

Next-Day & International Delivery

How to pack your parcel correctly for next-day domestic and international shipments.

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01 Check Your Items First

Before packing, confirm your items can travel on next-day or international services. Prohibited goods may be refused, returned, or seized at customs.

Always Prohibited

- Cash, currency, stamps
- Pornography or obscene material
- Human remains • Ivory
- Firearms and weapons
- Negotiable stocks and bonds
- Dangerous goods (without prior agreement)

Restricted — Prior Agreement

- Liquids (special packaging required)
- Beer, wine and spirits
- Perishables and fresh food
- Live creatures • Seeds and plants
- Jewellery and precious metals
- Antiques and works of art

For international shipments: you are also responsible for ensuring goods comply with customs and import legislation in the destination country.

02 Choosing the Right Box

Your parcel will face pressure, vibration, impacts, and stacking throughout its journey. The box is your first line of defence.

Box Strength Recommendations

Parcel Weight	Wall Type	When to Use
0 - 23 kg	Single Wall	Use robust tape on all seams
23 - 30 kg	Double Wall	Heavy Package label required
30 kg+	Double Wall	Multiple boxes or consider palletising

Items over 70 kg must be palletised · Non-palletised items cannot exceed 30 kg

03 Internal Packaging & Cushioning

Internal packaging must prevent damage from shocks, vibration, impacts, and pressure. It must stop items touching each other and eliminate all movement inside the parcel.

① Wrap item → ② Inner box + polystyrene → ③ Outer box + chips → ④ Seal & label



Bubble Wrap

Wrap each item individually - flat side against product. Multiple layers. Use ½-inch grade for heavy items.



Polystyrene Chips

Fill box fully - no air pockets. Shake and top up until no movement. Use anti-static for electronics.



Polystyrene Blocks

Minimum standard for electrical goods. Blocks must suspend the item and prevent all movement.



Foam Sheeting

Excellent cosmetic and surface protection. Good for items with delicate finishes.

DO NOT USE



Scrunched Paper

Paper, polythene bags, bin liners, and wood shavings provide inadequate cushioning and will NOT protect goods.



Outer Wrapping

Shrink wrap or bubble wrap on the outside of your parcel can jam automated machinery and delay delivery.

04 Sealing & Labelling

DO

- Use strong plastic or reinforced carton tape
- Apply tape in H-pattern - top, bottom, all seams
- Use multiple layers on heavy or large parcels
- Place label on flat surface - not over seam or tape
- Include full name, address, postcode & phone number
- Add return address on both outside and inside
- Place a duplicate label inside the parcel
- For international: include recipient's local phone no.
- Mark FRAGILE on all sides if applicable
- Remove all old shipping labels from re-used boxes

DO NOT

- Use masking tape, sellotape, duct tape, or string
- Use plastic strapping or string around the outside
- Strap multiple boxes together - use one box or send separately
- Cover the shipping label with tape or foil
- Use black outer wrap (prevents automated label scanning)
- Use shrink wrap or bubble wrap as outer packaging

05 Specialist Item Packaging

Many specialist items require specific packaging methods and have reduced or excluded compensation rights.



Computers, Laptops & Electronics

All electrical items must be double-boxed. Use thick polystyrene blocks that prevent all movement in the inner box. Wrap exposed areas in min. 2-inch bubble wrap. Place inner box in larger outer box with min. 4-inch clearance - fill with polystyrene chips. Remove all discs, cables & peripherals. Note: TV sets over 42" not accepted domestically; over 37" not accepted internationally.



Musical Instruments & Guitars

Must be despatched in a sealable hard case. Loosen or remove all strings - strings under tension can snap the neck on impact. Place hard case in a double-walled corrugated box with polystyrene blocks eliminating all movement. Do not use cloth or leather cases as outer packaging. Enhanced compensation is NOT available for any musical instrument.



China, Ceramics & Glass

Wrap each item individually in multiple layers of bubble wrap. Place each in its own inner cardboard container. Place all containers in a strong outer box surrounded by polystyrene chips. Apply FRAGILE labels on all sides. Excluded from international compensation and from enhanced domestic compensation if damaged.



Liquids, Powders & Viscous Items

All liquids must be in a strong leak-proof primary container with rubber-washer screw lid. Seal with reinforced tape, wrap in sealable plastic bag. Place in outer box with sufficient absorbent material. Viscous liquids: use metal tin, not glass. Liquids require prior carrier agreement - always check before booking.

05 Specialist Item Packaging (continued)

Beer, Wine & Spirits



Prior agreement with the carrier is required before sending alcohol. Use a double-walled corrugated box with individual bottle dividers. Add padding at top and bottom for bottle neck and base protection. Individually wrap each bottle in strong bubble wrap, securing the neck and base.

