

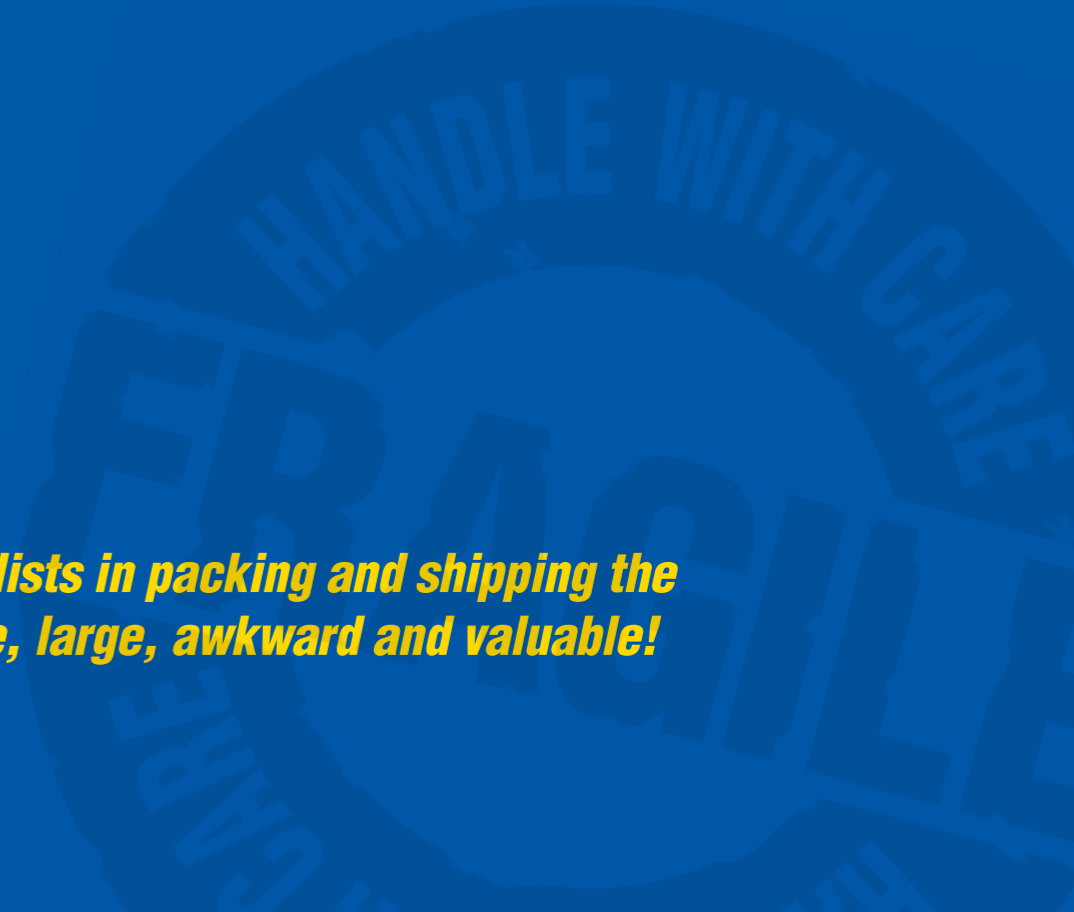


PORTFOLIO OF ACHIEVEMENT



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*Specialists in packing and shipping the  
fragile, large, awkward and valuable!*



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*"In summary, you really did go that extra mile. Your company magazine, Connect, is so refreshing to read. There is a real sense of desire to work very hard to please your customers, and you really have done so on this occasion! It was very interesting to read about your book "No Limits" and we will be ordering a copy of this to read ourselves."*



# PACK & SEND Stores

**PACK & SEND UK** opened in January 2009 and our UK Head Office is in Reading, Berkshire. All our stores have strong links with their local residents and business community so they are the first choice for high quality packing and shipment solutions in their area.

**PACK & SEND** stores take delivering first class customer service seriously and each store team has the knowledge and authority to ensure they go the extra mile to provide a packing and shipping solution for any customer's needs.

This collection of examples and case studies demonstrates our track record in delivering service excellence and includes some of the feedback we have had from delighted **PACK & SEND** customers



*"We have recently used **PACK & SEND** in the UK to send an important package to New Zealand and as we were so overwhelmed with the quality of the service we felt it was important to send our praise on to you."*

*"Having found it difficult to find a company to send this liquid package and given little advice about who may be able to help by other companies, we found **PACK & SEND** in our local telephone directory. The service we received as soon as we walked in the door was second to none. It is rare in the UK to experience such fantastic service these days."*

*"He had a fantastic knowledge of the issues which we could face with our delivery and the ways in which we could try to reduce them. He was incredibly efficient and so caring & understanding towards the concerns we had. He did everything within his efforts (and more) to ensure the delivery made it safely and promptly to its destination."*

*"We have never written to a company before for this reason, so it really does show how impressed we have been. We think he is a fantastic asset to your company and it was an absolute pleasure to meet him. We will pass on our positive experience with the company to our friends and family."*

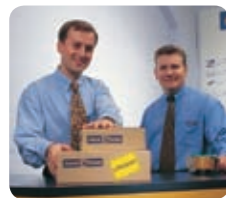


**Who else could pick up a working Meccano scale model ferris wheel from France, pack it in a custom made wooden crate, insure it and sea freight it to the customer's door in Ballarat, Australia? (see p17)**

# Why Choose **PACK & SEND**?

**PACK & SEND** is unique. No other company offers the extensive range of packaging and domestic and international freight and shipping solutions that enable us to live up to our claim of being able to **SEND ANYTHING ANYWHERE** - all from conveniently sited stores on the high street.

This allows us to tailor a solution that is right for each customer we serve no matter how complex the task.

