

# J&T Express Packaging Guidelines

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## Delivery will not be available for all items listed.

- 01 Items that exceeds the following size. Max weight of 30kg and up to 300cm sum of dimension = (L + W + H) and up to 150cm on one side
- 02 Credit cards or ATM cards.
- 03 Human or animal remains, religious artifacts.
- 04 Firearms or swords.
- 05 Living things.
- 06 Poisonous or toxic substances.
- 07 Examination certificates, passports and insurance documents which cannot be reproduced.
- 08 Written drafts, original films, tapes and film material which cannot be reproduced.
- 09 Flammable, ignitable or volatile items such as fireworks, kerosene, gas canisters or paint thinner.
- 10 Cash, cheques, bills, stocks, other marketable securities and any restricted or illegal 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.

All parcels must be covered 100% using external packaging. Additional markings and/ or labels may be applied to the external packaging during the delivery process.

Carton box/  
polymailer



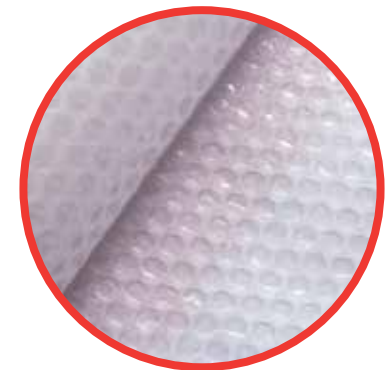
AND/  
OR

Shrink-wrap



AND/  
OR

Bubble-wrap



**Packages contained within the external packaging should be packed tightly and snugly to prevent movement inside the carton box during the delivery process.**

**Kindly fill up the empty spaces with fillers.**

E.g. recycled paper, foam, cardboard, etc.



