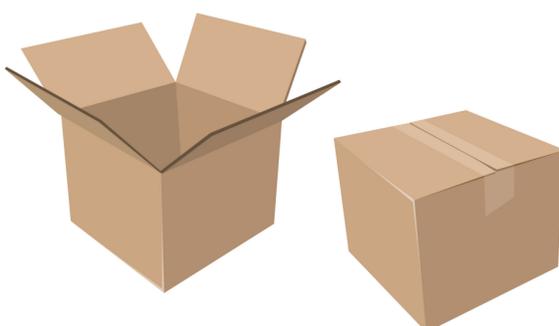


What you can send

Your parcels must be able to fit in our courier vans, so we have a few size restrictions.

Parcels must be:

- No longer than 2.4m sending urban
- No longer than 1.5m sending rural
- No larger than 0.125m³ (25kgs)
- No heavier than 25kgs dead weight



Restricted items



Dangerous goods

Fastway Couriers allows for the following approved classes of dangerous goods to be carried **within island only**:

- 2.1 Flammable gas (UN 2037, UN 1057 and UN1950 only
 - Aerosols less than 1 litre capacity)
- 2.2 Non-flammable gas
- 3 Flammable liquid
- 9 Miscellaneous

All Dangerous Goods require the appropriate declaration forms and DG markings.



Firearms

- Firearms – we have a special process for Firearms, click [here](#).

This is a guide for commonly sent items only.

Please contact your local depot on **0800 FASTWAY** for more information.

Packaging basics

1. Choose a good quality box

A double walled box, especially for deliveries that contain fragile items.

2. Choose the right sized box

Boxes that are too small may not protect their contents adequately. Boxes that are too large are likely to collapse if another parcel is placed on top of it during delivery.

3. Protect your items

Bubble wrap, packing peanuts, foam and newspaper can all be used to protect your items.

4. Wrap each item in the box individually

When sending multiple items within one box, it's recommended that each item is wrapped individually. This offers better protection for your items and reduces movement.

5. Seal the parcel with packing tape

Seal all open edges of the parcel with wide parcel tape on both the top and bottom of your package to ensure it doesn't open during transit.

6. Labelling your parcel

Always use clear, accurate address labels on your parcels. If reusing boxes, ensure no previous labels/DG markings are visible.

[Watch our short packaging video.](#)

Packaging specific goods

Bikes

Remove front wheel, handlebars and pedals. Pack with remaining parts in a sturdy carton. You can often get these from bicycle shops.

Carparts

Ensure all grease, oil, batteries, hydraulic fluid, brake fluid, antifreeze and fuel are removed. Protect all surfaces from possible scratches by wrapping in paper or polyethylene. Protruding parts should be well wrapped and protected. Pack in a double walled cardboard carton with adequate inner packaging to prevent movement. Seal with heavy-duty packing tape. Second hand car parts are carried at owners risk.

China, crockery and glassware

Individually wrap each object with bubble wrap to protect it. Use a sturdy carton and pack any space with cushioning materials to prevent movement of items during delivery.

Perishables

Items like food & plants are perishable. Ensure these are labelled as such so they are easily identified and please note they will be left in safe place at the delivery address if no one is available to receive them.

Live organisms

Live leeches, crickets, bees and other harmless insects must be enclosed in strong, protective containers which allow the contents to be easily viewed and allow sufficient air to circulate. Where food supply is necessary, it should be of "hard candy" type substitute, such that it will not leak from the parcel. Each item must be clearly marked with "Live Crickets" (or similar). Restrictions apply when sending internationally.

Electrical equipment

All computer parts must be packed in non-static internal packaging. All batteries must be removed before sending to prevent it from activating during delivery.

Liquids

Wrap bottles individually and place in a well-sealed polyethylene bag. Pack in a strong cardboard carton with sufficient absorbent material such as newspaper or wood-shavings to soak up any spillage.

Long, sharp and thin items

Use a protective covering or guard over the points / edges so that they do not cause damage to other parcels. Pack between two strong strips of wood or double walled cardboard slightly larger in length and width than the object so that it doesn't bend.

Musical instruments

Include cushioning items between the instrument and it's case to stop movement during transport. Pack the case in a double walled cardboard box and include cushioning. For stringed instruments ensure the bridges are removed and packed separately.

Laminates

Laminates are particularly fragile, so please ensure you follow each step of our Packaging basics section above and provide sufficient cushioning and a sturdy carton for the outside.

Firearms

All firearms travelling through our network must be clearly identified. Regular known shippers of firearms or one off cash sale customers must sign a declaration agreeing to our special carriage conditions including:

- You are licensed to sell or transport firearms
- Firearms are only sold and shipped to authorised and licensed persons
- Ammunition will never be sent with a firearm and never loaded
- All opportunities to disable the firearm will be taken (bolt removed/trigger guards fitted etc.)
- You will always declare the item is a firearm
- To only send firearms to registered commercial business addresses. NO firearms may be sent to or delivered to residential or non-registered business addresses, they must only be addressed and delivered c/o Fastway depot
- A firearm is always required for delivery of firearms – no instructions will be given to leave otherwise
- A Firearm: Signature Required sticker must be applied to all parcels

Wine

Glass bottles are very fragile when being transported. If you are transporting wine in a case/ part case it is essential that you use a sturdy cardboard divider that separates each bottle. If you are transporting single bottles ensure these are wrapped in bubble wrap individually.



If you have any questions contact your local depot on **0800 FASTWAY**

Please ensure you package your goods adequately so they are safe to transport. Insufficiently packaged items could incur damage during transport and Fastway Couriers may decline any claim for damage if items are inadequately packaged.