


Packaging Guideline and Claim Policy

ENGLISH VERSION

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"While Kerry Express is responsible for delivering parcels to your customers on time with our best service, we believe a proper packaging can minimize the chance of any damage of your product, and help ensure your product arrives safely. It is solely the responsibility of the shippers to pack their products, thus Kerry Express offers this general packaging guidelines and moreover the overview of claim process for your reference."

NOTICE

This guideline is intended to be as comprehensive as possible. Yet if there is any product not covered in this guideline, the most restrictive packaging method shall always be considered.

Thai language translation of this guideline is provided as well for reference. If there is any inconsistency between the English and Thai versions, the English version shall prevail.

UNACCEPTABLE SHIPMENTS

- First thing first, before considering how to pack your products, make sure it is not an unacceptable shipment by Kerry Express.
- Items below are not accepted by Kerry Express, and will not be covered under our Claim Policy:

FOOD AND FRUITS¹



Fresh food products, fruits¹ and vegetables

Raw food e.g. meat, fish

Temperature-sensitive food/drinks e.g. seafood, ice-cream

LETTERS AND IMPORTANT DOCUMENTS²



Letters

Passports, ID card, house registration, land certificate

Bankbooks, contracts and copies of any important documents

¹ Packages that emit an odor of any kind, e.g. durian.

² Documents issued by government authorities and documents containing substantial amount of confidential information, e.g. financial documents, bankbooks.

ALCOHOL, TOBACCO AND ILLEGAL



Alcoholic products



Tobacco products



E-cigarette
and related products



Narcotics e.g. marijuana, cocaine
Heroin, morphine, opium



Firearm, weapons, guns



Dangerous goods e.g. flammable,
hazardous, explosives, toxic
goods, radioactive, infections.

NOTE

The table here only lists common examples, and is not an exhaustive list of illegal items under Thai laws and regulations. Kerry Express reserves the right to reject any shipment when it is deemed inappropriate or dangerous to our company and/or our staff.

Without notifying shippers and/or consignees, cases may be reported to Authorities in Thailand whenever necessary.

ANIMALS AND PLANTS



Human or animal remains,
body parts or organs, blood etc.



Live animals and insects



Plants

VALUABLES



Bullions, loose precious/semi-
precious metals or stones



Money and negotiable instruments
equivalent to cash e.g. stocks and
bonds, credit or debit cards



Collectibles e.g. coins, stamps,
artwork, antique, museum
exhibits



OTHERS



Shipments packed with foam box
e.g. food, pharmaceutical



Shipments without proper or
adequate packaging e.g. wheel,
television, luggage



Shipments with the sum of length,
width, and height more than
200 cm or heavier than 30 kg

CLAIM NOT CONSIDERED

- The following items can be accepted by Kerry Express, however will not be liable to any claim:



① DRIED FOOD

Dried food, snacks, candies and chocolate



② FRESH FRUITS

Fresh fruits packed in proper package except durians (page 1).



③ LIQUID PRODUCTS³

Any liquid products, e.g. water, oil, cream, serum, gel, etc.



④ BATTERIES⁴

New batteries for car and motorcycle



⑤ DOCUMENTS

Documents including receipt and invoices



⑥ COUPONS/VOUCHERS

Coupons, vouchers and gift cards

⑦ USED ITEMS

Claim for used items is only considered when **proof-of-value documentation⁵** is available.

