

General Packaging and shipping guidelines:

Basically it comes to using a sturdy box or boxes, wrapping item(s) with bubble and taping it well. Then having at least 2 to 3 inches of padding, bubble, paper, pellets, etc. around them and between them and the box. Then including a paper inside with the address you are shipping to, together with name, phone, etc. Finally removing all other outer labels and taping the box very well.

For your protection, be sure that you insure the item(s) for the FULL VALUE. If you do not and there is a loss due to damage or being lost you might not get an insurance payment for all you paid. You will have to file the claim. We only send a refund if the item is returned in the same condition as we shipped to you. If you have gotten a discount for any reason and are unsure of the values, contact us for them prior to shipping.

The shipping address to return to us is:

Artisans 599 Cutler Ave. Mentone, AL 35984 Phone: 256-634-4037

This can be rated as a commercial address. When you ship, get a tracking number. After you ship, please email that to us, together with confirmation of shipping.

Following are details from Fedex and UPS web sites on packing.

-----FEDEX-----

- You may use your own packaging if boxes are sturdy and undamaged with all flaps intact.
- Chipboard boxes, such as gift or shoe boxes, must be packed into a corrugated outer box.
- Use double-wall boxes for heavier items.
- Place small packages inside a larger outer box.
- Double-box fragile items with 3" of cushioning in and around the smaller box.
- Wrap items individually with cushioning material and center them in cartons away from other items and away from the sides, corners, top and bottom of the box.
- Place items that might be damaged by normal handling, such as soiling, marking or application of adhesive labels, in a protective outer box.
- For odd or irregular-shaped items, at a minimum you should wrap and tape all sharp edges or protrusions.
- Enclose an extra label, business card or letterhead with the shipper's address and phone number and the recipient's address and phone number inside the package before sealing it.
- Remove all old address labels from reused boxes before shipping, and make sure there are no holes, tears or corner dents in the outer box.

Single-Box Packing Method

- Ship non fragile products like soft goods inside a sturdy outer box.
- Use fillers like crumpled newspaper, loose fill peanuts or air-cellular cushioning material to fill void spaces and prevent movement of goods inside the box during shipping.
- Place goods that might be affected by dirt, water or wet conditions inside a plastic bag.
- Consolidate small parts or spillable granular products in a strong sealed container, such as a burlap or siftproof plastic bag, then package in a sturdy outer box.
- Tape your package along all edges and across the box both ways.

Box-in-Box Packing Method

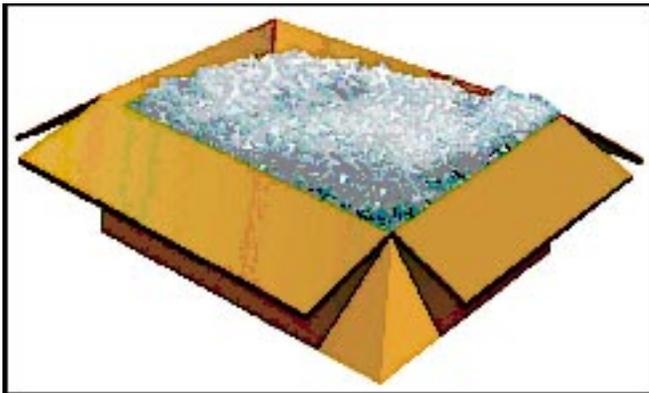
- Wrap product(s) individually with at least 2" thickness of air-cellular cushioning or foam material to fit snugly inside a corrugated box.
- Restrict product movement inside the box using filler like crumpled newspaper, loose fill peanuts or other cushioning material.
- Close and tape your package along all edges and across the box both ways.. This will help prevent accidental opening.
- Use a second box that is at least 6" longer, wider and deeper than the inner box.
- Choose the wrap or fill method to cushion the inner box inside the larger sturdy outer box.
- Ship fragile products individually, wrapping them in a minimum 3" thickness of air-cellular cushioning

material such as Bubble Wrap.

