

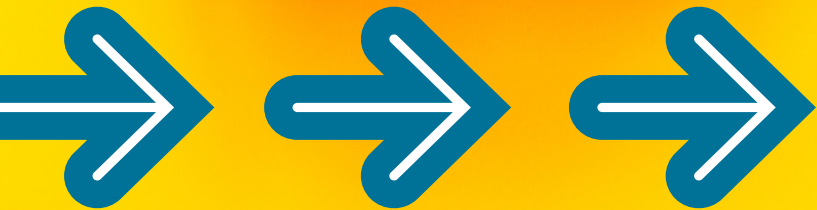


**Taking Uncertainty Out of
Shipping Fragile Packages**



NOTHING MAKES A HEART SKIP A BEAT LIKE A CRUNCH, CRACK, SNAP OR TEAR INSIDE AN UNOPENED BOX.

That's the sound of lost profit and an unhappy customer. To avoid these situations, shippers should pay extra attention to fragile items. This includes the materials, packing processes and the items themselves.



See how you can build stronger operations for preparing fragile shipments with best practices from Worldwide Express.

Prep for Success

It can be challenging to slow down when orders pile up. But with easily-damaged items, the little things can quickly become big issues. Pay attention to details and give every item careful attention to avoid problems down the line.



Check, check and check again

It might seem obvious, but check each item thoroughly for existing damage before preparing your shipment. Damages or defects that occur in manufacturing, assembly or storage need to be discovered by your company — not your customers.

Know the weak spots

Get a feel for the vulnerable areas of an item — such as corners or areas with glass. This will help you when selecting packing materials and packaging.



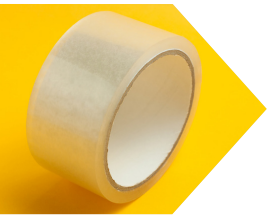
Materials Matter

So much of successful fragile shipping comes down to packaging materials. Materials that look new could have exceeded their useful lifespan. Don't trust your eyes. When in doubt, go with fresh materials.



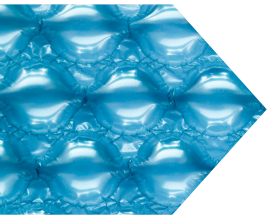
Boxes

Corrugated containers should be certified for 200-pounds-per-square-inch burst strength or 32-pounds-per-inch edge crush test (ECT) strength. Also, box size is critical. Items should have about two-inch clearance from all six sides of the container.



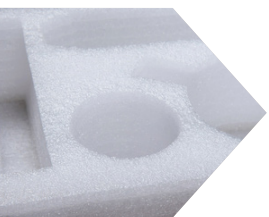
Tape

Nothing fancy here. Two-inch-wide packaging tape is the standard.



Cushioning

The best cushioning depends on your item. Half-inch air bubble sheets or quarter-inch foam sheets work for most items. The shape of your product should tell you how to wrap it. Make sure to hug items with cushioning and provide padding two inches thick on all sides.



Molds & inserts

Padded foam inserts or foam-in-bag solutions create form-fitting padding that fills the entire container. Inserts need to match the dimensions of your box to create a snug fit. With a solution that foams inside the container, make sure the mold forms evenly so the entire item is padded evenly. Also, be sure to check the density of a foaming solution so you're not creating too much pressure inside the box.



Filler

Securing items inside padding isn't enough. Don't leave open space for your items to shift and bounce. Packing peanuts are great for filling space. Just be sure to use enough — after sitting awhile, they'll settle and create unfilled space. Crumpled packing paper also produces a good protective buffer. Just be sure to use durable material instead of old newspapers or printer paper..



Dividers

If you're shipping more than one item in a single box, prevent unwanted contact by inserting a corrugated divider to separate items.

Package Position

How you pack is just as important as what is padding fragile items. All the bubble wrap in the world won't help if items aren't sitting right inside the box.



360° of protection

Pouring filling on top of a well-padded item won't cut it. Consider the bottom, top and sides when packaging. Shock, vibration, heat and other dangers could come from any angle.



Labels that leave little doubt

Labels communicate the best way to handle your shipment en route. Mark the top and sides of your outer box with a "Fragile" sticker and a "This Way Up" sticker to ensure proper orientation. Reserve "Handle With Care" stickers for dangerous materials such as knives and sharp objects.