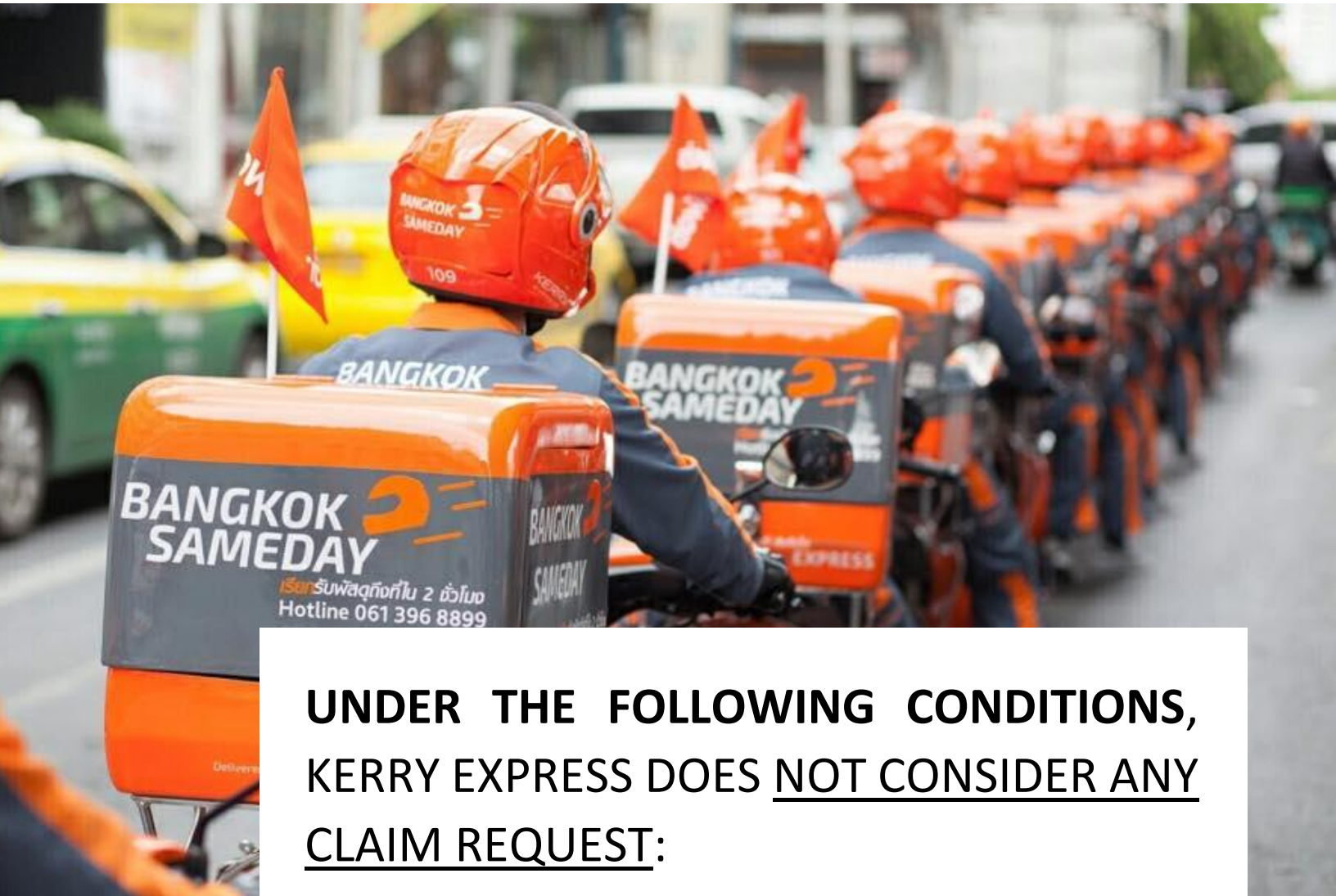
³ Liquid products in fragile/seal bag containers or weight exceeding 20 kg is not accepted.

⁴ All types of used batteries are not accepted.

⁵ A copy of invoice/receipt, confirmation screen (if online order) with proof of payment etc.

SUMMARY OF UNACCEPTABLE SHIPMENTS & ITEMS NOT UNDER CLAIM

ITEM	ACCEPTANCE	CLAIM
UNACCEPTABLE SHIPMENTS		
Fresh food or raw food, Temperature-sensitive food/drinks	✗	✗
Durian	✗	✗
Important documents	✗	✗
Alcoholic products	✗	✗
Tobacco/E-Cigarette products	✗	✗
Illegal items	✗	✗
Animal (Live/Parts/Remains)	✗	✗
Plants	✗	✗
Bullions, loose precious/semi-precious metals or stones	✗	✗
Money and negotiable instruments equivalent to cash e.g. stocks and bonds, credit or debit cards	✗	✗
Collectible	✗	✗
➤ LIQUID PRODUCTS		
Contain in fragile/seal bag containers or weight exceeding 20 kg	✗	✗
➤ OTHERS		
All types of used batteries	✗	✗
Shipments packed with foam box	✗	✗
Shipments with the sum of length, width, and height more than 200 cm or heavier than 30 kg	✗	✗
Shipments without proper or adequate packaging	✗	✗
ITEMS NOT UNDER CLAIM		
Dried food, candies, chocolate	✓	✗
Fresh fruits (with proper packaging)	✓	✗
Liquid and any type of oil, cream, serum, gel, etc.	✓	✗
New batteries for car and motorcycle	✓	✗
Documents, receipts and invoices	✓	✗
Vouchers, coupons, gift cards	✓	✗



