

2. Shipment Preparation

This Service Guide supplements the requirements for preparing Shipments detailed in the [Shipping Policies](#).

2.1 Packaging & labelling requirements

- a) Shipments must not exceed the maximum weight and maximum size specified in your rate card.
- b) Shipments must not be wrapped in shiny or reflective packaging that may interfere with our scanning capabilities.
- c) Shipments must not have plastic strapping or banding on the outside.
- d) Shipments containing sharp objects must have heavy cardboard around sharp edges and points to ensure packaging is not pierced.
- e) Shipments must not have external bubble wrap, plastic strapping or banding on the outside.
- f) Shipments containing glass or other items deemed to be fragile must be marked as “Fragile” on the outer packaging with appropriate text or icon.
- g) Shipments must be able to withstand a drop of 1.8m.
- h) Shipments containing liquids or any other items that may leak must be placed in a leak-proof liner and double corrugated box and sealed with water-activated tape to prevent leakage and damage to other Shipments.
- i) Previously used packaging is acceptable, provided that it is undamaged and all labels or markings related to the prior Shipment have been removed.
- j) Shipments containing fresh cut flowers and live potted plants require specific packaging to protect the items during transit. Download to our [Flowers and Potted Plants packaging guide](#).
- k) Shipping labels must be 10 centimetres x 15 centimetres (4 inches x 6 inches) using black ink on a plain white background, printed entirely within the borders of the label.
- l) The shipping label, along with any other required labels, should be placed on a single surface and single side of the package, preferably the largest surface away from the edges. The label shall not be directly printed on the packaging.
- m) Packaging must be larger than the shipping label to ensure labelling requirements are met.
- n) Shippers approved to ship permissible Dangerous Goods and who have signed a Dangerous Goods addendum are responsible for ensuring that such Shipments are packaged, labelled, and marked in accordance with the applicable packaging, labelling, and marking regulations found in the Agreement concerning the International Carriage of Dangerous Goods by Road (ADR).

Eligible shipping partners who meet the required operational standards may qualify for our **Verified Partner Program (VPP)**, which provides certain packaging requirement exceptions at Amazon’s discretion. VPP members may be eligible for the following packaging exceptions, at Amazon’s discretion: Ship in Own Container (SIOC) whereby shipments may be in their original packaging without additional outer packaging, and shipping liquid products without leakproof liner. Specific product packaging requirements are enforced, and some product exclusions may apply. Refer to the [Verified Partner Program page on Shipper Central](#) for additional details, including information on how to apply for the Program. Participation in the Program does not limit Amazon’s right to enforce all other applicable requirements and policies. VPP members remain responsible for any surcharges that may arise from shipping with VPP benefits (including Ship in Own Container or liquids without liners).