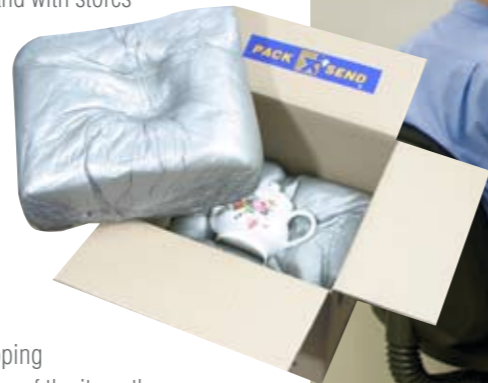


Our levels of customer service are legendary and we pride ourselves on having customers who become raving fans once they have experienced our service. This we achieve because, whilst the business is rapidly becoming an International brand with stores across the world, each store is independently run and managed to our consistently high standards.

This means that when you speak to our stores you are talking to the people who can make decisions – they have no need to refer to someone ‘higher up the line’ and are capable of truly putting the customer first.

All our store teams receive extensive training on how to package items that are fragile, large, awkward, and valuable and are continually updated on the appropriate packing requirements for a particular freight environment.

With their knowledge of packaging requirements and the broad range of shipping options, they can find a solution to any problem taking into account the nature of the item, the urgency of delivery, and the budget of the customer – and with our own Marine Transit Policy specifically designed for **PACK & SEND** and underwritten by one of the world’s largest and most experienced freight and shipping insurers, we can also offer that extra peace of mind for those really valuable or highly personal items.



*Who else could collect 20 pieces of 12th Century Iranian pottery, pack it in a cushioned foam within a wooden crate, fully insure the pieces and express air freight them safely to their international buyer?*

# Packing Services and Materials

At **PACK & SEND** we understand the environment your item is going to be in when it is shipped and that whether it goes by road, air or sea will influence how it should be packed to ensure it gets to its destination safely.

We pride ourselves on both our ability to pack anything and the quality of our packaging materials. Each member of our store teams receives four weeks extensive training on packaging techniques to ensure they fully understand how to provide an item with adequate protection against the shock, vibration, and compaction that will occur when in the freight environment.

We specialise in the packing of items that are fragile, large, awkward, and valuable and offer the following services:



**Foam in Place Packaging** – a unique foam injection system that means your item rides in a foam cushion providing protection from vibration and shock for even the most delicate of pieces.

**Custom Made Cartons and Crates** – we can make both corrugated board cartons of varying board strengths and wooden crates and cases for the more fragile or valuable items such as art, antiques, collectables, china, pottery and electronic equipment.

**Double Walled Corrugated Boxes** – we only use double walled boxes as a minimum to ensure strength so that even everyday items can withstand the rigours of the freight environment.

**Cell Air** – our Cell Air wrap ensures that there is no static build up in transit which is particularly important for electronic and valve based equipment or computers and server units.

**Air Cap** – we have a range of Air Cap wraps of differing grades and strength to ensure adequate cushioning and protection from compaction of even the smallest of items.



**Korvu Packaging** – specialist packaging specifically designed for laptops, ipods, and mobile phones.

**Fill Air** – providing environmentally friendly void fill to ensure no movement of the item within its outer carton during transit.

Sensible packing of an item not only protects it during transit **but can also save money on the freight and shipping cost** by ensuring a balance between adequate packaging and maintaining the smallest possible size of the item – so why not talk to one of our team to see if our packaging expertise can save you money?



*Who else could fully dismantle a 200,000 sq ft laboratory, pack and palletise each piece of equipment individually, provide insurance cover for £1m, and road freight the items to Sweden and Holland – all in 5 days?*

# Freight and Shipping Services

We offer the widest range of freight and shipping services, including air, sea, and road services, both domestically and internationally, and by using our expert knowledge of the international freight market we can get your item anywhere within a timescale to suit you.

## We Send Anything, Anywhere but specialise in:

- Excess Baggage, Personal Effects, Probate Items and Household Goods
- Computers, Laptops, Server Units and Monitors
- Works of Art, Antiques and Collectables
- Ebay purchases, particularly the fragile, large, awkward or valuable
- Musical Instruments and Sports Equipment
- Cameras and Electronic Items
- Vehicles, Car Parts and Furniture
- Heavy Machinery, Engineering Tools and Medical Equipment
- Ambient, Frozen and Non-perishable Food Stuffs.



## Our services include but are not limited to:



- Express and non Express road services within the UK and Europe
- Palletised road services for bulkier items within the UK and across Europe
- Door-to-Door Express and non Express air services to European and Worldwide destinations
- 'To the Port' or 'To the Door' sea freight services for international deliveries that are large and/or non time sensitive
- Point-to-Point services for same day delivery within the UK
- Timed delivery services for highly time sensitive items or documents to both UK and international destinations
- Escorted Item service for highly valuable or valued items.

“The important thing is not the breadth of freight and shipping services, but the fact that with them at our disposal we can find a solution to any shipping problem you may have. You only need to make one phone call and we will do the rest.”



Who else do you know could get 60 Mars ice cream bars to Sydney for a dinner party, still frozen and within 24 hours?



# Warranty Service

Whilst it is an unlikely occurrence, the PACK & SEND 'Warranty Service' provides loss and damage protection to our customers whilst their items are in transit. Our Marine Transit Policy, specifically designed for PACK & SEND and underwritten by one of the world's largest and most experienced freight and shipping insurers, enables us to provide unlimited cover for just about any type of item, whether travelling by air, sea or road...providing complete peace of mind.



