



Ninja Van 2024 Packaging Guidelines

Revised as of 17 April 2024

Table of Contents

1. [Prohibited Items](#)

2. Important Packaging Points

- a. [External Packaging](#)
- b. [Internal Packaging](#)
- c. [Irregularly Shaped Packaging](#)
- d. [Bulky / Heavy Packaging](#)
- e. [Bottles and Liquids](#)
 - [Liquids Packaging](#)
 - [Single Bottle / Can Packaging](#)
 - [Multiple Bottles / Cans Packaging](#)
- b. [Ceramics / Glass](#)
- c. [Electronic Devices](#)
- d. [Apparel](#)
 - [Clothes](#)
 - [Accessories](#)
 - [Footwear](#)

1. Additional Information

- a. [Do's of Packaging](#)
- b. [Inadequate Packaging](#)
- c. [Bundling of Bulky Items / Double Stacking](#)
- d. [Fragile Labelling](#)
- e. [Proper Sealing of Packages](#)
- f. [Airway Bill Labelling](#)
- g. [Frequently Asked Questions \(FAQ\)](#)
- h. [Final Note](#)

Prohibited Items

Please note that delivery is not available for the items below :



Items that exceed the size specification.

Max weight of 30kg, up to 300cm sum of dimensions = (L + W +H), with each side not exceeding 150cm



Credit card or ATM cards

Eg. Debit cards, bank cards etc



Human or animal remains, religious artifices

Eg. Human or animal ashes etc.



Dangerous weapons

Eg. Firearms or swords etc.



Poisonous or toxic substances

Eg. Pesticides, nicotine, poison etc.



Living things

Eg. Animals, plants etc.



Documentations which cannot be reproduced

Eg. Examination certificates, passports and insurance etc.



Artwork and film material which cannot be reproduced

Eg. Written drafts, original films, tapes etc.



Flammable, ignitable, or volatile items

Eg. Fireworks, kerosene, gas canisters or paint thinner etc.



Marketable Securities

Eg. Cash, cheques, bills, stocks etc.



Perishable

Eg. Vegetables, fruits etc.



Important Packaging Points

Please pack the parcels according to the following guide to maintain the condition of your items throughout the delivery process. As the parcel(s) undergo multiple touch-points during delivery (e.g. loading, unloading and sorting), they need to be adequately packaged to withstand the entire delivery cycle.

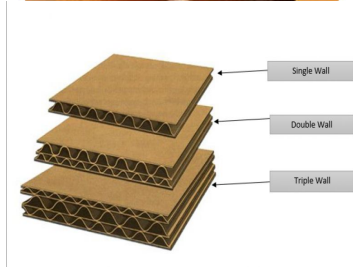
External Packaging

All parcels must have external packaging that covers 100% of exposed area.

Additional markings and/or labels may be applied to the outer packaging during the delivery process.

If the external packaging is to be preserved, please place the item into another packaging and bubble wrap the item (**with at least 3 layers**).

Recommended to use : Double / Triple wall packaging box or bubble wrapped / padded poly mailer



Eg. Carton boxes, polymailers

3 - 4 layers Bubble wrap must be applied to the items before packing them into the polymailer / carton (use shrink wrap around the items if needed)

Internal Packaging

Parcel should be packed tightly and snugly to prevent movement of items inside the box during delivery. Empty spaces are to be packed with filler materials such as *bubble-wrap*, *air fillers*, *air columns* etc.

Please ensure that the items are bubble wrapped / wrapped with corrugated cardboard material (**minimally 3 layers, fragile items must be bubble wrapped with 3 layers or more**) before being packed into the carton packaging.

General rule of thumb :

There should not be any sounds of the item in the parcel moving when the parcel is shaken.



Irregularly Shaped Packaging

- Irregular-shaped items are those with dimensions and angles that don't fit a standard box.
- Items are to be shrink wrap and bubble wrap with shrink wraps, bubble wraps etc.



1. Original Condition of the irregularly shaped item



2. Shrink wrap the item at least 3 layers



3. Bubble wrap the item at least 3 layers



4. Place the item inside an external packaging (*if possible*)

Bulky / Heavy Packaging

- Bulky / heavy packages are those with high volumetric weight
(up to 30kg, up to 300cm sum of dimensions = $(L + W + H)$, with each side not exceeding 150cm)
- Items are to be shrink wrap and bubble wrap with shrink wraps, bubble wraps, air bags, etc.



