

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 5kg 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.
- 11 Temperature-sensitive items which
requires it to be stored in a controlled
environment.

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

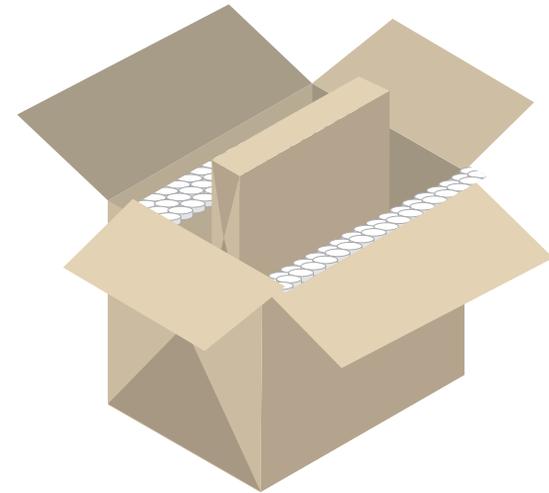


Other Filling Methods



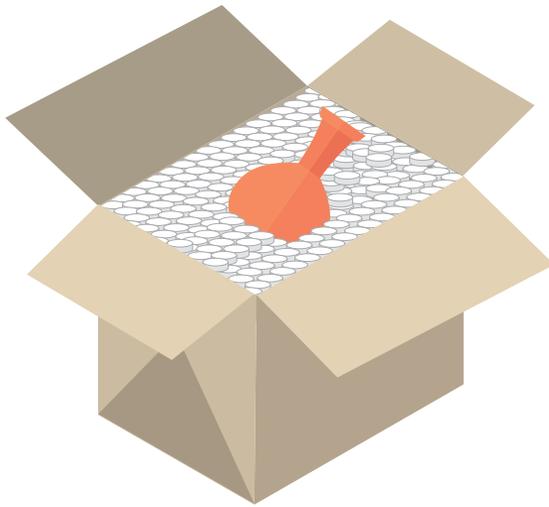
Irregular Packaging

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



Fragile items must be wrapped individually in protective materials like **bubble-wrap**.

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



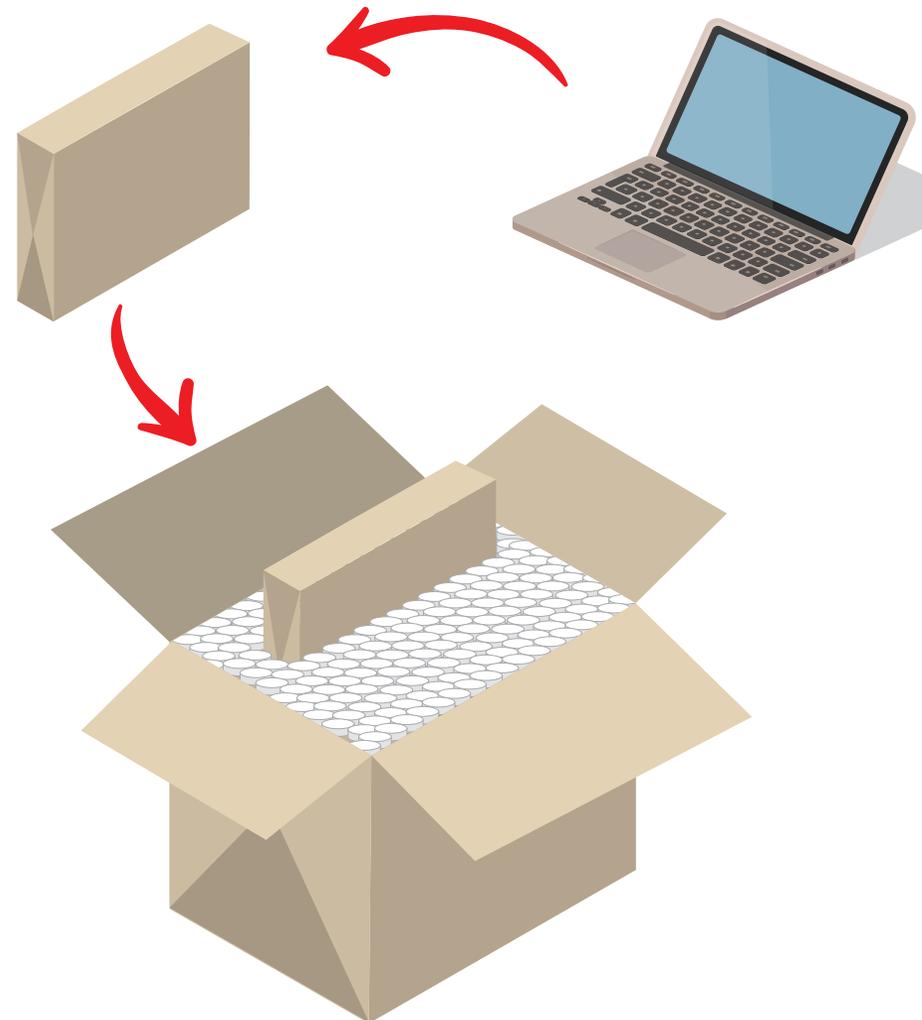
Fragile items must be wrapped in bubble wraps.

