

# Shipping and Mailing Guide

Follow these helpful hints for ensuring your packages arrive safe, secure and on time.

## Shipping Tips

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- Always use a heavy-duty corrugated box when shipping items. Never use gift boxes or shoe boxes that can be easily crushed.
- Don't wrap packages in paper or bind them with twine – this can cause them to get caught in conveyor belts or to be ripped during handling. In fact, UPS will not accept packages wrapped in paper or bound in twine.
- All of The Container Store's packing tape's are approved by UPS and the U.S. Postal Service.
- When taping a box, seal the bottom with **2" box tape**, tape across the length of the box, and seal the end seams. For extra reinforcement, wrap the tape around the girth of the box two or three times.
- A **tape dispenser** makes quick work of large jobs.

## Mailing Label Tips

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- Fully complete the "TO" and "FROM" fields using a permanent marker. Place clear tape over the completed label for extra protection.
- Include a duplicate label inside the box. This will allow the package to be delivered to its destination, even if the outer label comes off.
- A good rule of thumb is to write large enough so that the address can be read at arm's length.
- When mailing photos, add a sheet of cardboard in the envelope and mark "Do Not Bend" on the front to help ensure safe passage.
- Special handling labels such as "Rush" or "Fragile" should be placed in three places on your parcel.
- Do not place a label over a seam, closure or on top of sealing tape.

# Create a Custom Box

## Cutting a Box Down to Size

You can quickly and easily adjust the depth of any corrugated box.

1. Choose a box that has the proper width and length to accommodate the item(s) being packed. Lay the box flat. Using a straight edge, draw a line parallel to the current scored line at the top of the new desired depth (see Figure 1). Using a blunt object like the head of a key or a coin, trace over the new line with enough pressure to crease the box without tearing it. Flip the box over and repeat the procedure.
2. Open the box and tape the bottom closed. With a carton cutter or utility knife, cut the box in each of the four corners. Start at the new score you made and continue up to the existing slot in the box (Figure 2).
3. Fold each of the four flaps outward at the new score to “break” the flaps along the new depth. Your box is now ready to pack. To close the box, simply fold the flaps inward on the new score you made. The flaps will fold over each other on the top of the box when closed.

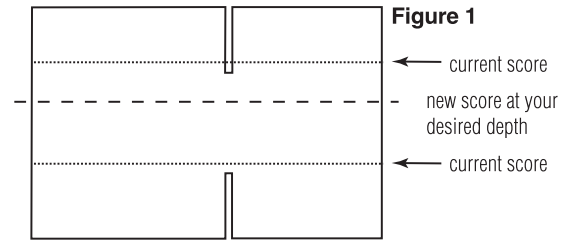


Figure 1

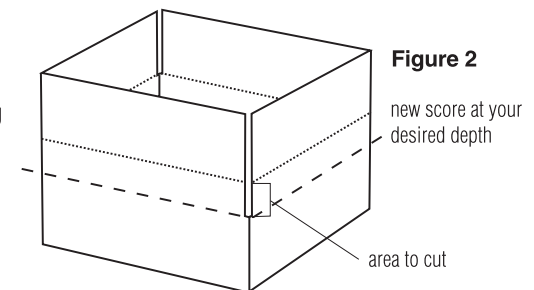
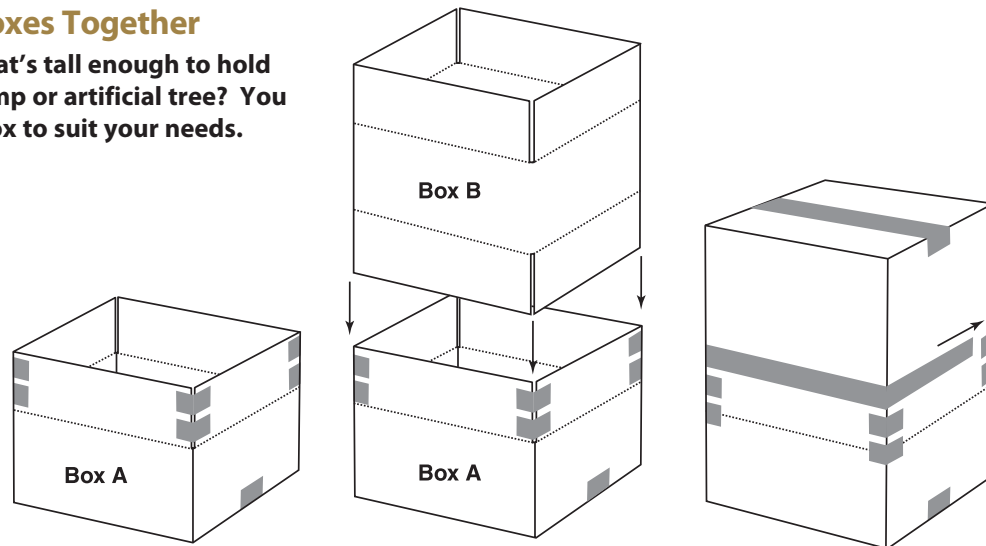


Figure 2

## Putting Two Boxes Together

Can't find a box that's tall enough to hold a sculpture, tall lamp or artificial tree? You can customize a box to suit your needs.



1. Choose two boxes that have the proper width and length to accommodate the item(s) being packed. The boxes you choose should also be at least half as tall as the height you require. Be sure to allow room for appropriate packing materials.
2. Open the first box (Box A) and tape the bottom closed. Stand up the top flaps of Box A and tape them together in an upright position.
3. Load the packing materials and the item(s) into Box A.
4. Open the second box (Box B) and slip it over the item(s) being packed. Secure the bottom flaps of Box B to the upright flaps of Box A with a generous amount of tape.
5. Finish filling the newly extended box with packing materials.
6. Tape the top of the box closed.

## Postal and Parcel Services

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The following are guidelines for standard options and regulations for the leading carriers. Please double check with your carrier for any changes.

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### U.S. Postal Service

1-800-275-8777  
www.usps.com

Priority Mail

**Weight Limit:** 70 lbs. per piece  
**Size Limit:** 108" = length + girth

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### United Parcel Service

1-800-742-5877  
www.ups.com

**Weight Limit:** 150 lbs. per piece  
**Size Limit:** 165" = length + girth (maximum length: 108")

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### Federal Express

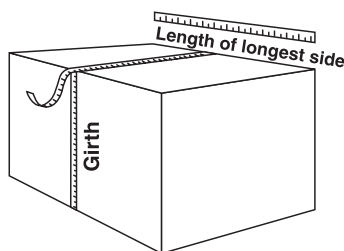
1-800-463-3339  
www.fedex.com

**Weight Limit:** 150 lbs. per piece  
**Size Limit:** 165" = length + girth (maximum length: 108")

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How to measure a package:

**Length of longest side + girth = size limit**



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