**UNDER THE FOLLOWING CONDITIONS,
KERRY EXPRESS DOES NOT CONSIDER ANY
CLAIM REQUEST:**

- Any delayed delivery of any shipment or/and related consequential loss.
- Any loss or damage of any shipment due to circumstances beyond our control, including but not limited to:
 - Damage of data due to magnetic effects of other shipments.
 - Any act or omission by a person not employed or contracted with us, e.g. Shipper, Consignee, third party, customs or other government official.
 - Force Majeure, e.g. war (declared or undeclared), coups, rebellions, revolts, terrorism, hostage-taking, bombings, or use of war weapons, or any reaction thereto, including commandeering of materials and workforce strike action, etc.
- Any kind of indirect or consequential loss related to any lost or damaged shipment due to any reason.

GENERAL INSTRUCTION

AND PACKING ADVICE

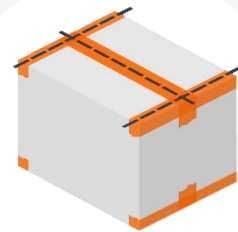
- Without an appropriate outer box, your product is unlikely to arrive destination safely. Likewise, your product cannot be in a good shape without proper protection inside the box, no matter how strong it is.
- Here are some advices on how to choose the box, cushioning material and sealing the box, including some common DON'Ts that we would love to share.



BOX



CUSHIONING
MATERIAL



SEALING

QUICK TIPS

Before packing, **do consider** factors below:

✓ Weight and size	Consider item's weight/size along with strength and durability of package.
✓ Shape	Special shaped item may need different packing materials and method. For example, long objects or items with large flat surface have higher risk of damage.
✓ Form of Contents	e.g. liquid and powder require proper containers and packing techniques.
✓ Fragility	Level of fragility is important to choose box and cushion materials, higher level of fragility needs stronger box/thicker cushioning materials.

① HOW TO CHOOSE 'PACKAGE' ?

- Use a sturdy and undamaged box with all flaps intact.
- Choose a box which **size allows space for enough cushioning materials**.
- The box shall have no hole, tear or corner dent unless it can be justified.
- A box loses its strength after use. **Kerry Express strongly discourages reusing boxes** for dispatch purpose.
- If a box has to be reused, do ensure all old shipping labels are removed/covered as they will confuse our staff/sorting system.
- For heavy items, use double-walled boxes.

➤ Envelope

Suitable for documents

➤ Satchel

Suitable for documents/light-weighted and soft products



➤ Corrugated box

Used for general items. Kindly consider a suitable size and strength.

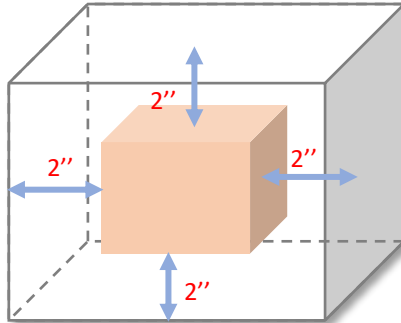
PACKAGING CHOICES AVAILABLE AT KERRY EXPRESS

PACKAGE	WEIGHT LIMIT	SIZE (cm)
Envelope	1 kg	
Satchel	5 kg	
Mini	1 kg	20 x 14 x 6
S	5 kg	30 x 20 x 11
S+	5 kg	37 x 24 x 14
M	10 kg	43 x 27 x 20
M+	15 kg	45 x 35 x 25
L	15 kg	50 x 40 x 30



If your shipment weights more than 15 kg, consider using other boxes with stronger/double wall.

② HOW TO USE 'CUSHIONING MATERIAL' ?



Cushioning materials help to protect your parcel during its journey e.g. from an external force (stacking), accidental fall, and damage caused by other boxes. Here are some tips of how to use “cushioning materials” and help your parcel arrive safely.

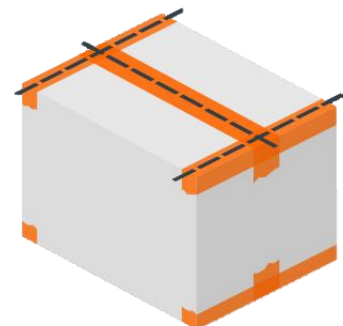
- At least **2 inches of cushioning material** around each side of the product for protection. The heavier your product, the thicker the cushioning material should be.
- It is important to add **filling material** between the wrapped product and the wall of box to avoid products moving during transit. Ensure there are no gaps or empty space.
- For products with odd or special shapes and/or sharp edges/points, wrap and tape these areas.
- Examples of cushioning or filling materials e.g. bubble wrap, foam peanut, inflatable air cushions, shredded paper.