Recent jobs that have been completed with the assurance of Warranty Service include:

- Around £10 million of original artwork packed and shipped worldwide for collectors, artists and galleries
- £1 million of specialist laboratory equipment moved to Sweden and the Netherlands
- Over £500,000 of computer servers and equipment to data centres in the UK and abroad
- Over £20,000 of car parts to the USA and the Far East
- £15,000 of medical laser equipment to Italy
- £ thousand's of personal possessions throughout Europe and the world



**PACK & SEND** is unique in providing a 'one stop shop' for logistics solutions, offering a professional custom packaging service and the ability to **send anything anywhere**. This is perfectly illustrated by the wide variety of jobs completed and the business sectors catered for, just a few of which are described on the following pages.

Our broad range of packing and shipping solutions means that we are able to provide service to a wide range of customers who include private individuals, major corporations, small and medium sized businesses, artists, art and antiques galleries, and auction houses. Companies we have worked with include:

**Qantas Airlines, Delta Airlines, Virgin Airlines, Microsoft, Bonhams, Sotheby's and Kodak.**



*Who else could collect, securely pack and ship a 200 year old timing clock so well that we were asked to move a second one within weeks?*

## Art, Antiques and Collectables

### Rachel Coad, Artist

Rachel, who is a well known artist based in Perth, Western Australia, was exhibiting her paintings at a gallery in Mayfair. The collection included 13 works all of which were oil on canvas, the smallest being 1m x 1.5m and the largest being 2m x 1.5m. The collection was valued in excess of £100,000.

She needed a company who could collect the works from her studio in Perth; pack them appropriately; insure them for their full value; air freight them to the UK and hang them in the gallery. At the end of the exhibition she needed the company to collect, pack and ship the paintings to the buyers on an international basis and pack and ship the remaining pieces back to her in Perth.

**PACK & SEND** were the ideal solution as our expertise in packaging and freight, our tailored Gold Service and our international reach allowed us to put together a solution that included custom made cartons and adequate internal cushioning protection for the pieces whilst in transit. We provided two different to the door shipping services – air freight on the way to the UK to reflect the urgency of delivery and sea freight for those pieces that were returned to Perth after the exhibition; and a range of road and air freight to buyers situated in the UK, the US and the Middle East. Additional peace of mind for Rachel and her buyers was provided by each piece being fully covered under **PACK & SEND's** Gold Service.



### Private Collector, UK

A private art and antique collector had been advised by Sotheby's that in order to realise the best value for her painting it should be auctioned at their house in Hong Kong. All she needed to do was get it there! The painting was oil on canvas, framed and glazed and had an estimated value at auction in excess of £50,000. The timeframe for its arrival in Hong Kong was very tight so there was no room for delays in shipping or customs clearance. It would also need full insurance cover.

**PACK & SEND's** expertise in packing glazed paintings, express air service, and knowledge of worldwide customs regulations and documentation was invaluable in not only ensuring the piece arrived intact, but also without hold ups in transit or at Hong Kong customs.

### Galleria Navarro, Antique Gallery

Galleria Navarro is a Spanish gallery that specialises in antique vehicles, toys and collectables. On behalf of a client they had purchased a working model of a London Routemaster Trolley Bus dating back to the late 19th century. The model was 2.5m long and 1.2m high and one of only 5 remaining in the world so, in addition to its high monetary value, was an extremely rare example of London's transport history. The bus had been purchased at auction in the UK and needed to be packed and shipped to the south of Spain.

**PACK & SEND** were uniquely positioned to do this, bringing together their appreciation for the inherent value of such a rare and collectable piece, their expert packaging knowledge and facilities, and wide ranging delivery services.

The Trolley Bus was collected from the auction house and brought back to **PACK & SEND's** Reading store where, firstly, all its moving parts were carefully secured and hand tied using cotton woven twine. The bus was then shrouded in Cell Air to protect the glass, paintwork, and electrical cabling from the build up of static electricity and moisture during its journey.

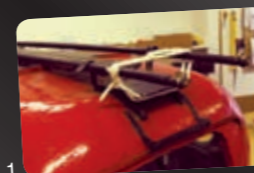


It was then wrapped in a single sheet of heavy duty Air Cap to provide both extra cushioning and enable the delicate object to be safely lowered into the handmade triple walled carton which was then injected with **PACK & SEND's** unique foam cushioning. This expanded around the Trolley Bus to provide a 8cm layer of foam protection above, below and around all its sides before being placed in a handmade wooden case.

The Trolley Bus was then transported by road – a journey which took 3 days to complete and during which **PACK & SEND** could track the movement of the piece every step of the way.



1. The moving parts were carefully secured with strong twine.
2. The model was shrouded in Cell Air wrap to protect the glass, paintwork, and internal electrical cabling from the build up of static during its journey.
3. It was then covered in heavy duty Air Cap wrap and packed in a custom-made triple walled carton to complete the inner layer of protection.
4. The carton was then injected with **PACK & SEND's** unique foam cushioning which expanded to provide a tough 8cm layer of resilient protection above, below, and around the model.
5. Ultimate external protection was provided by building a wooden crate around the whole carton.



## Electronics and Information Technology

### Alcontrol Ltd

Having searched extensively for a freight company that also had the expertise to handle the packing of highly sensitive electronic and analytical equipment, **PACK & SEND** were the preferred choice of Alcontrol Ltd when they needed to ship over one hundred items valued in excess of £1.5 million to the Netherlands, Sweden and the north of England.

Many of the pieces were completely different in size, weight and fragility, however, the **PACK & SEND** team professionally packed each item at the Alcontrol laboratory, commissioned specialist vehicles from its extensive network of freight partners and successfully arranged the safe delivery of the items to each location within the required time frame.