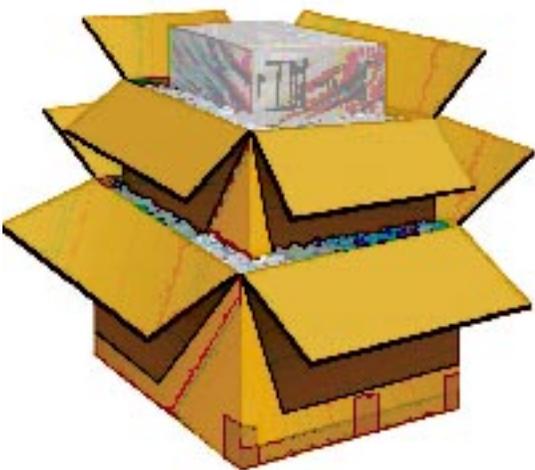
- Wrap the inner box with 3" thickness of air-cellular cushioning material or use at least 3" of loose fill peanuts or other cushioning material to fill the spaces between the inner box and outer box on the top, bottom and all sides.
- Fill any void spaces with more cushioning material.
- Tape your package along all edges and across the box both ways..



Nonfragile product
with cushioning
to prevent movement
Single-Box Illustration Filled With Loosefill Peanuts
Sturdy
outer box
Product wrapped
in a minimum 3"
thickness of
cushioning material



Single-Box Illustration With Wrapped Item
Sturdy
outer box
Inner box



Box-in-Box Illustration With Loosefill Peanuts
Sturdy
outer box
Packing material
(e.g., loosefill peanuts)
minimum of 2" thickness
on each side
Packing material
(e.g., loosefill
peanuts) minimum
of 3" thickness
on each side

-----UPS BELOW-----



Help prevent package damage or loss

1. Use a box strong enough to support the weight of the contents
2. Ship cases in corrugated shipping containers
3. Securely seal contents at risk from leakage
4. Use at least two inches of appropriate cushioning material to protect items from each other and the corners, sides, top, and bottom of the box

5. Reinforce package edges to protect from bending
6. Securely seal package closures and seams with reinforced tape
7. Include complete address information and telephone numbers on the label

Filling Out the Label:

- Include the receiver's postal code with the complete street address, contact name, and telephone number on the label. Add the suite, apartment, or unit number, if applicable.
- Make every effort to obtain a street address. If you do use a P.O. Box address, include the recipient's telephone number on the label. Army Post Office (APO) and Fleet Post Office (FPO) addresses are not accepted by UPS.
- Always include your complete return address, including full street address and postal code. For international shipments, include a contact name, telephone number, and postal code.

Label Placement:

- Place the label on a flat surface on the top of the package. Putting the label on a seam, edge, closure, or on top of sealing tape, may hinder legibility.
- To avoid confusion, place only one address label on the box. If using a packing slip, place it on the same surface of the box as the address label. When reusing boxes, remove or cross out any old labels or markings.
- Insert a duplicate label or other form of address information inside the package. This will help us locate your package if there is damage to the label or box.

Denial Reason: Insufficient packaging, cushioning, or protection.

Specific claim denials which occur as a result of insufficient packaging, cushioning, or protection are:

- *The merchandise was not sufficiently cushioned*

- *The merchandise was not properly placed within the packaging to sufficiently protect it*
- *The packaging was not sufficient to protect the merchandise*

How to properly cushion contents

Each item within the package should be wrapped separately with a sufficient amount of cushioning material. Each item should be surrounded by at least two inches (5.08 cm) of cushioning and placed a minimum of two inches (5.08 cm) away from the box walls. This prevents product-against-product damage and protects the contents from shock and vibration, which can pass from the outside of the box to the contents. Fragile items such as electronics, glass, ceramics, and artwork need separation from each other and from the corners, sides, top, and bottom of the box. These packages may require additional cushioning or a double (over) box.

Denial Reason: The single-wall (or double-wall) box was not sufficient to support the product's weight.

How to determine if the box is strong enough to support the weight of the contents UPS recommends choosing a box strength that is suitable for its contents based on the UPS Box Strength Guidelines. Never exceed the maximum gross weight limit for the box, which is printed on the Box Maker's Certificate on the bottom flap of most boxes. After years of testing and analysis, engineers at the UPS Professional Services Package Lab have developed box strength specifications for single-package distribution.

Denial Reason: The package lacked edge protection to prevent it from bending.

How to protect package edges to prevent them from bending Consider increasing the strength of the box or using angle-board (V-board) to increase the beam strength of the package. Either option will help prevent corners and edges from bending.

How to securely seal contents at risk from leakage Make certain that caps or covers are applied securely to help ensure they do not loosen during transit and result in a leak. It is recommended that you add a heat induction foil seal to help prevent leakage.

When shipping liquids in a sealed bottle, it is important to apply closures with the correct application torque to ensure that the liner compresses and forms a good seal. Proper application torque will also help prevent the closures from backing off during vibration. Liquids in plastic bottles need to be separated from each other inside the corrugated shipping container. It is recommended that a corrugated divider be used to create cells for each bottle.