

Home Delivery

Best practices for a successful delivery experience



colis
privé

AT YOUR
SERVICE!

Dear Customers,

In order to process your parcels **as early as possible**, we would like to remind you the importance of respecting certain rules of labelling, package size and packaging.

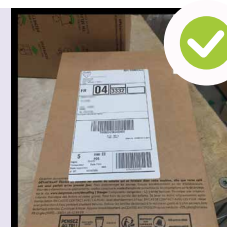
Respecting these practices will **avoid sorting issues** and allow an **optimal delivery** to the final customer.

Following these rules, we will guarantee, together what is our absolute priority: a better service quality and therefore an optimum customer satisfaction

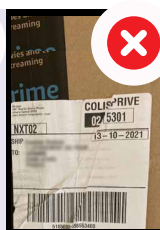
REMINDER OF THE BEST PRACTICES

1 Make sure the label and barcode are easy to scan

A label **placed on the edge** of the parcel will not allow sorting machine to scan it properly.



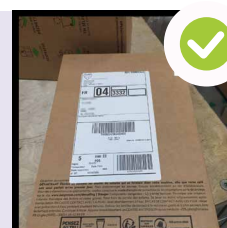
A label **badly placed, badly printed or partially erased** will not be scanned by the sorting machine.



A label **partially hidden by tape or plastic strapping** will not be scanned by the sorting machine.



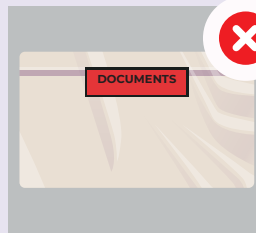
Place the label on the largest surface of the parcel so it will be injected flat in the sorting machine.



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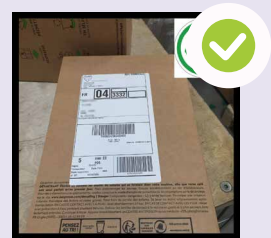
If using a portfolio, do not use portfolios with prints.



If using plastic bags, stick the label on a flat surface.



Avoid sticking the label on the joint of the cardboard.

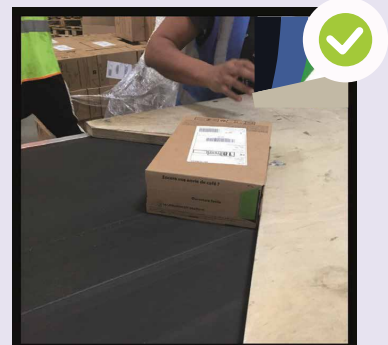
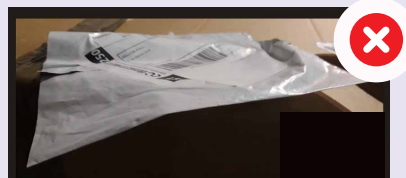


2 Optimize the mechanic processing of the parcels for a faster delivery

In order to process your parcels on our sorting machines and therefore to allow faster delivery to the final customer, parcels' dimensions cannot be smaller than: **100 x 150 x 5cm**

On a sorting machine, between two conveyor belts, the distance is 48mm which hardly allow a small parcel to move.

The small parcels move around, get pushed by bigger ones and end up being a misrouted parcel.



3 Reminder of the required dimensions to respect in order to avoid delayed delivery

If a package is not standardized, it is manually processed. A manual processing may increase delivery times. A package is called "standard" if the sum of its 3 dimensions (L+l+h) is less than 150 cm and if the largest of its 3 dimensions is less than or equal to 100 cm.

A parcel is « out of standard » when:

- The sum of the 3 dimensions (L+l+h) is between 150 and 200 cm
- One of the 3 dimensions is superior to 100 cm
- It is unstable and the unusual or irregular presentation requires special treatment, especially if it can roll (spherical or cylindrical package)
- It is in the form of a roll such as 22 cm Length 100 cm
- It is in the form of a roll such as diameter inferior to 5 cm
- It is not properly or unpackaged (apparently not resistant to mechanical processing of packages but preserving the integrity of the contents) or if the package creates risks of blocking by the sorting machine (ex: twine)
- It presents difficulties (or even an impossibility) to read the barcode of its label



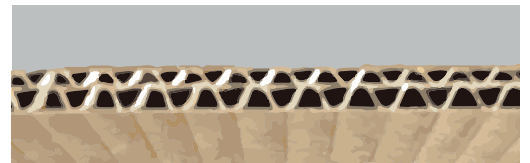
Out of standard parcels, accepted by Colis Privé will be subject to a special manual process requiring the application of a surcharge

Colis Privé does not take parcels qualified as « Off contract » such as:

- Any parcel with a total of 3 dimensions (L+L+h) greater than 200 cm
- Any parcel weighting more than 30 KG
- Any parcel in the form of a roll with a diameter greater than 40 cm
- Any parcel in the form of a roll with a diameter x2 + length greater than 2 metres

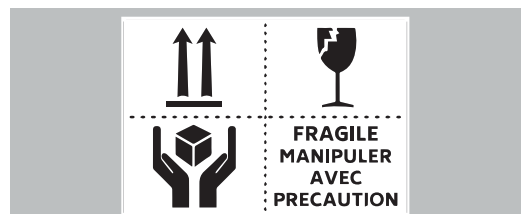
4 Packaging

The packaging (carton/envelope...) must be chosen according to the products transported. The carton must be reinforced: double-sided or double-sided type.