### IP Server Units

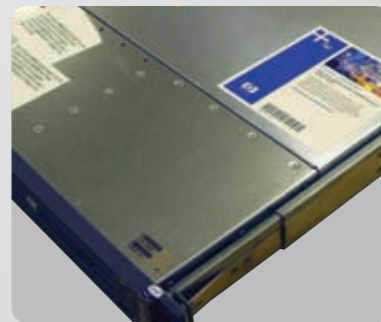
They are the backbone of the internet and drive much of the modern telephone networks, but, to the uneducated eye, a high capacity server or switch unit is much like any other computer box.

The reality, however, is that a typical IP server is a high-power unit packed with sensitive electronics and processors – the changing needs of communications businesses mean that there are regular requirements to resite this kind of equipment between data centres.

**PACK & SEND** have undertaken many such jobs, and one of the largest required the movement of eight high end units from a data centre in Oxfordshire to the customer's new site in London. Once collected, anti-static Cell Air and Air Cap wraps were applied before each unit was placed in bespoke cartons for onward shipment to their new location.

**PACK & SEND's** speed and resources meant that the £100,000 of equipment was back on line in the new data centre with the minimum of down-time and less associated cost for the customer.

Of course, **PACK & SEND** use the same experience and techniques for all electronics shipments to ensure a single laptop arrives as safely as a major server installation.



### Chiltern Medical Centre

**PACK & SEND** was also selected by the Chiltern Medical centre when searching for a company that could collect, pack and safely deliver highly sensitive and valuable medical equipment to Italy, within 4 days, for use by a visiting consultant.

Using their unique 'Foam in Place' facility, the **PACK & SEND** team expertly packed the laser into a custom made wooden case and completed the delivery to Milan as required. While there was no need for concern, the Medical Centre was delighted to have the peace of mind provided by **PACK & SEND's** Gold Service cover.



### Electric Guitar and Valve Amplifier

It is not just modern electronics that require care and attention. When **PACK & SEND** were approached to send a classic Gibson Les Paul electric guitar and Fender valve amplifier to Cyprus, the reputation of the iconic brands and value of these rare items was enough to merit the highest levels of care.

However, it was the fragility of the items that dictated how they had to be packed. **PACK & SEND** have wide experience of shipping all kinds of musical instruments and were able to prepare the Les Paul with anti-static wrapping to protect the pick-ups and strings inside its carry case before loading it into a bespoke carton and securing with foam and void fill. Valve amps are notoriously fragile, therefore it required anti-static and Air Cap wraps and moulded foam protection to ensure that the vintage components would not be damaged during shipment.

With this degree of care in packing, safe delivery was assured and confirmed by the customer a few days later.





## Personal Effects

### Permanent Relocation

When you are a high flyer in the global software market who has just been headhunted to join a new company in Germany, the last thing you worry about is how to get your personal effects collected, packed and shipped to your new home. Not knowing where to start, and having seen **PACK & SEND** in his local High St, our customer called for a verbal estimate and we soon had the job.

For the young sales executive in question, however, his valuable personal effects were a little different to normal. PCs, TVs, HiFi and CDs were all to be expected, but the multiple games consoles and boxes of games cartridges were clearly a perk of the job! It was the mountain bike and full size table tennis table that were the biggest packing jobs though! With the high value of his possessions, he was also keen to take Gold Service cover to protect against loss or damage in transit.

With many more items to ship than he had remembered when getting the quote he was expecting a much higher bill for delivery, but our packing knowledge and expertise in securing fragile items in a compact space meant that all his goods were shipped safely and securely and in line with the original estimate. A very satisfied customer who has **PACK & SEND** in mind for his anticipated return to the UK in the future.



### Aberdeen Arrival

**PACK & SEND** was approached by an employee of a chemicals company who wanted 'some boxes to pack his things in'. After some friendly questioning, he explained that his job was being moved to Aberdeen and he had to get his things moved with him, so he needed to make them safe.

When he discovered that **PACK & SEND** could not only supply the boxes, but were also able to pack the more difficult items, collect everything and then ship it to Scotland for him, he was delighted as he had been "dreading trying to arrange the collection and delivery to fit in with my moving dates". **PACK & SEND** even provided packing materials for him to prepare most of his effects for transit, in advance of collection, at his own pace.

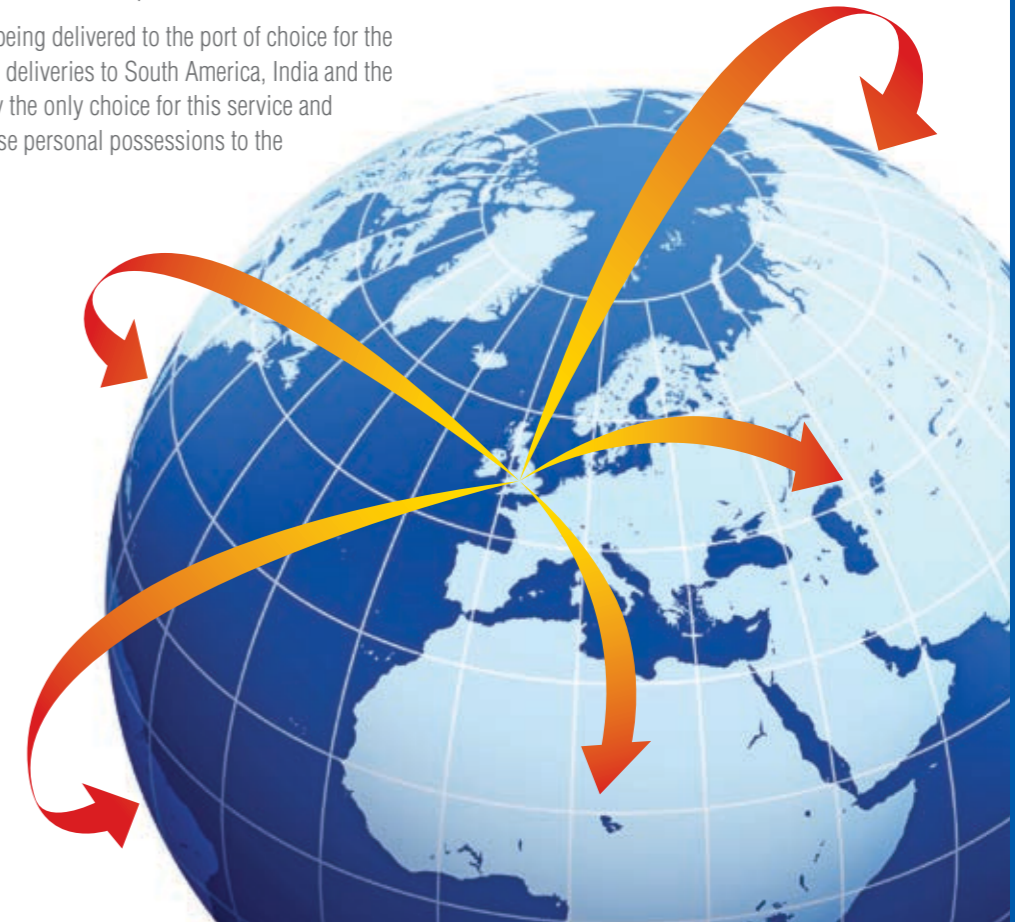
**PACK & SEND's** ability to provide an end-to-end packing and delivery service makes life easier, provides flexibility and is better value for customers.

