

At Kalexpress, we take our responsibility to move your freight carefully, seriously. However, all parties have a part to play in ensuring that goods get to their intended destination in one piece, with packaging being the sender's responsibility. Please ensure that your goods are packaged sufficiently and are fit for transit, or Kalexpress will not take responsibility in the event that goods are damaged due to poor packaging. Please note that undercover storage cannot be guaranteed and as such all freight must be appropriately packaged to prevent damage from sun exposure or weather events.

Cartons:



Ideally, you should be packaging your goods in the manufacturer's carton or a similar new carton. If the carton is used, you need to ensure it is in excellent condition with no compromise to its structure.



The carton must have its internal flaps intact which add to the structure of the parcel. If these are not in place, do not use the carton.



While we strongly encourage you to use the manufacturers original cartons, displaying branding from high-end manufacturer's is not encouraged, with generic brown cartons being preferred.

Sufficient Labelling:



If there are any labels on the box from a previous shipment, they must be removed. Cartons with multiple labels have a significantly higher chance of being lost in transit.



Noting that a carton often travels thousands of kilometres and touches many hands, ensure that your labels are stuck down adequately for transit.



Labels must always be on the top of the carton where they are easy to read and never underneath the carton.

Internal Packaging:



Do not leave significant excess space in the carton around the goods. This will mean that your goods will stay secure in transit and not move around the carton, reducing the chances of them being damaged in transit.



If your item is fragile, wrap each item separately with bubble wrap so that it can withstand the long journey.

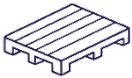
Sealing your Carton:



When sealing the carton, use strong tape designed for shipping. Ensure that all exposed edges of the carton are sealed using the H-tape method, as seen in the diagram below.

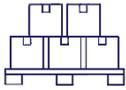


Pallets:



Using a pallet that is in great condition, will minimise the risk of it and your goods being damaged in transit. Small skids bearing significant weight are not advised, with the risk of the load tipping over.

Stacking a Pallet:



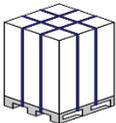
Pallets must be stacked with the heaviest cartons at the bottom of the pallet and lighter cartons on the top.

Don't pack cartons too high. The higher you go, the greater the chance of the pallet collapsing or tipping over and your goods being damaged.



Cartons must not overhang the pallet edge as it exposes the goods to damage during normal handling by forklifts.

Securing the Pallet:



Using quality shrink-wrap is strongly recommended to ensure that your goods arrive at their destination, and you can never use too much.

Pallets that are strapped should be done so in all directions (north to south + east to west).

Heavy Unboxed Items, Lengths & Tubes:

Heavy unboxed items:

Larger unpackaged items such as engines or industrial equipment must be strapped to a pallet to ensure they do not move in transit.



Items should then be crated to further reduce risk by fully enclosing the goods with a quality hardwood crate. Spas in particular must be crated for transport.

Lengths & Tubes:



Heavy and long bundled items that do not fit in a case or crate must be strapped with steel strapping to a skid or pallet so they can be forklifted.

Lengths with exposed painted surfaces must be protected by heavy duty wrapping to prevent any damage to the surface.