

Important instructions for preparing your shipment

Packing Luggage

- If sending duffle bags or rucksacks you must ensure all straps are completely fastened down and nothing loose is left in external pockets. We do not accept laundry bags or anything similar
- Ensure your suitcase is sturdy enough to sustain the weight of the contents and is able to be closed securely without undue force
- Ensure all locks and handles are secure and undamaged. Only TSA Locks are permitted and on domestic services, please do not use any other locks. If you do not have a TSA lock please secure your suitcase using a cable tie
- Protect fragile items by individually wrapping them in bubble wrap and please ensure the prohibited/non compensation list has been read and understood
- You will be provided with a duplicate of each shipping label and this must be placed on top of the last item packed. This is to ensure that, in the rare event that your external label becomes unattached, the courier can still forward your belongings to the receiving address
- There will be an additional charge for any item which scans larger or heavier than submitted at the time of booking. Please read our terms and conditions which must be agreed to at the time of booking.

Packing Boxes

- A new double walled box must be used for your shipment. Do not reuse old boxes. If double walled boxes are not used any claim may be rejected
 - We recommend these [shipping boxes](#)
 - Ensure it is able to sustain the weight of the contents – **Do not over pack**
- Use packaging material, ie/ bubble wrap, for packing between the box and your items on all sides as well as top and bottom of the box
- Protect fragile items by individually wrapping them in bubble wrap and please ensure the prohibited/non compensation list has been read and understood

- Apply fragile stickers if required but note that that couriers operate automated solutions so it is important to package contents that can withstand automatic conveyors
- For all bike shipments, it is mandatory that robust bike boxes are used for transport
- There will be an additional charge for any item larger that is overweight or oversized. An invoice will be sent to account holder for payment as per terms and conditions.

Applying Labels & Documents

- Your shipping documents will be available to download and print from your sherpr account a minimum of 24 hours before your collection date. They can be accessed by going to my orders and then “outbound labels.” You will be provided with two copies of each label – you **must** place the duplicate label on top of the last item packed inside your box/suitcase for every shipment.
- For domestic shipments only labels are required
- For all international shipments, print your labels, 3x copies of your pro-forma or commercial invoice for customs purposes
- Place 3 x copies of the proforma/commercial invoice in a clear plastic wallet or luggage tag and attach securely to the outside of your suitcase. We advise using cable ties to attach the wallet or luggage tag to the suitcase
- Print and attach reason for travel document in the same plastic wallet as the invoices
- For all shipments, please ensure that you print your labels and attach securely to the outside of your suitcase using a cable tie and luggage tag
- Ensure that you apply different numbered labels to each piece shipped. For example if you are sending 2 pieces the labels will say 1/2 and 2/2
- If you do not have access to a printer or appropriate materials, you can always use our print my label service by opting to add this on at the time of booking, or contact our customer service team to add this on to your booking at a later date. We simply require a minimum of 4 working days between purchase and shipping (PML service is available for UK origin shipments only)

*Note: If sending multiple suitcases, the proforma/commercial invoices only need to be attached to the item that has label 1 attached. The label will state "1 of **" and "MASTER" if travelling via FedEx.*

On some routes, customs clearance require a power of attorney document which will be generated with your other documents. If applicable to your order, please place in the clear plastic wallet with the reason for travel document and invoice copies.