### Project Team Moves

Many large businesses have a need to send employees to join, or even run, teams all over the world to complete major systems implementation, construction or financial projects. Their staff can be away for months or even years and often need to relocate their families as well as their possessions.

One employee of a global construction business based in the Thames Valley found himself needing to move his family and personal possessions to new accommodation in Venezuela for up to 18 months. He chose **PACK & SEND** because of the range of shipping options they offered and the high quality packing service for his valuable personal and professional effects. With his move completed faultlessly, he was happy to recommend **PACK & SEND** to other colleagues in a similar position.

Having completed many similar jobs – some being delivered to the port of choice for the customer to collect at their leisure – including deliveries to South America, India and the Middle East, **PACK & SEND** are now virtually the only choice for this service and will also be arranging the safe return of all these personal possessions to the UK as the projects finish.



## Bulky and Awkward Items

### Scottish Animal Welfare Society

With a host of needy animals getting hungry, the Scottish Animal Welfare Society was in urgent need of moving some of their pet food stocks from a storage facility in Southern England to the Highlands. A failure with their regular transport company meant that they quickly had to find an alternative to move 3 tonnes of food.

**PACK & SEND** won the task because they were easy to find – the website provided the facility to request a quote – they were flexible and they took ownership of the job from end-to-end.

Whilst being virtually the only choice for shipping fragile and valuable loads, **PACK & SEND** are very capable of handling large and bulky deliveries too, both in the UK as well as abroad. Excellent customer focus and attention to detail resulted in a happy customer and a lot of well fed animals.

### Speedway Racing Bike

Here was a shipment that was bulky AND valuable. Bought in the UK, but for use on the other side of the globe, a young speedway racer needed to get his new £20,000 bike and accessories safely to Australia.

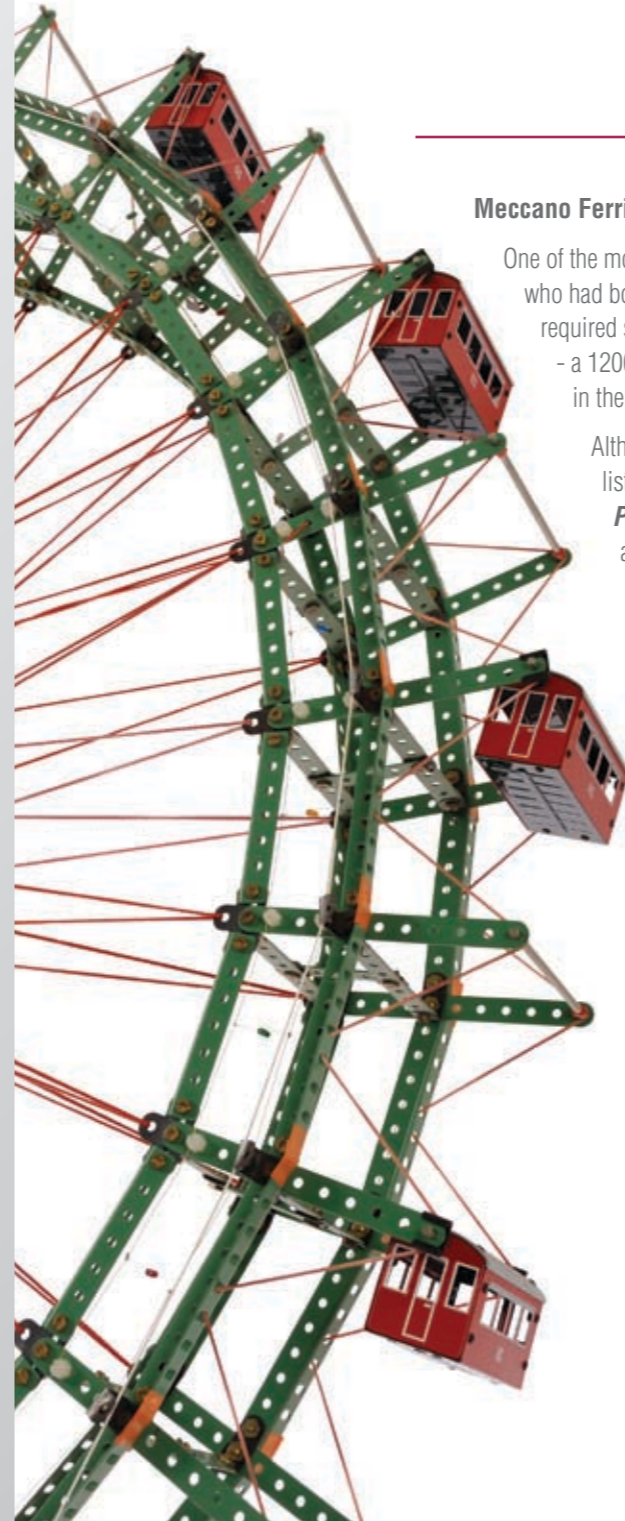
As the full load included additional wheels and tyres and spare racing engines, it was clear that secure packing was going to be required to protect the bike on its 12,000 mile containerised sea journey. Whilst he shopped around, the customer selected **PACK & SEND** due to their winning combination of knowledge – they provided robust advice on what paperwork would be required to bring the bike into the country – service and packing skills.