Tips: When you shake the box, you shall **not feel any movement** of the product inside or hear any movement sound.



③ HOW TO 'SEAL' ?

- Use **H-taping Method**. The tape shall be at least 2 inches wide evenly across all flaps or seams, top and bottom.
- For heavier or larger items, add extra tape.
- Do not use rope or string around parcels as this may damage the parcels and could get caught in our machines during dispatch.



9 DON'Ts

here are some tips to help keeping your box safe during its parcel journey.



Strap more than one box together. This increases the chance to be damaged. Besides, if the strap is loosened, some boxes will have no label thus unable to be delivered.



Tie any rope or string around the box. This may damage the box while being handled by our machines. The friction between the strings and box will weaken the strength of the box as well, or even create holes.



Use **envelope or satchel for hard products.** Envelopes and satchel cannot protect your product from any pressure, external force, shock, etc.



Choose a box simply because based on the cost. Always consider its strength, especially your product is heavy or odd shaped. Kerry Express does **not recommend reusing the box** for another shipment.



Send cloth or **fabric bag**, or any other container in which it is **difficult to affix labels.** Besides this bag is not sufficient to protect the product, especially from water.



Send **attractive packaging.** It looks really nice but it is very difficult for us to handle. Place it inside a hard sturdy outer box with cushions around so when it arrives, it still looks presentable.



Pack your product **without any cushioning or filling material.** No matter how strong the outer box is, the product can be damaged due to movement during shipment.



Before sending your box to us, do ensure all **unnecessary labels are removed** or covered. They will confuse our handling staff and even our machines during sorting.



Affix labels on the box, and assume it can always arrive safely. Kerry Express cares about every shipment as much as we can, and yet the **key for a safe arrival of your product relies on the proper packing method.** We cannot guarantee the compliance of the marking all the way to the destination.

GENERAL PACKING METHODS

These are **two common packing methods** in the market. You may want to use your own packing method but please do bear in mind that proper cushioning/filling materials within the box is as important as using a sturdy hard box.

SINGLE BOX



NON-FRAGILE ITEMS

- Always allow **enough space for cushioning materials** between your product and outer box (*at least 2 inches*). Typical cushioning materials are bubble wrap, loose-fill peanuts, crumpled papers, etc.
- If necessary, **add filling material** to space between the product and the wall of the box to prevent movement of the product during shipment.
- If your product can be affected by dust, water or humidity, place it in a plastic bag first.
- A **plastic bag is also required if your product can spill**. Enough spill-absorbing material is needed to be enclosed around the product for the whole content.

BOX-IN-BOX



FRAGILE ITEMS & PRODUCTS FOR RETAIL PURPOSE

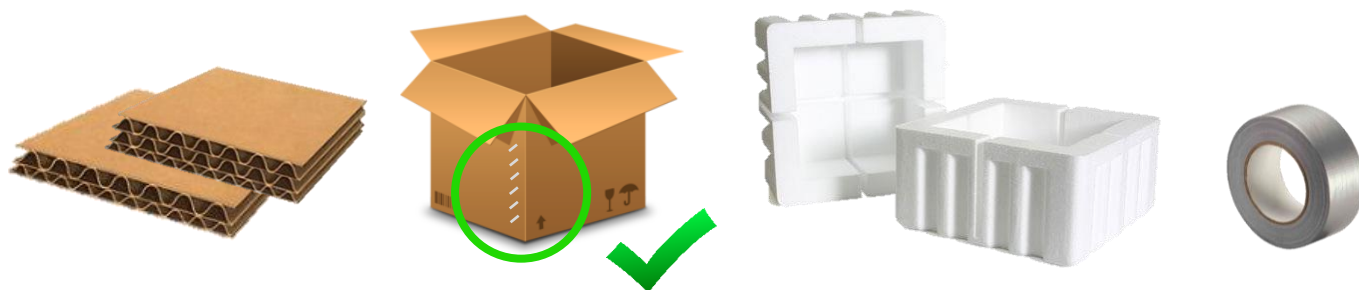
- Protect your products with **at least 2 inches of cushioning material**. If there are more than one product, wrap individually.
- Place it into a corrugated box. Add filling to prevent product movement.
- Seal the box with H-Taping Method.
- **Place this box into another larger box**. Ensure it is at least 2 inches wide between the inner and outer box for cushioning and/or filling materials.
- Seal the outer box with H-Taping Method.

