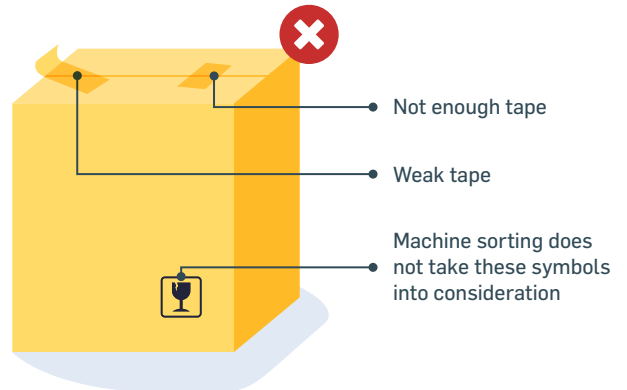
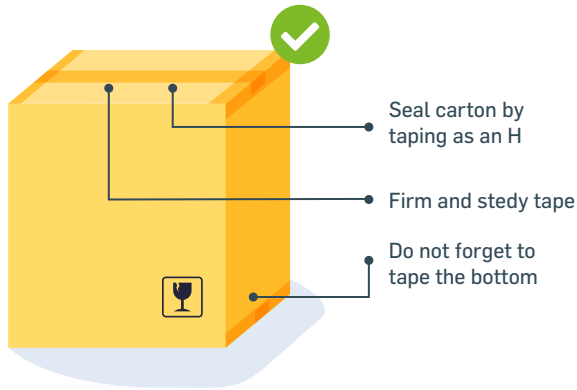
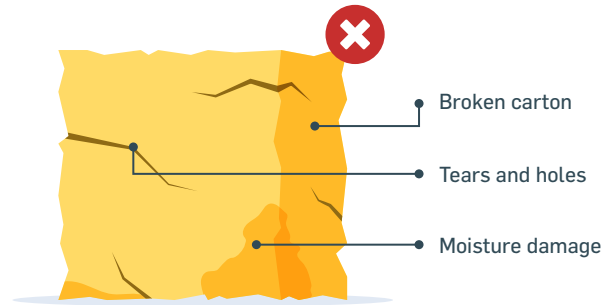
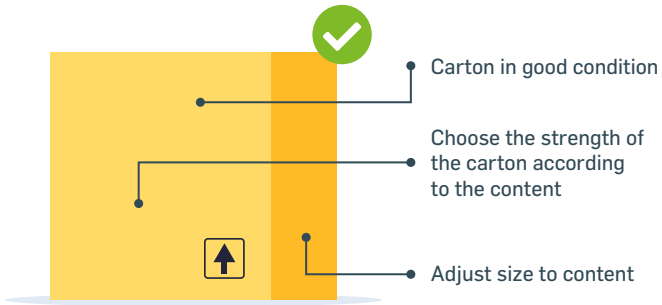
To avoid **extra costs**, be sure to enter the **correct dimensions and weight** when booking freight.



### Adjust packaging according to content

Delicate, heavier or larger goods often require more of you who package.

## Guidance for outer packaging



### Important points to follow when booking freight - Applies regardless of which carrier you use.

- 1 Pack properly** - The goods you send must be packaged according to what the contents require.
- 2 Allowed or not allowed** - Find out if your goods are allowed to be sent.
- 3 Signed consignment note** - Make sure the driver signs the consignment note when picking up, **no exceptions!**
- 4 Visible damage upon delivery** - Damage to the outer packaging must be noted in connection to delivery.
- 5 Concealed damage** - Damage to the content must be reported to us within 7 days from the delivery date.



### Questions or thoughts on how to best protect your content?

You are welcome to contact Shiplink's customer service by phone, email or chat.