1/ Pictograms :

For the transport of "sensitive" products, pictograms are important to know the typology and fragility of the products. They must be glued visibly on both sides of the package.



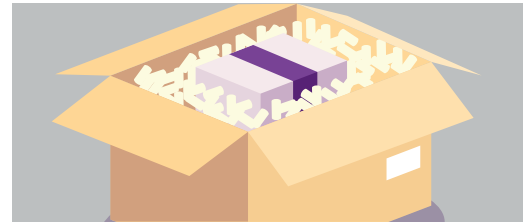
2/ Cushioning:

The filling provides resistance and cushions the impacts on the package. It is intended to minimize mechanical or climatic damage.

Initially, the packaging must take into account the fragility of the product transported. Second, the purpose of the setting is to prevent the product from moving inside the carton.

How to check the quality of cushioning ?

Press the top and side of the carton. If the cardboard crumbles and the product moves, it means that the packing is not sufficient.



3/ Packing and sealing tips:

Reminder:

Properly sealed carton or envelope prevents spontaneous loss of contents.

“Recommended” packing method for a package:

- Double seal in « H »
- Tape with a minimum width of 48mm (standard size)



4/ Specific advice by product category:

Hob (induction, ceramic glass, etc.) :

Outside	Box cardboard double fluted or dense polystyrene to the dimensions of the products or product (Coiffe + plinth)
	Pictogram: glass/ fragile
	Pictograms : handling / storage direction
Inside	Protection by polystyrene or reinforced plate
	Product calibration by double styrofoam bell and heat-welded film

Small appliances (image and sound):

Outside	Carton box double fluted to product dimensions
	Sealing of flaps with H shape tape
	Pictogram: Glass/fragile on at least two sides of the package
	Pictogram: handling / storage direction on at least two sides of the package
Inside	Article in packaging and original protection of the manufacturer/supplier
	Packing by kraft paper or air bubble

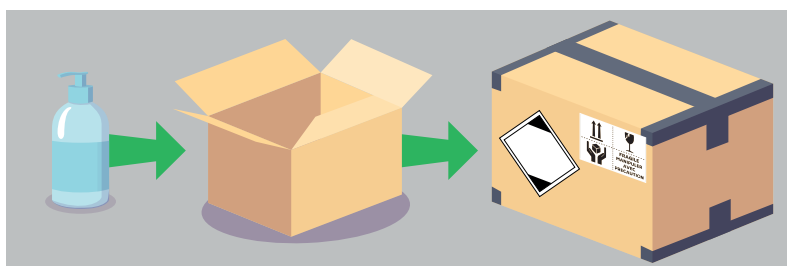
Glassware, tableware, porcelain, frame, ceramic:

Outside	Carton box double fluted to product dimensions
	Sealing of flaps with H shape tape
	Pictogram: Glass/fragile on at least two sides of the package
	Pictogram: handling / storage direction on at least two sides of the package
Inside	Immobilization of the products inside the package (stowing, padding)
	Packaging in carton box of glass or fragile items
Health Specificity	
Dense polystyrene formwork to product dimensions	

Drugstore, perfumery, beauty, hygiene and parapharmacy products:

Outside	Carton box double fluted to product dimensions
	Sealing of flaps with H shape tape
	Pictogram: Glass/fragile on at least two sides of the package
	Pictogram: handling / storage direction on at least two sides of the package
Inside	Individual packing by film/bubble wrap
	Packing with kraft paper or air bubbles
	Sealing with tape on the caps
	Packaging of liquid containers in plastic and airtight bags

The inner packaging and objects containing these dangerous goods must be place into appropriate outer packaging. The packaging must comply with the rules of ADR.



Liquid container:

Outside	Carton box double fluted to product dimensions
	Sealing of flaps with H shape tape
	Pictogram: Glass/fragile on at least two sides of the package
	Pictogram: handling / storage direction on at least two sides of the package
Inside	Double or triple fluted carton cross-section to bottle sizes
	Immobilization of liquid containers in each cross-piece

Textile:

Outside	Plastic film packaging without handle
	Sealing by thermo-adhesive or welded tapes
	Adhesive part of the package: precisely glue the tape and make sure not to exceed the contours
Inside	Plastic protection of items

Food "NON PERISHABLE", long-term and animal feed (canned food boxes, etc.)