**PACK & SEND** not only provided the best packing solution – a customised wooden crate – but they effortlessly handled the door-to-door delivery as well.

### Antique Employee Time-keeping Clock

**PACK & SEND** specialise in high value shipments such as art and antiques and these can sometimes be bulky as well. A specialist antiques dealer had purchased a 19th Century time-keeping clock in Reading which needed collecting, securely packing and then sending to him in Spain. This looks like a reasonably routine job until you realise that the clock was over a metre tall and weighed around 50kg.

Securely packed and travelling on our European road service, this rare piece was safely delivered within three working days and the new owner was so delighted that four months later he was in touch with **PACK & SEND** again to arrange collection and delivery of a second time-keeper of exactly the same design.



### Meccano Ferris Wheel Model

One of the more unusual jobs that **PACK & SEND UK** have taken on was for an Australian antique dealer who had bought a large Meccano model. With the unique piece having been won via ebay, the task not only required safe transportation to Australia, but it also had to be collected from the seller near Dijon in France – a 1200 mile round trip from the UK HQ, which was also through some of the worst weather in Europe in the past 25 years!

Although it is often the ebay seller who engages **PACK & SEND** to add a delivery solution to their listing and so improve the bids they receive, on this occasion it was the buyer who contacted **PACK & SEND** after a Google search. The size and fragility of the model, with 14 illuminated cars around the 4 metre circumference, meant that it required a dedicated vehicle to safely collect it and then take it to the **PACK & SEND** depot for full preparation and packing.



The key to safe movement of such large or fragile consignments is quality packing and this is where **PACK & SEND** excel! No one has a wider range of options or more experience of securing such items and then delivering them within required timescales and budgets – wherever they are going.

“ We didn’t know how we were going to move the model when we first bid for it’, explained John Markworth, organiser of the Ballarat Antique Fair in Victoria, Australia. ‘We spoke to our local **PACK & SEND** store and they explained that there were now outlets in the UK and several other countries. Once we had the contact details for the UK HQ, they took care of everything for us, including contacting the seller directly. It was all so easy!’ ”

## Probate Requirements

With families living increasingly far apart (and often in different countries) the upset caused by the death of a relative can be compounded by the difficulties of executing the person's will. Executors of a will are obliged to fulfil the wishes of the deceased so they have to solve the problem of having items left in a will sent to the inheritor. **PACK & SEND** understand the sensitivities of the problems that can arise and have a great deal of experience in handling some very unusual bequests...

### Royal Doulton Tea Service

The death of a lady in Oxfordshire led to her Royal Doulton tea service collection being bequeathed to her relatives in Australia and the solicitor dealing with the will had the challenge of arranging to get it there.

Being china it needed careful packing and, as it dated back to the 1700s, it was valuable as well – which is why his only choice was **PACK & SEND!** With almost one hundred pieces from dinner plates to teapots, the crockery was collected and returned to the local store for secure packing. Each item was wrapped in heavy duty Air Cap before being placed securely in bespoke boxes with Fill Air sacks providing additional cushioning where necessary. The whole collection was then shipped safely to the door in Australia.

**PACK & SEND** were a great choice for the solicitor. Not only was his job made easier by having a single supplier handling collection, packing and delivery, but he was also able to reassure his client's family that everything was being handled carefully and respectfully.



### Stamp and Photograph Collections

Some bequests have modest financial value, but are priceless to those who are receiving them.

When an elderly gentleman passed away in Berkshire, his will stipulated that his amateur stamp albums, extensive photograph collection and other mementos went to his son who had moved to New England, USA. The **PACK & SEND** team asked to handle the task recognised the personal value of the irreplaceable collections and treated them with the same care and respect that any shipment receives. All the albums were carefully wrapped in paper and then layers of Air Cap to avoid damage in transit. They were then packed as compactly as possible in double layer cardboard cartons to maximise protection and minimise cost.

**PACK & SEND's** knowledge of US import laws also ensured that the correct documentation had been completed before the consignment left and that the recipient knew what he would have to do to take delivery of the collections locally. All went smoothly and these family treasures have now been handed safely on to the next generation.



### Samurai Sword

Very often **PACK & SEND** are the only choice for the shipping jobs they take on because the way that they handle a task is unique. When a Hampshire solicitor found himself having to get a genuine Samurai sword to Australia as a result of a bequest, he thought that he had an impossible task as it was not suitable for sea freight and air carriage rules are very strict on the movement of weapons – especially ones as deadly as this.

It is the quality of their packing that meant **PACK & SEND** could prepare the sword for safe shipment via the airfreight service. Being securely closed in its own case, enclosed in Air Cap wrap and then placed in a custom made wooden case meant that the weapon would not only avoid damage, but was also deemed to be secure enough to travel in the air and on to its new owner.