1. Original Condition of the bulky / heavy item

2. Shrink wrap the item at least 3 layers

3. Bubble wrap the item at least 3 layers

Bottles and Liquids

Eg. Detergents, shampoos, wine/liquor bottles , etc.

- Secure the bottom of the box with extra tape so bottles will not fall out.
- The bottles should be tightly corked or sealed.
- Use **3-5 layers of bubble wrap** / air column / corrugated paper material around **each** bottle, such that the entirety of the bottle is thoroughly covered. **The bottles are to be placed inside a box.**
- Seal the box by taping it.
- Attach the shipping label and label the parcel with “Fragile” and “Upright” sticker. (***Note: “Fragile” should not be handwritten onto the parcel. It should be a fragile sticker**)
- **Do not** bundle multiple cartons of liquids.



Liquids Packaging

- Liquid packages are those that could be deformed, broken, or damaged, and its content spilled during shipment when not packed properly.

Eg. Detergents, Shampoos, etc



1. Original Condition of the liquid items. Tape down the nozzle.



2. Bubble and shrink wrap the items to secure the bottles from leaking.



3. Cover the top / bottom with bubble wraps / air fillers.



4. Secure the box and affix "Fragile" and "Upright" sticker.

Single Bottle / Can Packaging

- Bottles packages are those that could be deformed, broken, or damaged, and its content spilled during shipment when not packed properly.

Eg. Wine bottle, liquor bottle , ciders bottle, can drink etc



1. Original Condition of the liquid items



2. Ensure that the single bottle/ can is packed with air column packaging or with 2 layers of corrugated paper material (thin packaging paper not accepted)



3. Secure the wrapped bottle / can inside a **packaging box**. **Bubble wrap the packaging box at least 2- 3 layers for additional protection** (If possible)

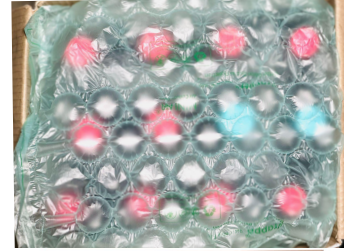
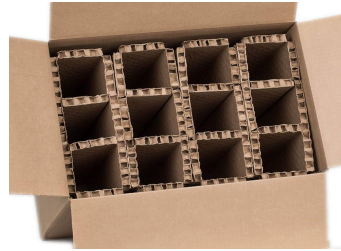


4. Secure the box and affix "Fragile" and "Upright" sticker

Multiple Bottles / Cans Packaging

- Bottles packages are those that could be deformed, broken, or damaged, and its content spilled during shipment when not packed properly.

Eg. Wine bottles, liquor bottles, ciders bottles etc



1. Original Condition of the bottle items.
2. Bubble wrap each bottle with at least 3-5 layers of bubble wrap/ corrugated cardboard wrapping material and fill all voids within carton to prevent lateral movement during transit.
3. **Protect** the top / bottom with bubble wrap / corrugated paper material for cushioning.
4. Bubble and shrink wrapped the external packaging to provide additional cushion. Secure the box and affix "Fragile" and "Upright" sticker.

Ceramics / Glass

- Wrap **ceramics, glass and other fragile items** with protective filler materials such as bubble wraps, air columns.



1. Original condition of the ceramic items.



2. **Bubble wrap the items with at least 3 layers** to secure the fragile items (corrugated paper material is acceptable).



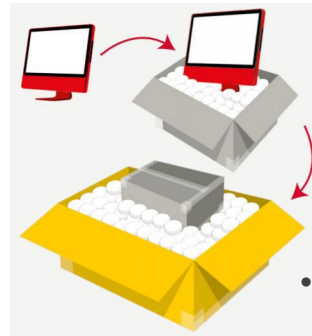
3. Place the bubble wrapped item and fill up the voids with air columns inside a **packaging box**.



4. Secure the box and affix “Fragile” and “Upright” sticker.

Electronic Devices

- Parcels containing electronic devices such as phones, tablets, computers and components are fragile and must be pasted with a “Fragile” sticker on the external packaging of the parcel.
- Ensure that all electronic devices are powered off.
(Batteries should be removed from devices if possible)
- Electronic devices should be **wrapped with air columns or 3-5 layers of bubble wraps at all times.**
- Ensure that the voids within the parcel are filled with filler material (**paper filler material will be rejected, we suggest using a more robust option such as thick styrofoam/air pockets.**)
- It is recommended to use the box-in-box packing technique for the transportation of all electronic goods or to at least shrink wrap the external packaging so as to provide another layer of protection.