Bicycles



Remove wheels and pedals from the main frame. Wrap pedals in bubble wrap. Place thick cardboard between wheels and wrap in thick bubble wrap. Wrap the entire frame in thick bubble wrap. Place in a strong cardboard box with polystyrene blocks preventing all movement.

Tyres & Automotive Parts



Tyres must always be boxed or wrapped - never sent bare. Tyres up to 18": max 2 per parcel, total weight not exceeding 31.5 kg. Tyres above 18": pack separately. Car wheels: polystyrene blocks on both sides, double-walled box or wooden crate. Engine parts: cover all sharp edges. Small parts: pack in heavy-duty plastic bags.

Perishable & Frozen Food



Label all sides clearly as PERISHABLE. Goods must withstand a 48-hour journey. Enclose in adequate polystyrene containment to prevent contamination. Fish must be smoked or chilled, sealed in vacuum packs. No compensation for perishables on any international service. Shipments sent on Fridays must use a Saturday delivery service.

Packaging Available for Purchase

We supply packaging solutions designed to fit your products properly - from bespoke to everyday use.

06 Palletised & Freight Shipments

For heavy, large, or multi-piece shipments, palletising keeps your consignment together and provides significant additional protection.



Select the Right Pallet

Large enough to prevent overhang. Closely spaced deck boards. Four-way forklift entry preferred. Never use pallets with broken boards or protruding nails. International pallets must be heat-treated for certain countries.



Stack & Distribute Weight

Stack evenly across the pallet. Insert layers of cardboard between freight layers to absorb vibration. Secure with stretch wrap and strapping.



Items over 70 kg must be palletised · Non-palletised items cannot exceed 30 kg
Out-of-gauge shipments (120–240 cm) attract a surcharge · Maximum length is 240 cm
Speak to International customer services for freight exceeding maximum size or weight restrictions.

07 International Shipments

You are responsible for ensuring goods comply with customs and import legislation in the destination country.

- The consignee's full name, address, postcode, sender EORI number and local phone number must be shown on all international shipments.
- PO Box addresses are not accepted for UK or international deliveries.
- Transit times are quoted for major cities only and exclude weekends and public holidays.
- The collection day is not included in journey time calculations.
- Specialist express services outside normal working days are available upon request.

Max Weight & Dimensions

Max weight: 30 kg per item · Max length: 1.20 m · Max girth: 3 m (e.g. 60L × 60W × 60H = 300 cm)
To calculate girth: Length + (Width × 2) + (Depth × 2)
For larger parcels, contact the team on 02033271217



Consignments with vague descriptions (e.g. 'samples') are likely to be delayed by customs. All items must have a specific description and value per item. Failure to correctly declare contents can result in delivery delays and excess customs charges.

08 Liability & Compensation Rights

£100

Standard liability limit per consignment

UK Overnight & International - The carrier's liability for loss or damage is limited to £100.00 per consignment under standard Conditions of Carriage.

For goods worth more than £100, select enhanced insurance. Additional charges apply.

Contact: 02033271217 · www.ecourier.co.uk/terms-and-conditions



Liability Warning

- The carrier will not be liable for damage caused by insufficient or improper packaging.
- The carrier will not be liable for insufficient or improper labelling or addressing.
- Indirect or consequential losses, and loss of market, are never covered.

09 Pre-Despatch Checklist

Run through this checklist before handing your parcel to the courier or dropping it off.

- | | |
|--|---|
| <input type="checkbox"/> Confirmed item is not on the prohibited or restricted goods list | <input type="checkbox"/> Label on flat surface - not over seam or tape |
| <input type="checkbox"/> Packaging fits within the chosen vehicle's weight and size limits | <input type="checkbox"/> Full recipient name, address, postcode, and phone number shown |
| <input type="checkbox"/> Selected a box appropriate for the weight and fragility | <input type="checkbox"/> Return address on outside AND inside of parcel |
| <input type="checkbox"/> Every item individually wrapped - no items touching each other | <input type="checkbox"/> All old labels removed from any re-used boxes |
| <input type="checkbox"/> Box filled fully - no movement when shaken | <input type="checkbox"/> FRAGILE applied on all sides if applicable |
| <input type="checkbox"/> Sealed with strong tape top and bottom | <input type="checkbox"/> For high-value goods: supplementary insurance obtained |

Thank you for choosing eCourier

Disclaimer

These guidelines are provided for general information only. Responsibility for adequate and safe packaging rests solely with the sender at all times. The carrier accepts no liability for damage where goods have not been suitably packaged. All services are subject to the Standard Conditions of Carriage. Liability is limited to £100.00 per consignment unless enhanced insurance has been arranged.

For all claims, please refer to our terms & conditions.

Need further insurance?

Contact the Next-Day & International customer services team on 0203 327 1217