CASE STUDY

# eBay and Online Sales

Using **PACK & SEND** for deliveries can help ebay sellers get better sale prices for their listings

Perhaps the most frequent requests that **PACK & SEND** receive are the 'collect, pack and ship' jobs they have done for numerous 'ebayers' in the UK and beyond. Ebay sellers of large, fragile, awkward or valuable items often struggle to offer suitable delivery options to potential buyers and consequently limit their listings to only bidders who can collect the goods. The unfortunate result is that this restricts the number of bids and less competition reduces the potential sale price.

Sellers who use **PACK & SEND's** bespoke packing and delivery services, however, can often secure better prices by inviting bids from anywhere in the knowledge that they have a reliable shipping solution to offer, regardless of where the items need to go.

## Electric Scooter for my ship

One delivery challenge given to **PACK & SEND** stands out even in the huge collection of the extraordinary that is typical on ebay.

The 'ebayer' client was actually a merchant seaman who was surfing the auction site via a satellite internet connection from a tanker in the Atlantic. He had seen and bought a large, electric motorised scooter from a seller in northern England and wanted to use it to get around on the ship he was working on. When the deck is around ¼ mile long, moving from bow to stern regularly can be pretty draining and motorised transport becomes very attractive!

Having found **PACK & SEND** via an internet search he quickly had an estimate for collecting the scooter from the seller and having it securely packed for shipping to his next port of call. After checking the likely port and customs fees for collection and release of his new 'vehicle' he confirmed the order and looked forward to an easier life onboard.



## Yamaha Drum Kit

Another international job originated from an ebayer in Larnaca in Cyprus. The buyer was fulfilling a life-long ambition to own a Yamaha drum kit and had found one for sale in the UK, but it was showing as a 'buyer collection only' listing. Before giving up on it, he contacted **PACK & SEND** UK to see if they could collect, pack and ship the kit. Delighted with the positive response and the estimate of cost he knew what he could afford to bid and set about winning the auction.

The customer was now in a hurry to play his new pride and joy so **PACK & SEND** collected the kit the following morning and quickly had it broken down and safely packaged in the smallest cartons possible to reduce the shipping costs. Cymbals and skins were removed and individually wrapped to ensure they would not be damaged in transit and the complete load was consigned for road and sea freight delivery the same afternoon. Travelling through several European countries en route, the musical delivery arrived in Greece to catch the ferry to Cyprus and then to the door in Larnaca – a total journey time of six days from purchase to arrival!

The customer is sure to 'make a lot of noise' about **PACK & SEND** if asked for a recommendation from other ebayers!

## Porcelain Collectables

Porcelain statues and figures are among the most fragile items to handle as they are often very brittle and the way the clay can be worked means they can have very detailed features on them. Shipping large figures is very challenging and an area where **PACK & SEND** excel.

A recent request from an ebay seller to arrange safe delivery of a three foot tall Lladro piece was such a job. The figure was a detailed study of swans in flight and had several fragile points that would need careful packing. The buyer was in Scotland so the piece would be travelling several hundred miles.

Before surrounding with bespoke foam in place packing, the extremities required protective shields to ensure they would not break when the foam was removed. The whole figure was then wrapped in a protective Cell Air shroud before being placed in a bespoke case and surrounded by expanding foam to ensure it was perfectly secure.

The delighted seller made a point of contacting **PACK & SEND** after the delivery was completed to express his satisfaction with the quality of delivery and has since placed other ebay sale deliveries with the business.



## Car and Vehicle Parts

### Sports Car Hard Tops

One of **PACK & SEND's** longest standing customers in the UK actually lives in the US!

He is a motor trader who deals in hard tops for sports cars and sources used tops from customers in the UK which he then ships to the US to resell. When he originally started this business, he was having to co-ordinate several different parties in order to get these large car sections across the Atlantic and relied a lot on the seller's goodwill; which often meant he paid more than he needed to. He also experienced a lot of damaged deliveries where the seller would blame the packer and they would pass that blame to the shipper and so on....

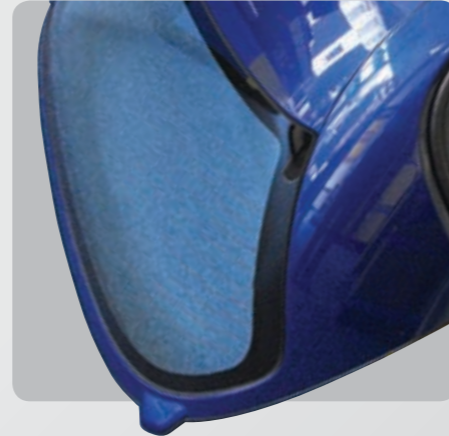
Having found **PACK & SEND** through Google, he asked for an estimate to collect, pack and ship a hard top to him and was pleased with what he heard. The team got the job, built a temporary harness to allow safe collection from the seller to the store and then designed a bespoke case to safely ship the item to the States. The customer was even happier when he saw the quality of the delivery that arrived a few days later!



**PACK & SEND** are now an integral part of his business and are regularly collecting hard tops he identifies, preparing them for shipment and delivering directly to his customers in the US. They even arrange for any minor damage that might be on the roof at collection to be repaired before shipping to make the dealer's life a whole lot easier.

The quality and reliability of **PACK & SEND's** service has allowed him to expand his business, improve his service to his customers and reduce his costs. **PACK & SEND** have a regular contract and a very happy customer.

**“My business has virtually doubled during tough economic conditions but this would not have been possible without using PACK & SEND!”**



### Spare Parts Needed Quickly

Having a range of shipping options means that **PACK & SEND** are able to deliver in whatever timescale is important to the customer. For some customers, however, the delivery cannot be soon enough and **PACK & SEND** have the challenge of ensuring the goods are delivered within hours rather than days.