# Other Filling Methods





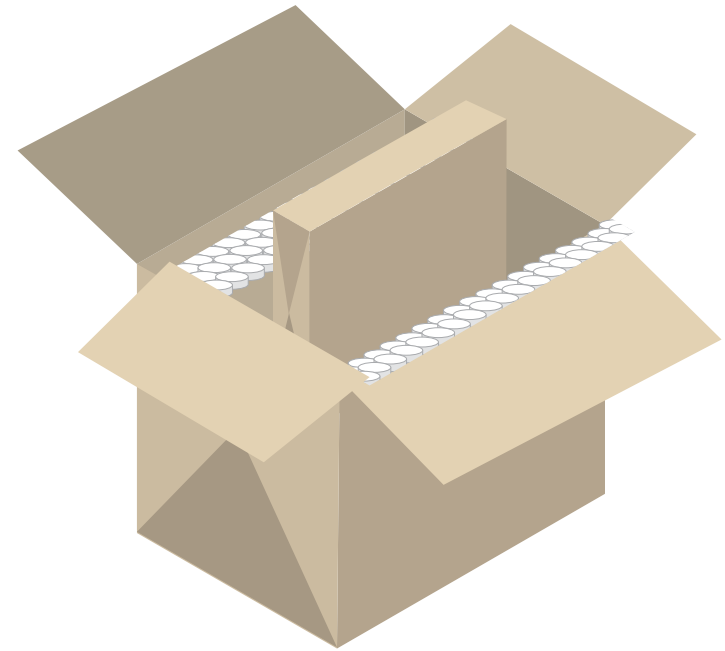
# Other Filling Methods



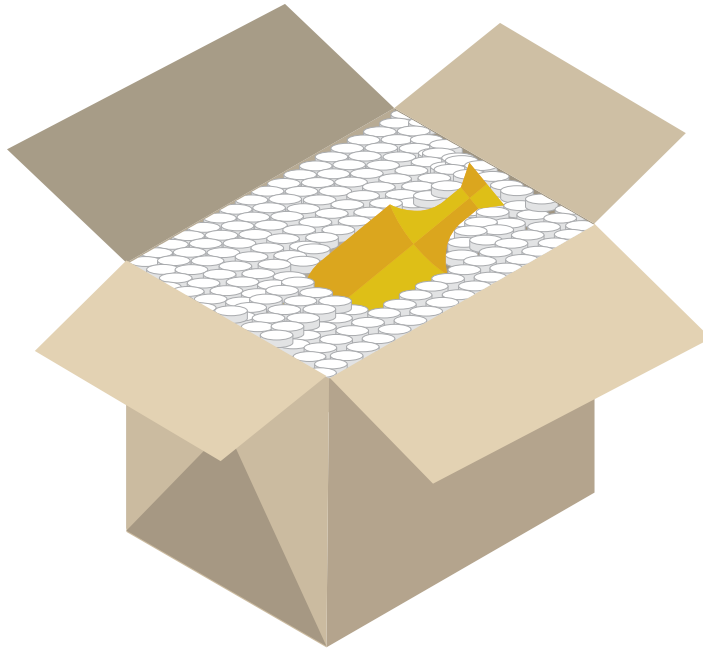


# Irregular Packaging

Irregular sized items should be placed in a carton box with no empty spaces inbetween.



Fragile items must be wrapped in protective materials like bubble-wrap.  
E.g. Ceramics, glass, porcelain, etc.



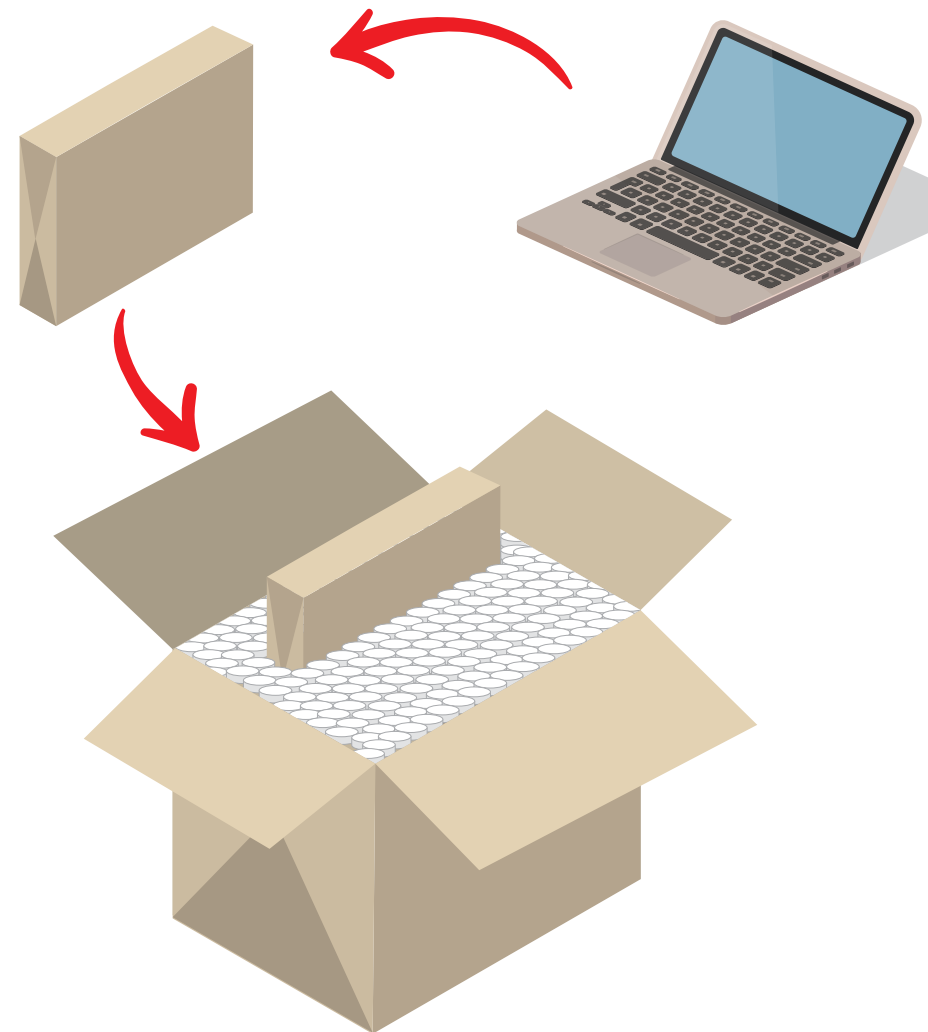
**Fragile items must be wrapped in protective materials like bubble wraps.**

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.