- Ensure items are bubble wrapped with 3 layers

• Wrap the external of the parcel with shrink wrap, providing a layer of protection against external damages (staining, tearing, breaking of seal, etc.)

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Apparel (Clothes)

- Ensure all pieces of clothing are neatly folded and packed to minimise crumpling or wrinkling during the delivery process.
- Ensure each piece of clothing are placed inside a bag for additional protection and packed inside a poly mailer / carton box.



1. Original Condition of the clothes. Placed inside a bag for additional protection.



2. Packed inside a poly mailer / packaging box (please ensure that the voids within the packaging box is filled with sufficient filler materials so as to prevent the parcel from caving in / being dented heavily).



Apparel (Accessories)

Eg. jewelry, necklaces, rings, etc.

- Ensure that all accessories are securely wrapped with bubble wrap to preserve the original condition of the items (3-5 layers of bubble wrap/ corrugated cardboard wrapping material).
- Once items are securely wrapped, they must be packed into a polymailer / carton box, ensuring that it is fully sealed before being shipped out.



1. Original condition of the accessories

2. **Bubble wrap the items with at least 3 layers** to secure the fragile items (corrugated paper material is acceptable).

3. Place the bubble wrapped items inside a **polymailer / carton packaging**. Do ensure that the voids are filled with filler materials.

4. Secure the box/polymailer and affix "Fragile" and "Upright" sticker.

Apparel (Footwear)

- Ensure **all footwear (with the exception of flip flops / slippers)** are placed into shoeboxes to provide a layer of protection so that the shoes do not get damaged during the sorting / delivery process.
- Ensure that these items packed are inside a poly mailer / carton box and a fragile sticker is affixed externally onto the parcel.



1. Original condition of the footwear (heels, shoes, slides, sandals, etc.) are placed **inside a shoebox for additional protection.**



2. Packed inside a poly mailer / packaging box.

Additional Information



Do's of Packaging

- Ensure that **all fragile items** are wrapped with bubble wrap / corrugated paper material (minimally 3 layers).
 - Fragile items can be and are not restricted to: **glass items, musical instruments, technological accessories, porcelains, ceramics, optical instruments and valuable collectibles**. These items require special storage and solid packaging due to their fragile nature.
 - High value items must be properly and sufficiently secured to provide sufficient protection. These items **must be packed into carton packing** to provide another layer of protection.
 - Ensure that these items packed using a **carton box** with a fragile sticker affixed onto the parcel. If fragile items are packed into polymailers and were damaged, they will be deemed as improper packaging and **claims will be rejected**.
- Parcels sent out in retail packaging must have another layer of protection (i.e. bubble wrap the parcel or wrap the item with a thick layer of shrink wrap).
- Ensure that the airway bills are affixed onto the parcel securely so that it does not fall off during the sorting / delivery process.



Inadequate Packaging

(If packaging standard is not met, dispute may be rejected)

Examples (but not limited):



- Paper / plastic bags are not durable. Items will fall off during transit.



- Rice / Soil bags are not placed in Bulky / Heavy packaging.



- Parcels that are in retail packaging without external packaging (shrink wrap / plastic covers) are accepted).



- Items are attached outside of the packaging.



- Items are not bubble wrapped externally or placed inside an external packaging.



- Poly plastic strap bands are not to be used at all times

Inadequate Packaging

(If packaging standard is not met, dispute may be rejected)

Examples (but not limited):



- Foam Netting / Single bubble wrapped fragile items are prone to damage.



- Liquid items are not bubble wrapped externally or not placed inside an external packaging.



- Liquid items are not placed upright, bubble wrapped and their nozzles / cover are not taped down.



- Parcel is not wrapped with bubble wrap and do not have fragile sticker. *(handwritten not acceptable).*



- Loosely packed without any air fillers, bottle(s) are not upright position, bottle(s) are placed in a polypmailer.



- Do not have corrugated divider for multiple bottles

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Bundling of Bulky Items / Double Stacking

- Bulky items are **must be packed and sent separately** under **different** tracking IDs.
- Wrap the entirety of the parcel with minimally 3-5 layers of bubble wrap (if box in box method is used, we suggest using 2-3 layers of bubble wrap) to prevent the items from being damaged.
- If parcel was double stacked and is found to be damaged (during transit or when customer received it), Ninja Van will not be liable and the claim will be rejected.