An unusual illustration of how quickly **PACK & SEND** can work was when we were asked to get some vehicle parts delivered to complete a repair to a cherished car. When the car in question turned out to be a McLaren road car, it wasn't a surprise that speed would be an issue. When you own one of the fastest production cars in the world, it is not unreasonable to want it repairing quickly!

Our estimate had no sooner been approved than the **PACK & SEND** van was on its way to collect the parts from the factory whilst back at the store large cartons were being prepared for the carbon fibre wings and bonnet. Once packed and prepared, the parts were again on the move for the first available freight departure and an overnight flight to the workshop handling the repairs.

Unpacked and painted at top speed, the car was back in pristine condition, and the delighted owner on the road within days.



### Classic Jaguar Body Panels

Those familiar with the 'classic' car market will appreciate how difficult it can be to get replacement parts for vintage cars – even relatively young ones. It is not unusual for a collector to need to buy replacements for damaged parts from some distance away and even abroad.

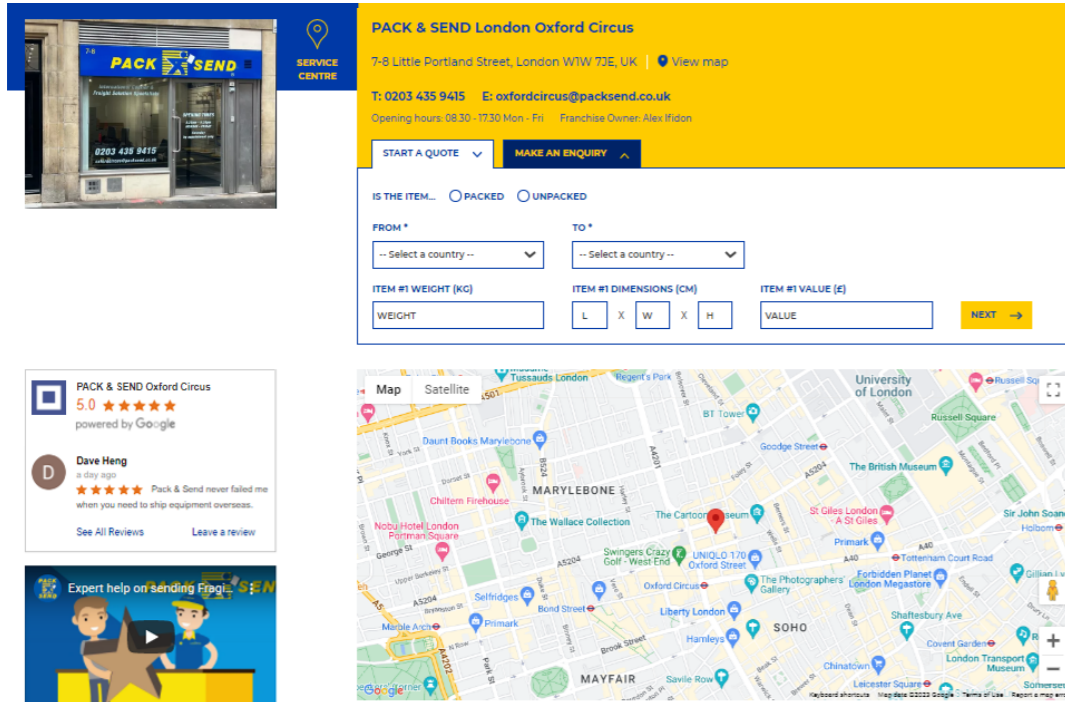
**PACK & SEND** have undertaken several jobs for collectors including the shipment of a bonnet, doors and other parts for a vintage Jaguar from the UK to Australia. Given the rarity and fragile nature of the parts, as well as the size of them, it was a job for which **PACK & SEND's** skills were perfectly matched.

The huge parts had to be carefully packed for the short journey from the supplier to the store before being wrapped in protective Cell Air and Air Cap layers.

A bespoke 2m square wooden crate was built to house all the parts which even had its own wheels for ease of movement. The whole shipment was then securely packed and void-filled before being sealed for the 10 week boat trip to Australia where it arrived safely – the parts are now fitted to the delighted new owner's pride and joy.



# How To Find Us - *PACK & SEND UK*



The screenshot displays the website interface for PACK & SEND London Oxford Circus. It includes a photograph of the storefront, a 'SERVICE CENTRE' icon, and contact information: 7-8 Little Portland Street, London W1W 7JE, UK. The phone number is 0203 435 9415 and the email is oxfordcircus@packsend.co.uk. A form for starting a quote or making an enquiry is visible, with fields for item weight, dimensions (L, X, W, X, H), and value. A Google review from Dave Heng is also shown, along with a video thumbnail for 'Expert help on sending Fragile'.

For more information on how to find out visit our website: [www.packsend.co.uk/oxfordcircus](http://www.packsend.co.uk/oxfordcircus)

**PACK & SEND Oxford Circus**  
7-8 Little Portland Street  
London W1W 7JE  
**T +44 (0)203 435 9415**  
**Email: [oxfordcircus@packsend.co.uk](mailto:oxfordcircus@packsend.co.uk)**

[www.packsend.co.uk](http://www.packsend.co.uk)

At **PACK & SEND**, our success is not because of how clever we are, but because of how simple we make things for our customers. They don't want to know about airfreight loading regulations or which seaport has the lowest handling fees in their destination country, they just need to know that their fragile or treasured possessions will arrive safely and on time.

If you have a fragile, large, awkward or valuable item for shipping then there are very few options available other than investing time and money in personally accompanying the item from door to door - and this is rarely practical or cost-effective. **PACK & SEND** can resolve the issue at a fraction of the cost, and with the care and attention that you would give the goods if you were transporting them yourself.