SPECIAL HANDLING TIPS

While the information provided before shall be enough to handle most of the products, some however require special handling due to its shape, weight, nature, etc.

HEAVY SHIPMENT

The general packing methods before are for general shipments only. If your shipment is heavy (20 kg or more), additional consideration shall be taken in order to provide best protection to it.



Box

- Use a brand-new double-walled box (or even triple-walled).
- The seams are stitched or stapled, but NOT simply glued.

Cushioning Material

- Shredded paper, bubble wrap or foam peanut cannot give enough protection. Use dense-cushioning materials.

Seal

- Strictly follow the H-taping Method, i.e. seal all the seams of the box.
- If your shipment is not in form of a box, seal all the seams as well.
- Use heavy duty tape to seal.



LIQUID PRODUCTS

Ensure that packaging type for liquid items **must not be fragile or seal bag containers**. If it is acceptable, it needs to be packed inside a strong box following our instructions.



① Ensure the lid/cap/trigger is sealed by either one of the following means:

- The product has a safety seal (e.g. bottled soft drinks) or peel-off seal (a plastic film that has to be removed before opening the bottle) so that the lid/cap cannot be opened easily.



- If the lid/cap can be opened easily, there should be a foil seal.

- If there is no safety seal or foil seal, tape the lid/cap so that it will not open easily.



Note: If there is a spray bottle, ensure the trigger is securely wrapped in order to avoid accidental triggering.

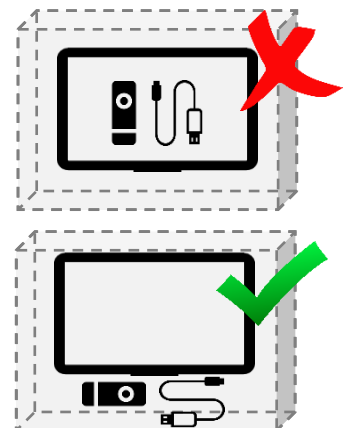
- ② The wrapped liquid container is further wrapped with bubble wrap (2-inch thick).
- ③ Put the liquid container into a box, and fill the space with bubble wrap or other cushioning materials.
- ④ Seal the box with H-taping method (page 9).

ELECTRICAL / ELECTRONIC EQUIPMENT

- Electrical/electronic equipment are prone to damage due to vibration or external impact, thus they require extra protections.
- Kerry Express recommends “**Box-in-Box method**” (page 11), even if it is still in original packaging but have been shipped before since such packaging is designed for a **single shipment only**.
- Ensure the **original packaging is still well-sealed**. Place it into a strong outer box with enough space for cushioning materials. We recommend *at least 2 inches of cushioning materials on all sides* for electrical/electronic equipment.
- If the original packaging is unavailable, refer to “**Single Box method**” (page 11), and yet more cushioning and filling materials are necessary. As a reference, consider how it is packed by its original manufacturer.



TELEVISIONS AND MONITORS



- If it is in its original manufacturing package, ensure it is well sealed before shipping.
- If not, due to its unique shape (large flat surface), the product requires some specific attention.
- Dismantle every part (e.g. cable, stand) wherever possible. Do not leave any part connecting to the screen.
- Wrap each part and the screen individually with 2 inches bubble wrap.
- Never place any spare part beside the screen no matter front or back side. The monitor can be damaged very easily.

MUSICAL INSTRUMENTS



- All musical instruments shall be dispatched together with its own **hard case**.
- Add filling materials inside the hard case to restrict its movement inside the case.
- The stringed instruments shall have the **strings loosened or removed** to avoid breakage and tension to the neck.
- Put the hard case into a **strong outer box** with sufficient cushioning/filling material around the hard case.

CAR SPEAKERS

- Do use box as a package, car speakers are fragile and damaged easily without a proper packing.
- With unique shape of car speakers, ensure enough cushioning materials are used to protect movements during transit.
- Multiple wrap using bubble wrap at least 2 inches thick. Sharp edges and all surface must be covered.
- Protective foam or hard paper should be used to cover the bottom, top, and both surface sides.
- Ensure there is no gaps or movement inside the package.



