

## Pack safely and securely – packing instructions

Here is some information on how to pack the goods correctly if you no longer have the original packaging:

What you will need:

- A large cardboard box that is a good fit for your item, but which has enough room to place sufficient cushioning material around the item in order to protect it. The box needs to be thick and sturdy (3-layer cardboard) and free from damage. Damaged or thin cardboard will collapse if weight is placed upon it or the box is thrown.
- Enough bubble wrap so that you can wrap your item in at least two layers on all sides
- Packing tape
- Small knife/scissors
- Polystyrene corners or polystyrene chips

What we provide:

- For DHL shipments: an e-mail link so you can arrange free collection directly with DHL
- For UPS shipments: a UPS shipping sticker and phone number for you to arrange free collection directly with UPS.
- For shipping company collections: Confirmation of the collection date you arranged with our hotline
- The correct address for sending shipments which are not returns under our warranty terms or returns policy.

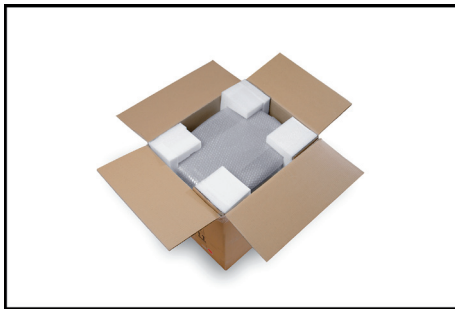
### Step 1

Remove all stickers and barcodes from used cardboard boxes. If the box has any damage, please seal the area thoroughly using packing tape. Please remember that the more care you take, the better protected your device will be.



### Step 2

Cover the bottom of the box with a layer of polystyrene chips at least 5-10 cm high. Alternatively, you can use polystyrene corners to line the inner corners of the box. The corners must be large enough to fit around the device perfectly.



### Step 4

Place the bubble-wrapped device in the centre of the box which is padded out with polystyrene chips and/or corners. Now fill the box completely with polystyrene chips or secure the device using more polystyrene corners. You must ensure that the device can withstand drops from a height of up to 80 cm. Remember to pack the completed returns form in the box.



### Step 3

Wrap the device in plenty of bubble wrap. Ideally all sides should be covered several times. Please ensure that the corners are particularly well protected. Now secure the bubble wrap around the device using packing tape.



### Step 5

Seal the box closed and also tape up the side edges and corners. For shipments which are returns under our warranty terms or returns policy, you do not need to specify a delivery address on the box. The shipping company commissioned by us (freight forwarder or DHL, UPS) will have all the required information and will affix their own stickers to the parcel if necessary. For all other shipments, please label the box clearly with the addresses of the sender and recipient. Your parcel is now ready for dispatch.

Please contact our service department if you have any questions, suggestions or if there is anything you think we could do better.