010-20 706 66



kundservice@shiplink.se

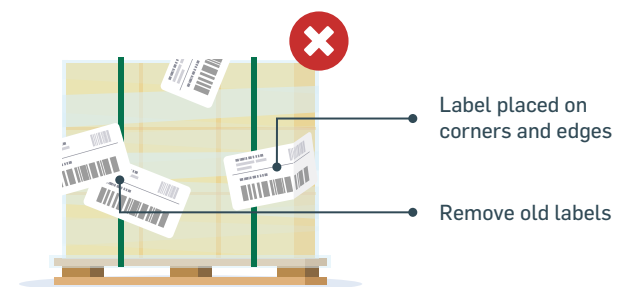
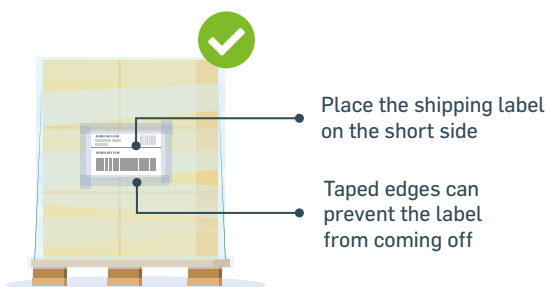
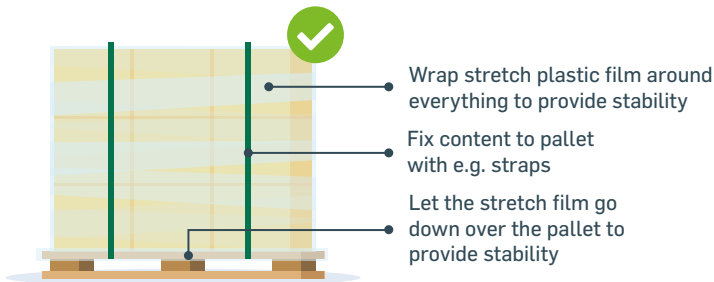
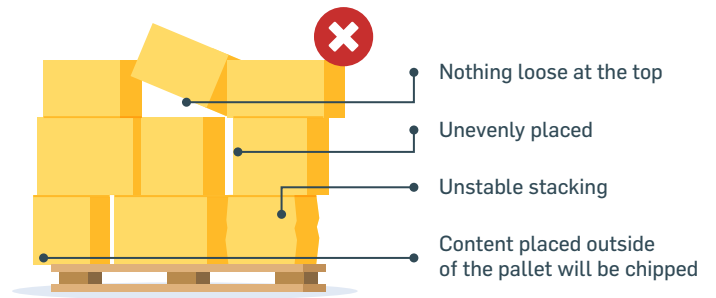
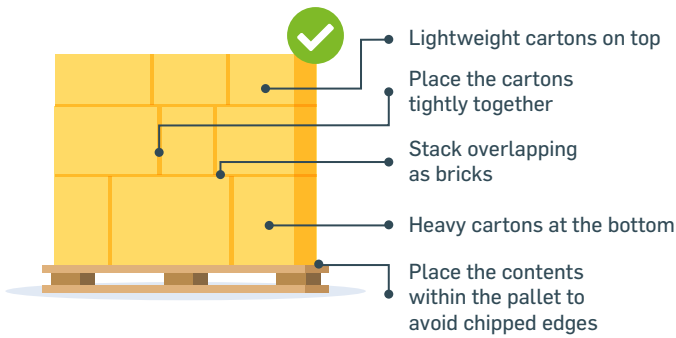


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## Guidance on how pallets are packaged

**The best way to prevent damage is to package according to what the contents require.** The carrier's responsibility is to transport the goods, your responsibility is to pack the goods adequately for the journey.

Pallet is handled manually with pallet trucks and forklifts. Therefore, the content of the pallet should be **properly packaged and properly anchored.**



### Remember to pack according to the need of your content



Just like **adapting packaging** for your content in carton boxes, you have to adapt packaging for your content on pallets.

If you are transporting something fragile, **it requires more and better protection** to withstand strains during transport.

If you do not fulfill your responsibility, e.g. to pack as needed, you can end up **without compensation.**



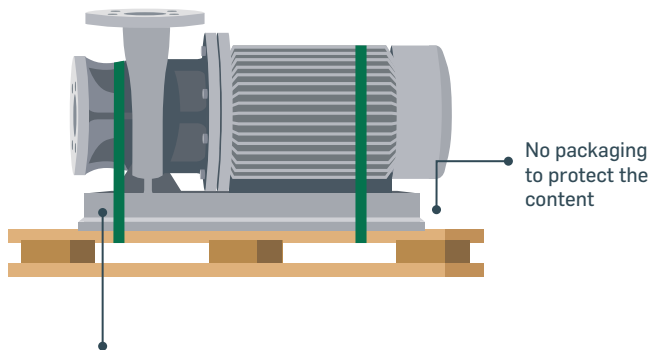
## Guidance for special goods on pallets

Some goods that are transported cannot fit into carton boxes, instead it has **to be placed and fixed directly on a pallet**. There are many different ways and examples of how this is done, based on how fragile the goods are.



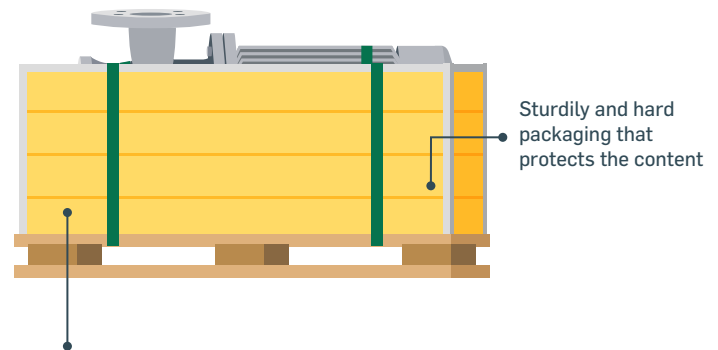
Please contact **Shiplink's customer service** before shipping to get advice and ideas about packaging.

Example 1



In this example, the sender and the freight booker deems that it does not matter if the content is damaged or chipped. Which means less packaging is needed, however it **must be anchored properly**.

Example 2



In this example, the sender and the freight booker deems it important that the content is **not damaged or chipped**. Which means packaging and fixation to pallet is needed **according to how fragile** the content is.



In addition to preventing damage to your content, packaging also **reduces damage to other goods** that are loaded and stowed together. On top of that, the **risk of injury for the staff** at the terminal and the **drivers** who handle the goods manually is reduced.

**Important points to follow when booking freight** - Applies regardless of which carrier you use.

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