COSMETICS

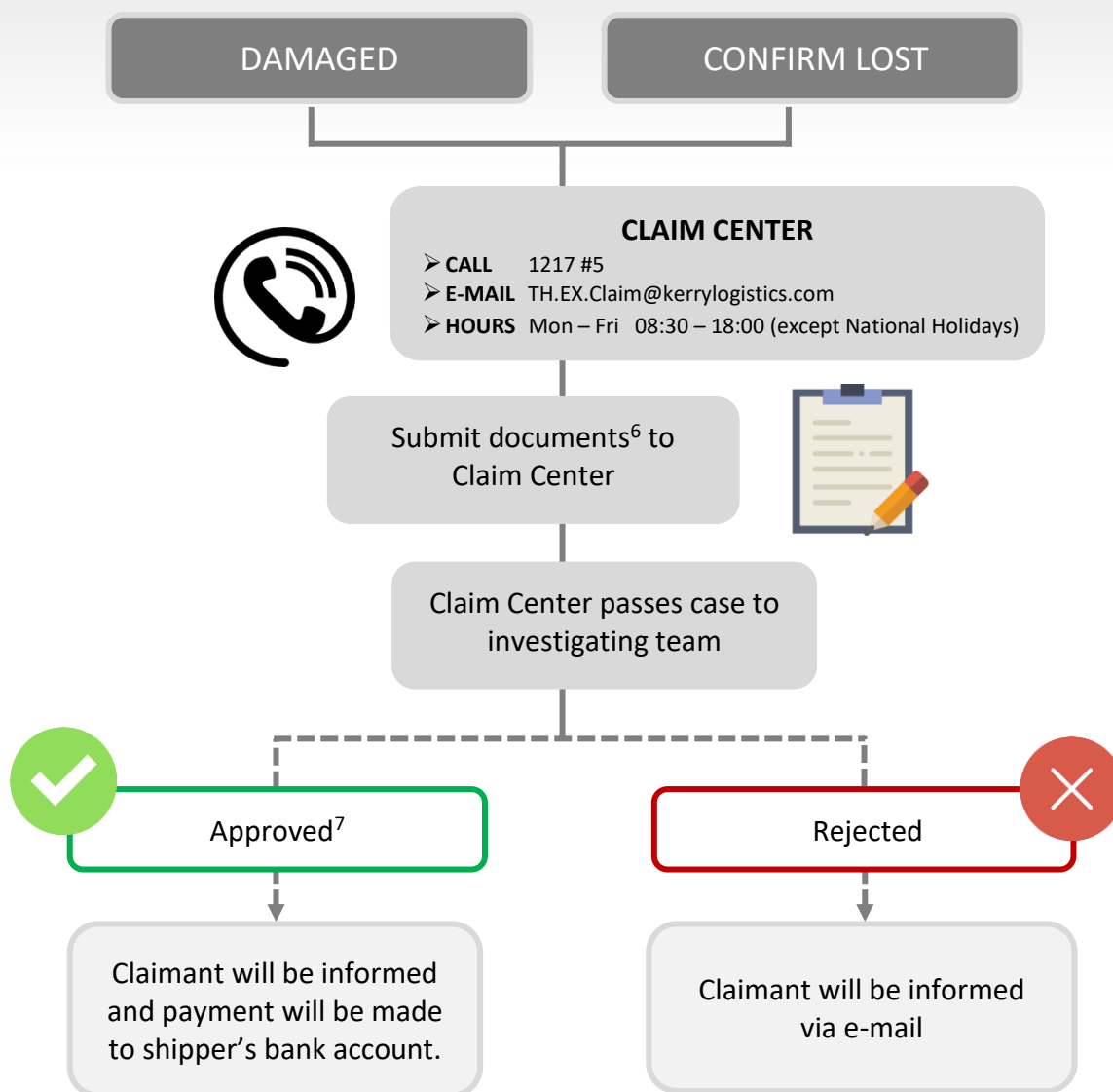


- Cosmetics items e.g. face powder, lipstick, eye shadow plate, are fragile and can be damaged easily upon any shock.
- Using box is recommended, do not use envelope or satchel since it is not protective for fragile items.
- Ensure **enough cushioning materials** are used to wrap items separately, at least 0.5 inch thick. Multiple layers of bubble wrap are required.
- Add filling material around the wrapped items, ensure to **leave no empty space** to avoid contents moving.