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.



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.

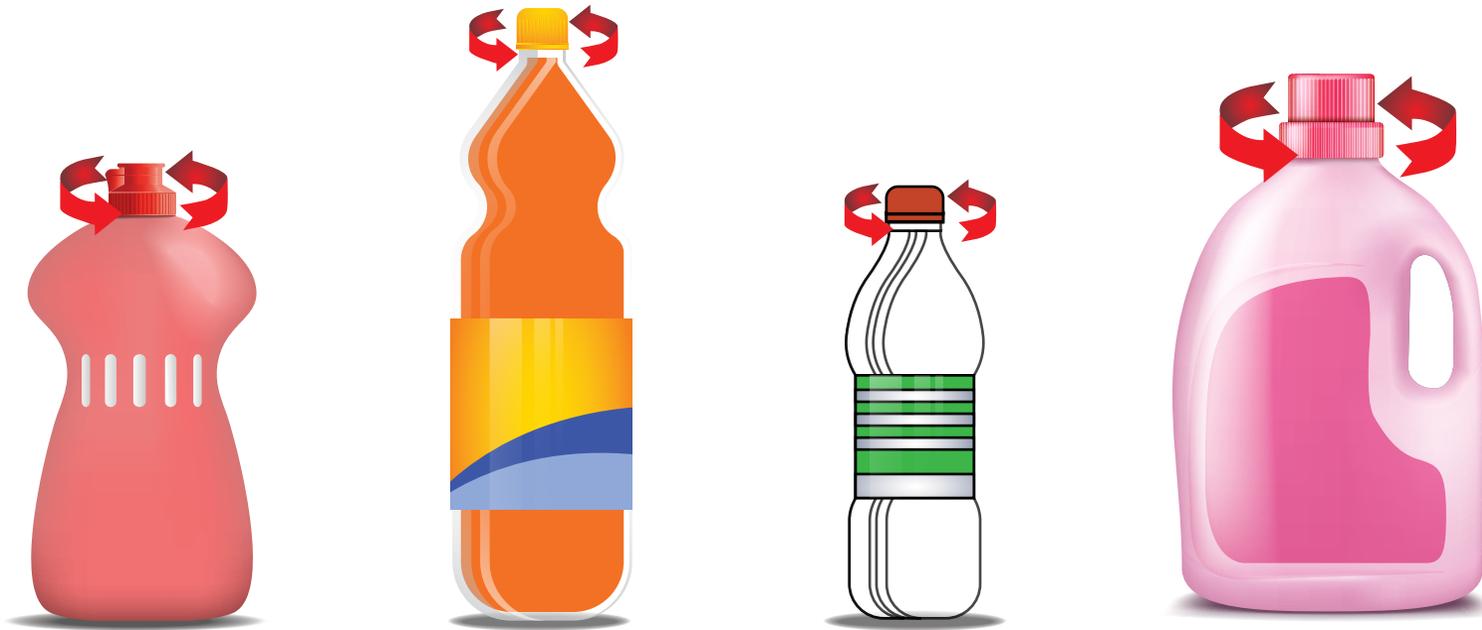
- 01 Pack products within boxes with individual dividers made for wine and beer bottles.
- 02 Secure the base of the carton box with extra tape as secondary protection.
- 03 Bottled products must be tightly corked or sealed.
- 04 Bubble wrap around the bottle and ensure that the product is not exposed.

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



Liquid products with or without a double seal must be tightened to prevent leakage and bubble wrapped.