Double-up

The manufacturer's original packaging generally isn't sturdy enough for the rigors of the road, and you don't always know what happened before the product got to you. To be safe, it's best to double-box. Also, check the inner packaging to make sure everything is in good shape for the trip ahead.



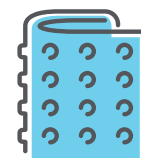
Rules of two

An easy way to think about item placement is to keep them two inches from everything. If there are multiple items in the box, keep them two inches apart and pad the space. If you're double-boxing, make sure the outer container is large enough to leave two inches of space on all sides of the inner box. And always fill the open spaces with padding.



Stack like a layer cake

If you have to place items vertically on top of each other, always put the heaviest item on the bottom.



Break it down before it gets broken

If an item has multiple pieces, wrap and secure them separately to reduce the likelihood of cracks, splits or unwanted contact.

Tips for ...

Electronics: Use anti-static materials to avoid shock damage.

Instruments: Use an instrument case in addition to an outer box. Do not use a guitar gig bag, for example, as a substitute for padding. Wrap the headstock to protect tuners, loosen strings and protect any gap between strings and the instrument's body.

Jewelry: Make sure small boxes do not fall to the bottom of your container.

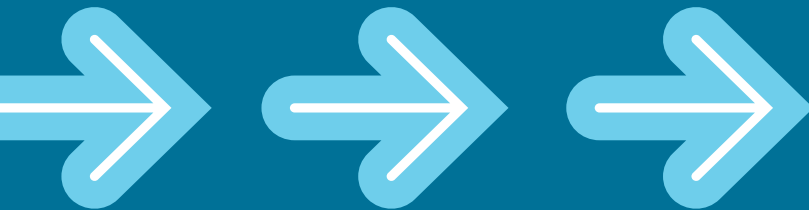
Glass: For thin sheets of glass, make sure items do not shift, slide or sink in the filler. If glass is in a frame, use four strips of painter's tape to create an



Foods: A custom box will help hold the shape of your foods. Use air-tight individual wrapping, apply padding between items and use fast, temperature-controlled shipping solutions to preserve freshness.

Art: Use triangle-shaped protectors for vulnerable corners and apply bubble wrap. You can also apply foam boards on both sides of the piece. Canvases should be wrapped in acid-free, archival-quality glassine paper — this

includes rolling a painting for tube packaging. A piece that is 4'x4' unframed or 18"x24" framed should ship in a wood crate. Smaller artwork requires a double-walled box with plenty of room for padding.



If you need more packaging tips and advice, you can always [learn more on ups.com](https://www.ups.com).

Shake It Up

Yup, we said it. After your item is safer than Fort Knox, it's time to *gently* shake your box. It sounds counter-intuitive, but you want to determine if items are moving around or not before putting fragile packages on the truck. To be sure, wait a few minutes to let all the items and padding settle before this final test. If there's shifting or contact, get back in there and assess the packaging. A little extra padding now will save you from the headaches of a broken product.



Insurance: Saving Fragile Items From Breaking Your Budget

Insurance for parcels covers damages to items in transit, even if they're fragile. Paying a little extra for insurance will cover the full value of your items — ensuring your profits even if you can't complete a customer order.

Through UPS Capital® shippers can build an ongoing policy for items or secure coverage for a single shipment. For as little as \$1.80, you can cover up to \$400 in value, with cost-effective incremental additional coverage. Better yet, as a Worldwide Express customer, you can easily add insurance when creating your shipments in our transportation management system (TMS), SpeedShip®.

The other option is limited liability, which covers up to \$100 unless you declare an item's value (and pay an additional charge). The hard part about limited liability is that the burden of proof is on the shipper. Carriers require detailed records from you before admitting partial or full blame for damages.



Strengthen Your Fragile Shipping

Customers are counting on you to deliver their orders safe and sound. The particulars of fragile shipments, though, can rattle the confidence of any shipper. As a UPS® Authorized Reseller, Worldwide Express knows how to put you in a position to ship on time and with the best practices we've learned over 30 years and millions of annual shipments. We can help you build processes that take packages out of harm's way.

Get fragile shipments right with Worldwide Express.

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