**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.**

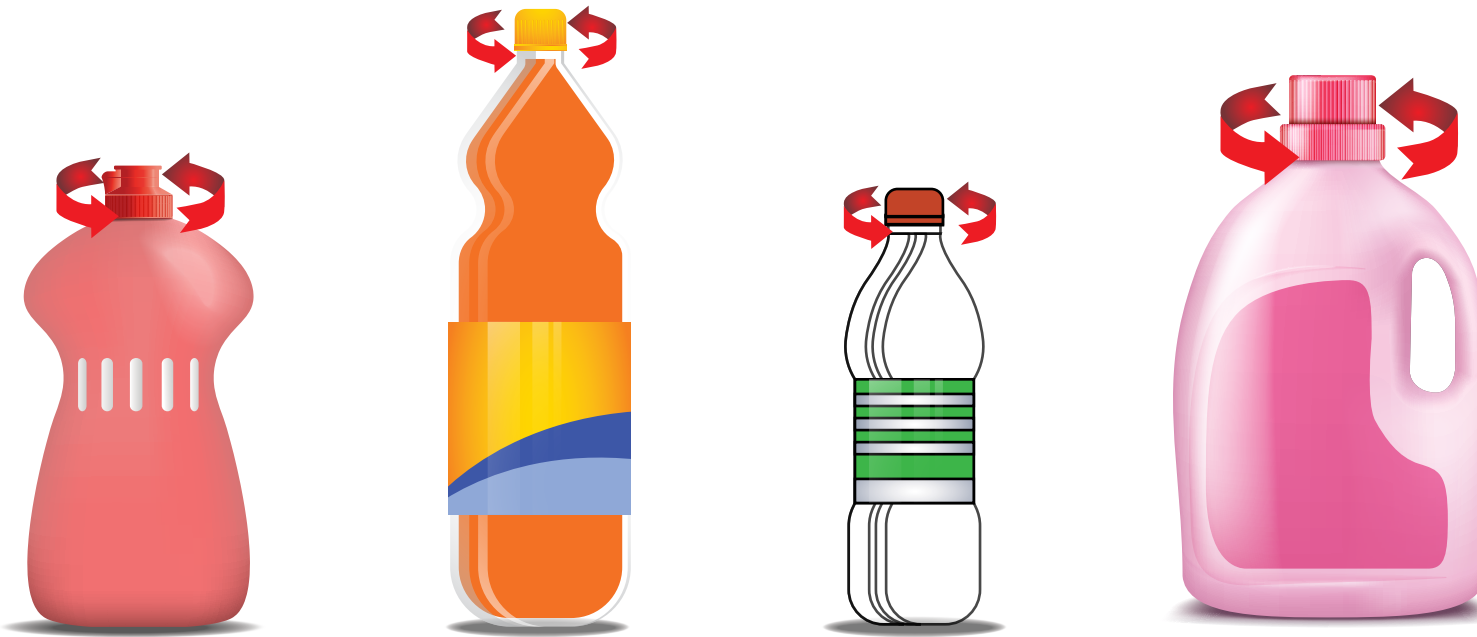
- 01 Pack products within boxes with individual dividers made for wine and beer bottles.
- 02 Secure the base of the carton box with extra tape as secondary protection.
- 03 Bottled products must be tightly corked or sealed.
- 04 Bubble wrap around the bottle and ensure that the product is not exposed.

- 05 Seal the carton box with tape.
- 06 Attach air waybill label on the carton box and stick on fragile and “upright” sticker.



**Bottled or liquid products with or without a seal must be tightened to prevent leakage.**

E.g detergent, bottled drinks, toner, sunscreen, etc.