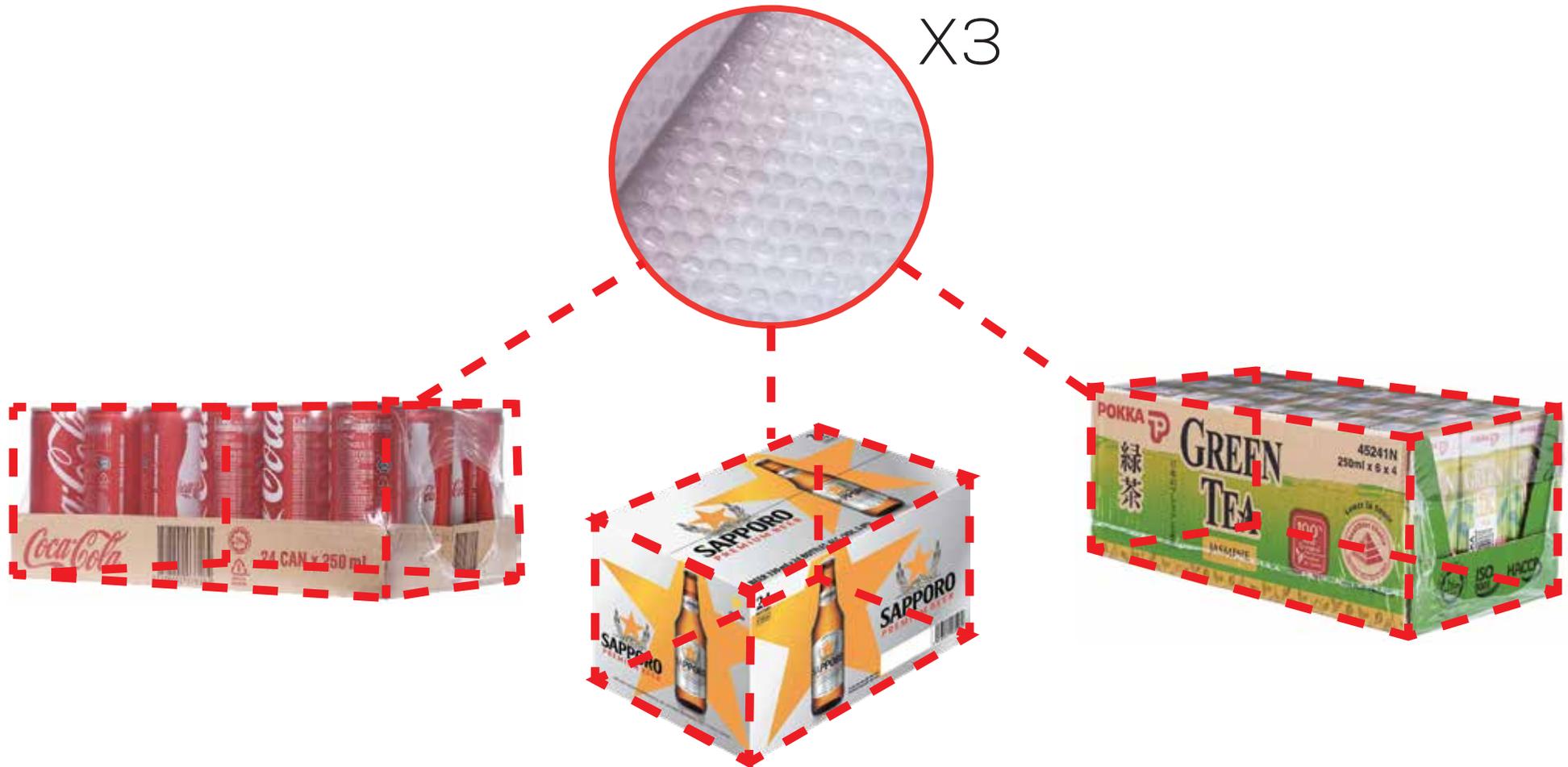
E.g detergent, bottled drinks, toner, sunscreen, etc.



Bottles and Liquid

Products with liquid must be protected with a minimum of 3 layers of bubble wrap on all sides.

E.g Canned drinks, bottled drinks



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 consignment note(s).

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

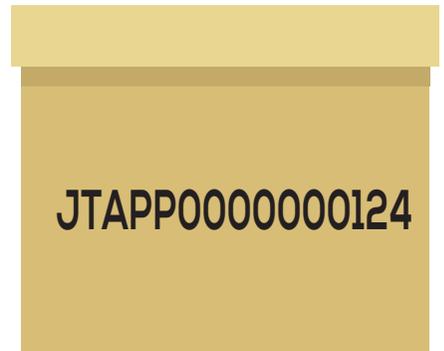
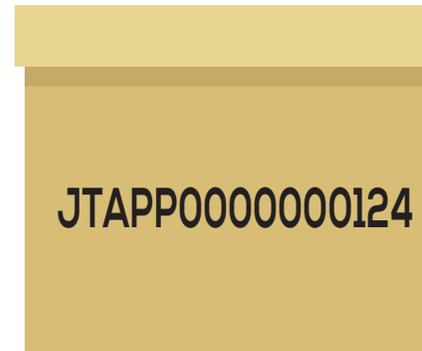
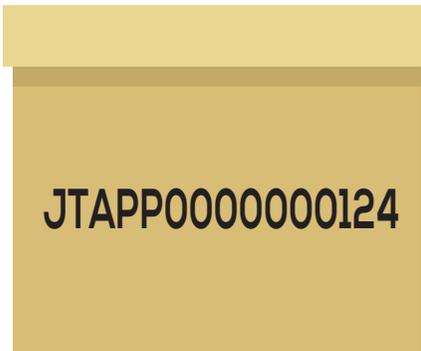
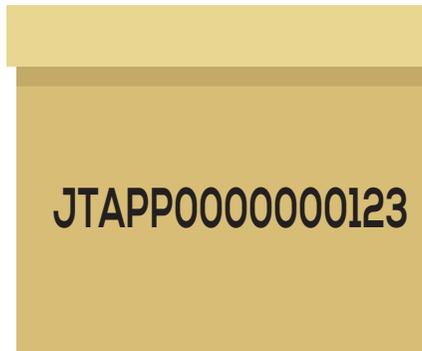


- 02 Secure the parcel
Write down the tracking number on the parcel packaging and ensure the tracking number is visible.
There must not be any tapes or wrapping on top of the written tracking number.



Each parcel must have a unique tracking identification.

Please ensure the tracking number is written clearly on your parcel packaging.



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 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