

# Same-Day Delivery

How to pack your parcel safely for same-day collection and delivery.

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## Before You Start

The Sameday service should be used if the items are urgent, business critical, high value, and fragile. Responsibility for safe packaging rests entirely with the sender. Customers remain responsible for ensuring packaging and labelling is suitable for the service requested. eCourier accepts no liability for packaging advice provided. Full T&Cs: [www.ecourier.co.uk/terms-and-conditions](http://www.ecourier.co.uk/terms-and-conditions)

## 01 Check Your Items First

Before you pack anything, confirm your items are eligible for same-day carriage. Some goods are prohibited without prior agreement.

### **Perfumes & Nail Polish**

Classed as dangerous goods — not accepted without prior written agreement.

### **Fireworks & Aerosols**

Prior agreement needed on same-day services.

### **Cash & Currency**

No liability accepted under any circumstances.

### **Jewellery & Precious Metals**

Excluded from liability without a special written agreement made in advance.

### **Liquids**

Require prior agreement and special packaging. Not accepted as standard.

### **Glass & Ceramics**

Accepted with correct packaging but excluded from standard compensation.

*Some items above are accepted with prior agreement & correct packaging but excluded from standard compensation.*

**Questions?** Call: **0345 145 1000** · [customer.services@ecourier.co.uk](mailto:customer.services@ecourier.co.uk)

## 02 How to Pack Your Parcel

Follow these five steps every time you send a same-day parcel.

1

### Select the right box

Use a new, rigid corrugated cardboard box with all flaps intact. Avoid re-using boxes — they weaken after first use and may burst under load. Make sure the box is the right size: not too large (items will shift) and never overloaded.

2

### Wrap each item individually

Wrap every item separately in bubble wrap, foam sheeting, or similar cushioning before placing in the box. Items must never touch each other inside the parcel during transit.

3

### Fill all empty spaces

Pack bubble wrap, foam packing chips, or crumpled kraft paper firmly around your items. When you shake the closed box, nothing should move. Leave no air pockets.

4

### Identify and protect fragile items

Glass, electronics, ceramics, and gifts need extra cushioning layers. Padded envelopes are ideal for small fragile items. Use water-resistant packaging for anything that could be damaged by moisture.

5

### Seal securely and label clearly

Seal top and bottom with reinforced carton tape in an H-pattern across all seams. Label clearly with the recipient's full name, address, and your job number. Book online — and your delivery is on its way.

## 03 Small Items, Gifts & Documents



### Books & Documents

Use a padded envelope plus a box for best protection. Stack flat with no space to move. Seal with strong carton tape.



### Gifts

Keep gift wrapping inside the delivery packaging. Use strong packaging tape or a strapping machine to secure the outer box.



### Small Fragile Items

Padded envelopes work well for phones, tablets, and cosmetics. Double-box for extra protection.



### Leaflets & Paperwork

Bundle and wrap in polythene. Pack flat in a rigid box with no internal movement. Seal with multiple layers of tape.

## 04 Sealing & Labelling



### DO

- Use strong reinforced carton or plastic tape
- Apply tape in an H-pattern on top and bottom
- Place label on flat surface - not over a seam
- Include full recipient name, address & postcode
- Add your own return address on outside and inside
- Include your job number on the label
- Place a duplicate label inside the parcel
- Mark FRAGILE on all sides if applicable



### DO NOT

- Use sellotape, masking tape, or duct tape
- Use string or plastic strapping on the outside
- Strap multiple boxes together - use one box
- Cover the shipping label with tape or film
- Leave old labels from previous shipments on box
- Use shrink wrap or bubble wrap on the outside

## V Vehicle Size Guide — Packaging Must Fit Your Vehicle

Your parcel must fit within the size and weight limits of your chosen vehicle. Always confirm your vehicle type before finalising packaging. Oversized or overweight items may be refused at collection.

