

Packaging instructions

Dear Customer,

Because the security of your shipments is important to us and we would like to avoid transport damage/loss, we hereby provide you with our packaging instructions for the secure transport of your valuables. Following these packaging instructions is particularly important for insurance reasons.

1. Packaging the goods securely

- Always package loose goods for shipment in a sturdy, strong box according to the weight of the goods.
- Reused boxes must be undamaged and still strong enough that a product that's heavier than them cannot break through. All labels from previous shipments must be removed, otherwise the shipment may not be assigned.
- Secure the goods with additional packaging material such as bubble wrap/foam padding or paper to prevent the goods from moving around.

2. Papers for identifying the goods

- Enclose the delivery note/return receipt with the goods.

3. Sealing the package

- Seal all openings and tabs on the package, including self-adhesive closures, with transparent or unlabelled packaging tape.

4. Shipment labelling

- Make sure that the label/shipping label is clearly legible.
- Avoid wording that suggests high-value goods are contained inside. This refers to information about the contents of the package as well as the sender. For example, abbreviate names or change them slightly. „Müller's gold shipping“ could become „Müller's mail-order business“. Also, never indicate the value of the merchandise on the box or shipping label.

5. Shipment delivery

- Never disclose the contents of your shipment, even to the courier driver at the time of delivery.
- Always get a receipt after handing over a shipment to the service provider, e.g. on the label printed again separately. If a service provider refuses to acknowledge the package, please never hand it over and inform your contact person at C. Hafner.

Tips and precautions:

1. Always behave as if the shipment is not insured!

2. Safebags

If available, the pre-packaged goods (box) can be placed in a safebag and sealed. The safebag makes it possible to check immediately at any time whether the shipment has been tampered with. The safebag is also labelled with a serial number, which makes an exchange clear (if the serial number is known)..

3. Heavy shipments (refinery scrap)

Use plastic drums for shipping heavy shipments (separated goods) of 20 kg or more. We will be happy to provide you with these.