**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.



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.



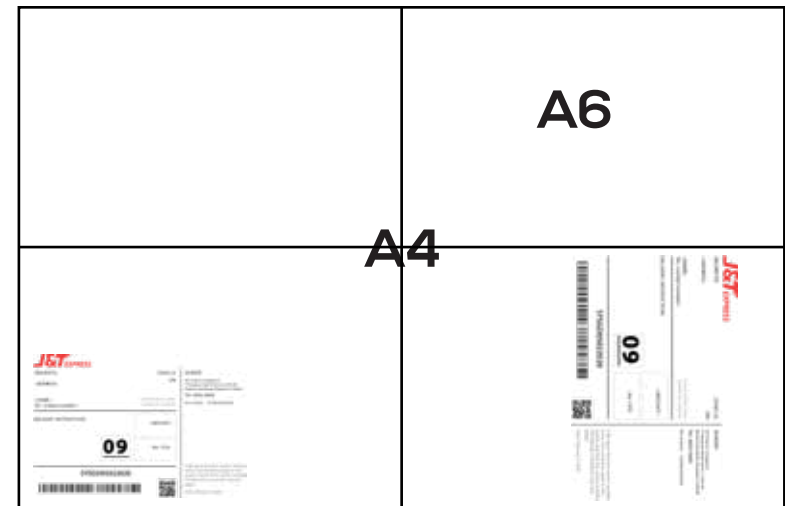
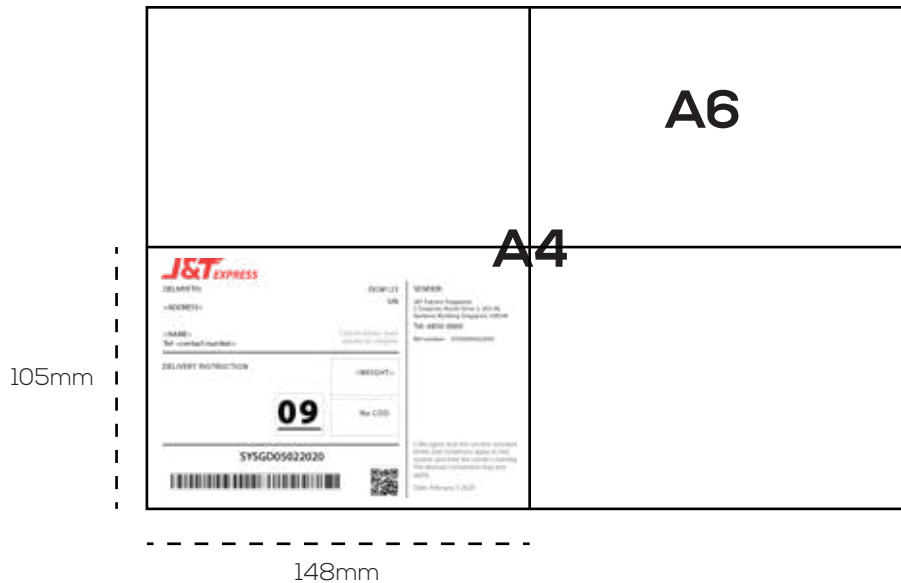
## All parcels must not contain any old air waybills.

- 01 Remove old labels  
More than 1 label affects the delivery process. Do not stack waybills.
- 02 Print new labels  
Use self-adhesive labels and ensure that the waybill label 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.



**Air waybill labels must have a minimum size of A6.**

Any labels smaller than A6 may be rejected 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.



**JTESG10010**



**JTESG10010**



**JTESG10010**



**JTESG20010**



**JTESG10010**



**JTESG10010**



**JTESG30010**



**JTESG40010**



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

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



Parcels should be packed adequately for the entire delivery process including redelivery attempts.

Parcels found to be packed/ labelled in an improper manner may be subjected to:

- 01 Relabelling and/or repackaging by J&T Express at shipper's cost.
- 02 Parcel rejection and return to sender for relabelling and/ or repackaging.



**Thank You.**