CLAIM PROCESS

This flow chart shows the whole claim process in a single page for your reference.



Note: If shipment is not received, please track and trace via our website <https://th.kerryexpress.com/en/home/> or contact Call Center for more information.

⁶ Refer to page 18 for required documents.

⁷ The claimant may be required to send salvage shipment to Kerry Express.

CALL CENTER

- **CALL** 1217
- **E-MAIL** TH.ExpressCallCenter@kerrylogistics.com
- **HOURS**
- Mon – Fri 08:30 – 20:00
- Sat 08:30 – 17:30
- (except National Holidays)

TO FILE A CLAIM

We understand how disappointing it can be when your parcel is found damaged, or even lost. Here is what you can do to file a claim:

WHO CAN FILE A CLAIM ?

- Only claim request from shipper will be considered.
- In case that a consignee wants to claim, a shipper needs to issue “claim authorization letter” for the consignee to proceed claim request.

DAMAGE

- Contact our **Claim Center** within 14 calendar days after the shipment is delivered.
- Claimant is required to provide necessary documents and photos to claim officer, in order to support claim consideration.
- After all documents are submitted, kindly expect 10 working days for internal process.
- The result of claim requests will be informed. For approved cases, the claim will be deposited into claimant’s preferred bank account.

REQUIRED DOCUMENTS

- ① Claim Form (download <https://th.kerryexpress.com/en/home>)
- ② A copy of the Shipment’s Proof-of-value documentation⁸
- ③ A copy of your Thai ID/Passport (for non-Thai citizen only)
- ④ (if claiming on behalf of the company) A copy of your company registration
- ⑤ Images of the damaged shipments, including its material and way of packaging



⁸ A copy of invoice/receipt, confirmation screen (if online order) with proof of payment etc.

LOSS

- In case of partial loss, you must submit your claim in writing to Kerry Express Claim Team within 14 calendar days upon delivery.
- In case of total loss, you must submit your claim in writing to Kerry Express Claim Team within 14 calendar days upon our lost confirmation.

REQUIRED DOCUMENTS

- ① Claim Form (download <https://th.kerryexpress.com/en/home>)
- ② A copy of the Shipment's Proof-of-value documentation⁹
- ③ A copy of your Thai ID/Passport (for non-Thai citizen only)
- ④ (if claiming on behalf of the company) A copy of your company registration



OUR LIABILITY

This section explains how we are responsible for damage and loss shipments, as given below;



- Our liability is **limited up to 2,000 Baht** per consignment, or the lost/damage product actual value, whichever is lower.
- Shipper can purchase insurance for extra liability. Please inform our staff when you pass your shipment. **Proof-of-value documentation**⁸ is required to verify the declared value and our staff may need to verify the product.

⁹ A copy of invoice/receipt, confirmation screen (if online order) with proof of payment etc.



FREQUENTLY ASKED QUESTIONS

Got a question? See if we can help you.

TO FILE A CLAIM

How much money can I claim?

That depends on the values of the goods that you have declared, with the proof of any supporting documents (e.g. invoice), but generally our liability will not exceed 2,000 Baht per consignment.

I do not have all supporting documents available at the time of claim application, can I submit later?

Yes, you may submit later. However, the earlier the supporting documents are available, the faster we can finish the claim resolution.

CLAIM PROCESS

Can I get an update of my claim case?

We appreciate your patience, however if you would like to get an update, you can contact our Claim Center Officer during office hours.

CLAIM REQUEST APPROVED

If my claim is approved, how can I receive the money?

The most common way is transferring to your bank account. Occasionally customers request mailing cheque to their addresses.

Do you have any preference when I need to provide my bank account to you?

If the bank account you provide is one of those popular ones in Thailand, it will be easier and faster for us to transfer money to you.

If I accept the claim, will Kerry Express recall the salvage shipment?

Depending on different cases, we reserve the right to recall the salvage shipment as a condition of claim payment. Our Claim Center Officer will inform you accordingly.

CLAIM REJECTED

Why is my claim request not considered?

There can be many possibilities, for example:

1. Your shipment is an acceptable shipment (page 1-4)
2. Your shipment is not under claim consideration (page 5)
3. Conditions that claim request is not considered (page 6)
4. Packaging problem

My shipment is not one of the items listed in page 1-5. Why is my claim request still not considered?

The list on page 1-5 only shows typical examples, and is not intended to be an exclusive list.