Eg. Cartons of drink, large electronic goods, home appliances, multiple boxes of detergents, etc.

(Total dimensions should not exceed the following requirements :

Max weight of 30kg, up to 300cm sum of dimensions = (L + W +H), with each side not exceeding 140cm)



Fragile Labelling

Fragile items needs to be **labelled** with fragile stickers.

What's considered fragile that requires additional packaging and fragile labelling?

- **Items that have high tendencies of being deformed, broken, or damaged when not packed properly**
 - E.g. Ceramics / glass, electronics, wines / liquors bottles, shampoos, detergent etc
- **Item requires delicate handling**
 - E.g. artworks, musical instruments, candles etc



Proper Sealing of Packages

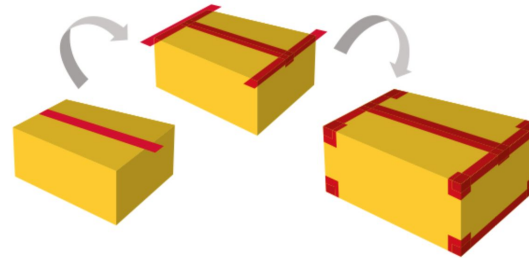
How to proper seal your packages :

1. Use strong carton sealing tape

- E.g. pressure-sensitive plastic tape, or reinforced tape that is at least 2" wide.

1. Use the H-taping method

- Apply tape evenly across flaps and seams to both the top and bottom of the outer box.
- For parcels with sensitive exteriors (e.g. gift boxes, books, etc.), ensure that they are shrink or bubble-wrapped and packaged into a cardboard box.
- Poly Mailers must be **fully sealed** up to prevent contents from dropping out.
- Bubble / shrink wrapped the external packaging to provide additional protection for fragile / bulky items



Air Waybill Labelling (1)

1. Remove old / unwanted labels

- Too many labels risk confusion. Never stick new ones on top of the old.

1. Print new labels

- Use self-adhesive labels. Otherwise, tape the label on four sides to the parcel.

1. Clear printing

- Barcode must be sharp and clear. Faded ink or blurred lines would make scanning difficult.

1. Affix firmly

- Place labels on top surface of boxes, making sure the barcode is fully flat and visible. Apply labels after taping/wrapping so they are not obscured.

1. Keep clear

- Do not wrap or tape over labels to prevent barcodes not being able to scan

1. Additional shipping documents

- Place a copy of your shipping documents inside the box before sealing, just in case anything happens to the outer label.



Air Waybill Labelling (2)

Each parcel must have a unique **NINJAVAN** tracking label.



Frequently Asked Questions

- **Can Ninja Van return the the damaged item(s)? Why was my parcel returned to me with incomplete item(s)?**
 - Item(s) deemed as unsalvageable will be disposed of after the damage assessment. The remainder of the undamaged items will be returned.
- **What are damaged item(s) that are deemed as unsalvageable?**
 - Item(s) that had leaked, item(s) that have stained labels or item(s) that had their retail packaging damaged (i.e. affected by external liquids, badly scuffed/dented/torn). These items will be disposed of.
- **Why were my item(s) disposed of?**
 - As per our standard operating procedure guidelines regarding liquids that may potentially contain harmful chemicals; we are required to immediately dispose of all leaked products, their corresponding affected items and packaging, regardless of chemical composition. This is to ensure our warehouse assistants' safety and wellbeing from contaminants.
- **Why was my parcel repacked?**
 - We repack the parcel so as to prevent items in the parcel from falling out during the delivery process, as well as to prevent the customer from receiving parcels with stained/damaged exterior packaging.

Frequently Asked Questions

- **When Ninja Van repacks my parcel, will photos be taken?**
 - For any parcels that are damaged upon reaching our sorting facility, we will conduct a check on them, and thereafter, a repacking will be performed. Due to the amount of parcels that flow daily through damage (many of these are parcels with minor damages), we will need to immediately repack these parcels and push these parcels out and thus no photos will be taken.



Final Note

A quick guideline question to determine whether your parcel is transit-ready would be:

Can your parcel withstand a table-height tumble?



Note:

Parcels should be packed adequately to withstand the entire journey of delivery, including reattempts. Items not appropriately packed/labelled may be subjected to either:

- (i) Relabelling and/or repackaging by Ninja Van staff at the shipper's cost.
- (ii) Rejection and subsequent return to sender for repackaging.
- (iii) If parcel's items are unsalvageable, be it all items or partial - they will be disposed of.

Thank you!