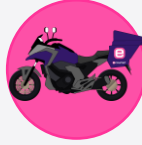
### Push Bike



**Max Weight: 4kg**  
**Max Width: A3**

A Bicycle holds lightweight documents up to A3 size Documents / Parcels Up to 4kg (4 bags of sugar)

### Motorbike



**Max Height: 22 cm**  
**Max Width: 22.5 cm**  
**Max Length: 30 cm**

A Motorbike holds documents and small parcels (Excluding Laptop, Glass and food items) Up to 1x A4 Box or 7kg

### Cargo Bike



**Max Weight: 59kg**  
**Max Size: 70cm (L) x 46cm (W) x 40cm (H)**

### Small Van



**Max Height: 1.1M (110cm)**  
**Max Width: 1.4M (140cm)**  
**Max Length: 1.3M (130cm)**  
**Max Weight: 500KG**

### Large Van



**Max Height: 1.3M (130cm)**  
**Max Width: 1.4M (140cm)**  
**Max Length: 2.1M (210cm)**  
**Max Weight: 1000KG**

### XL Large Van



**Max Height: 1.8M (180cm)**  
**Max Width: 1.5M (150cm)**  
**Max Length: 3.1M (310cm)**  
**Max Weight: 1100KG**

For specialist vehicles (Luton, Tail-lift, Artic lorry) **contact:** [speciallogistics@ecourier.co.uk](mailto:speciallogistics@ecourier.co.uk)



Packaging must comply with the weight & size restrictions of your selected vehicle.  
**Motorbikes:** no laptops, glass, or food items - **Maximum** 1 × A4 box or 7 kg  
Items over 70 kg must be palletised.

Vehicle dimensions are approximate and based on an empty vehicle · Full guide: [ecourier.co.uk/vehicle-guide](https://www.ecourier.co.uk/vehicle-guide)

## 05 Liability & Your Rights

# £100

### Standard liability limit per consignment

For goods worth more than £100, notify us at the time of booking and arrange supplementary insurance. Additional charges apply.

Call: 0345 145 1000 · [customer.services@ecourier.co.uk](mailto:customer.services@ecourier.co.uk)

[www.ecourier.co.uk/terms-and-conditions](https://www.ecourier.co.uk/terms-and-conditions)

## 05 Liability & Your Rights (continued)



### How to Make a Claim

- Notify the carrier in writing within 14 days of the issue arising.
- Submit a full written claim within 21 days of commencement of transit.
- Claims outside these timeframes will not be accepted.
- Raising a claim does not entitle you to withhold payment of charges due.



### 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 are not covered under any circumstances.
- Liability is limited to £100 per consignment unless supplementary insurance was arranged before transit.
- Raising a claim does not entitle you to withhold or defer payment of any charges due.

## 06 Pre-Despatch Checklist

Run through this checklist before handing your parcel to the courier.

- |  |   |
|--|---|
| <input type="checkbox"/> Confirmed item is not on the prohibited goods list                | <input type="checkbox"/> Full recipient name, address, postcode, and job number shown |
| <input type="checkbox"/> Packaging fits within the chosen vehicle's weight and size limits | <input type="checkbox"/> Your return address on outside AND inside of parcel          |
| <input type="checkbox"/> Selected a new corrugated box appropriate for the item's weight   | <input type="checkbox"/> Duplicate label placed inside the parcel                     |
| <input type="checkbox"/> Every item individually wrapped — no items touching each other    | <input type="checkbox"/> All old labels removed from 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 reinforced carton tape in H-pattern, top and bottom   | <input type="checkbox"/> Supplementary insurance arranged for values over £100        |
| <input type="checkbox"/> Label on flat surface — not over seam or tape                     |   |

# Same-Day Delivery.

*Fast. Reliable. Handled with care.*

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## Disclaimer

These guidelines are provided for general guidance 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 supplementary insurance has been arranged in writing.

## Contact Us

Sameday customer services team  
0345 145 1000  
[customer.services@ecourier.co.uk](mailto:customer.services@ecourier.co.uk)

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