



## Packing Recommendations for Shipping Computers and Devices

When shipping communication devices and technology back to CAYA for repair or return, items must be securely packaged to prevent damage in shipping. Whenever possible, use the original packing materials and boxes. If these are not available, pack equipment in a sturdy corrugated cardboard box and provide adequate packing to immobilize and pad equipment.

The following more detailed information on how to pack items for shipping has been provided by our courier service:

- **Outer packaging**
  - Use a corrugated cardboard box that's sturdy and durable for most shipments.
  - Make sure the box does not exceed the manufacturer's gross weight capacity, which can usually be found printed on the bottom flap.
  - If you're reusing a box, be sure that it's in good condition with all flaps intact and that it's free of rips, punctures and tears.
  - Avoid packaging your shipment in a container with handles, straps or wheels as these features are often incompatible with the automated equipment in our processing centers.
  - Packages must be able to be closed and sealed according to the manufacturer's instructions.
- **Internal packaging**
  - Pack your boxes carefully to help ensure the contents do not shift during shipment.
  - To help prevent the contents of your container from shifting during shipment, make sure there are at least two to three inches of packaging material on each side.
  - If there are multiple items in a container, wrap each individually and separate them with ample packing material.
  - Use any combination of packing materials, including:
    - Corrugated fiberboard
    - Molded plastic materials
    - Loose shredded paper
    - Bubble wrap or bubble pack
    - Plastic or foam "peanuts"
  - Avoid overfilling packages
  - Include copies of all your shipment paperwork inside the package. Even the stickiest of labels can come off, or the paperwork on the outside of your package becomes lost during transit.
- **Sealing & Labeling**
  - The best way to ensure your package arrives at its destination on time is to label it clearly and carefully. Remember to attach the shipping label and include other shipment paperwork securely in the package.
  - Any package containing fragile items must be clearly marked "FRAGILE" on the outside of the container.
  - Seal your package by taping all seams end-to-end with pressure sensitive packing tape, at least 2" in width.
  - Don't use masking tape, duct tape, wrapping paper, string or cellophane on your packages.
  - If reusing an old container, remove or conceal old addresses, shipping labels and markings.
  - When affixing the shipping label to your package, place it on the top of the package being careful to avoid obscuring any paperwork