



**PARCEL2
COURIER**

KEEP PHOTO EVIDENCE

We recommend you take photo evidence of your parcels against a tape measure, that way you will easily be able to provide physical proof of your **DECLARED** dimensions and weight, compared to what the courier company scans your freight at.

If you are unable to prove what you have declared then you might be unable to contest any additional charges, and these will be payable after your shipment has been processed if your freight is scanned at a higher amount by the chosen courier compare to what you have declared when processing.

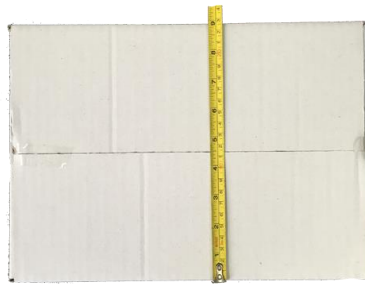
Receiver Paid Shipments: *If you are the receiver of the goods, and you have arranged the shipment – our best advice is to take photo evidence as soon as you receive the goods prior to unpacking.*

The best way to take this evidence is keeping 3 photos which includes the **Length, Width and Height** of each piece of freight as shown in the images below;

Height Image:



Width Image:



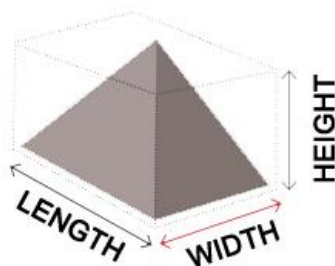
Length Image:



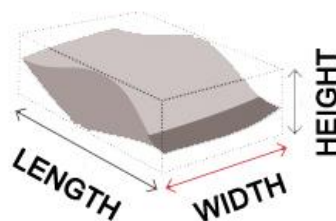
Common Issue:

All freight is cubed at the greatest point on each dimension when it is scanned by the couriers, so make sure when you take your measurements / input your declared dimensions you do this from the **MOST EXTREME** point of measurement, not just the edge of the box!

Irregular Shape:



Bulky Satchel / Bag:



As all parcels are scanned by an X-Ray machine for weights and dimensions, unfortunately if you do not measure up correctly then it's highly likely you'll receive an invoice for the difference in cost between what you have paid and what you should have paid.