Outside	Carton box double fluted to product dimensions
	Sealing of flaps with H shape tape
	Pictogram: Glass/fragile on at least two sides of the package
	Pictogram: handling / storage direction on at least two sides of the package
Inside	Immobilization of items inside the parcel
	Product setting by kraft paper, or bubble film, etc
	Packaging of liquid containers in a sealed and vacuum-sealed bag

Car products:

Outside	Carton box double fluted to product dimensions
	Sealing of flaps with H shape tape
	Pictogram: Glass/fragile on at least two sides of the package
	Pictogram: handling / storage direction on at least two sides of the package
Inside	Plastic and airtight vacuum-sealed cover for liquid containers
	Individual packing by film/bubble wrap
	Immobilization of the elements inside the body (stowing and padding)

Others :

Outside	Carton box double fluted to product dimensions
	Sealing of flaps with H shape tape
Inside	Individual packing by film/bubble wrap
	Items in packaging and original protection from the manufacturer
	Packing by kraft paper or air bubble

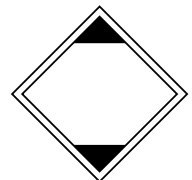
5 Dangerous goods

Rules for acceptance of hazardous materials at Colis Privé:

- Colis Privé accepts dangerous goods in limited quantities and exempted in accordance with the rules of ADR (Agreement on the international transport of dangerous goods by road).
- Colis Privé reserves the right to refuse a product containing dangerous goods if it does not fit in the list of accepted products, or if it may endanger the health and safety of persons and property.

Rules for acceptance of hazardous materials at Colis Privé:

Any package containing a limited quantity of hazardous material must have the LQ logo on the outside of the package.



Maximum weight per parcel: **30 kilos maximum**































The inner packaging and objects containing these dangerous goods must be handed into appropriate outer packaging. The packaging must comply with the rules of ADR.



Thank you for working with us towards an optimal delivery experience for our customers.

APPENDIX DANGEROUS GOODS

Certain classes of hazardous materials remain prohibited or are permitted by exception:

PROHIBITED			ALL HAZARDOUS MATERIALS SUBJECT TO ADR. BY WAY OF EXCEPTION, MATERIALS ARE ACCEPTED WHICH FALL WITHIN THE SCOPE OF THE TMD ORDER ON LIMITED AND EXEMPTED QUANTITIES
CLASS		ACCEPTABILITY	EXCEPTIONS
 1 EXPLOSIVES		 PROHIBITED	
 2.1 FLAMMABLE GAS		 PROHIBITED	Exception: the following numbers are ALLOWED: - UN1057, UN3150, UN3167, UN3479, UN3478, - UN1950 classification code F and FC, - UN2037 classification code F (non-toxic)
 2.2 NON-FLAMMABLE GASES / NON-TOXIC		 PROHIBITED	Exception: the following numbers are ALLOWED: - UN1002, UN1044, UN2073, UN2857, UN3164, UN1013 - UN1950 classification code A / C / CO / O - UN2037 classification code A / O (non toxic)
 2.3 TOXIC GASES		 PROHIBITED	
 3 FLAMMABLE LIQUIDS EXCEPTION: CAO GOODS ARE ACCEPTABLE FOR EG III, WITHOUT SUBSIDIARY RISK ONLY		 ALLOWED	Exception : les produits ou numéros suivants sont interdits : - Substances qui nécessitent le transport à température dirigée. - Les matières de code de classification D (Explosifs désensibilisés) : UN1204 - nitroglycérine / UN2059 / UN3064 / UN3343 - nitrate / UN3357 / UN3379
 4.1 FLAMMABLE SOLIDS, SELF-REACTIVE SUBSTANCES AND MATERIALS OF CLASSIFICATION CODE D (DESENSITIZED EXPLOSIVES)		 ALLOWED	Exception: the following products or numbers are PROHIBITED: - Substances shipped in a molten state - Substances requiring temperature control - Substances with a Class 1 subsidiary risk: UN3319, UN3344, UN3380 (Materials with classification code D (Desensitized Explosives)
 4.2 MATERIALS SUBJECT TO SPONTANEOUS IGNITION		 ALLOWED	Exception: the following products or numbers are PROHIBITED: - Packing Group I materials are not ALLOWED
 4.3 MATERIALS WHICH, IN CONTACT WITH WATER, RELEASE FLAMMABLE GASES		 PROHIBITED	
 5.1 COMBUSTIBLES / OXIDIZERS		 ALLOWED	Exception: the following products or numbers are PROHIBITED: - UN2086
 5.2 ORGANIC PEROXIDES		 ALLOWED	Exception: the following products or numbers are PROHIBITED: - Materials requiring temperature control - Materials with a class 1 risk - To and from the UK and Ireland
 6.1 TOXIC SUBSTANCES		 PROHIBITED	
 6.2 SUBSTANCES INFECTIOUS		 PROHIBITED	
 7 MATERIAL RADIOACTIVE		 PROHIBITED	
 8 SUBSTANCES CORROSIVE		 ALLOWED	Exception: the following products or numbers are PROHIBITED: - UN2794, UN2795 UN2800 (*1) - Substances shipped in a molten state
 9 MISCELLANEOUS DANGEROUS GOODS. EXCEPTION: CAD GOODS ARE ACCEPTABLE		 ALLOWED	Exception : UN 1845