

Shipping and Packaging Guidelines

Best Practices for Safe and Secure Shipping of Design and Crafts

Adorno's Global Shipping Solution ensures that collectible design pieces arrive safely at their destinations. Proper packaging is essential to avoid damage that may not be covered by insurance. This guide consolidates best practices from DHL and FedEx shipping guidelines, adapting them to Adorno's unique inventory. It also incorporates Adorno's Membership Agreement clauses, outlining vendor responsibilities and consequences of improper packing.

General Packing Requirements

Adorno's vendors must comply with these guidelines to ensure that items are shipped safely and qualify for insurance coverage. Failure to adhere to these requirements may result in denied claims, additional costs, or disputes with buyers.

1.1 Vendor Responsibilities (From Adorno Membership Agreement)

- Vendors must pack pieces according to these guidelines (Clause 6.2).
 - Vendors must take and submit packaging photos (inside and outside) before shipping (Clause 6.2).
 - Vendors must print and securely attach shipping documents (Clause 6.3).
 - Any missed pickup due to the vendor's fault may result in a €75 fee (Clause 6.4).
 - If the final weight and dimensions differ from the vendor's submitted information, any extra shipping charges will be deducted from the vendor's payout (Clause 6.5).
 - If packaging is deemed insufficient and damage occurs, the vendor is responsible for return and repair costs (Clause 7.2).
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Packing Guidelines by Item Type

Each design piece requires specific handling based on material, shape, weight, and fragility. Below are detailed best practices for marble, glass, ceramics, wood, metal, textiles, and mixed-material pieces, including large, small, heavy, and lightweight items.

1. Packing Fragile and Delicate Pieces

1.1 Marble & Stone Furniture (Tables, Sculptures, Pedestals)

Risk Factors: Cracking, chipping, heavy weight causing structural damage.

Best Practices:

- ✓ Custom wooden crate required for pieces over 20 kg.
- ✓ Wrap individual parts separately in soft foam and rigid corner protectors.

- ✓ Base support is crucial: Use foam blocks or custom-cut inserts to prevent movement.
 - ✓ Fill void spaces with firm cushioning (polystyrene or dense foam).
 - ✓ Label with “Heavy – Team Lift Required” and “Fragile – Handle with Care”.
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1.2 Glass Furniture & Components (Tabletops, Mirrors, Glass Panels)

Risk Factors: Shattering, edge chipping, pressure damage.

Best Practices:

- ✓ Wrap glass in multiple layers of foam padding and bubble wrap.
 - ✓ Apply edge protectors to prevent chipping.
 - ✓ Use a rigid honeycomb board or plywood panel on both sides.
 - ✓ For large glass pieces, use a wooden crate with shock-absorbing foam.
 - ✓ Pack glass vertically (never flat) inside the crate for better pressure resistance.
 - ✓ Clearly label as “Fragile – Glass” and “Do Not Lay Flat”.
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1.3 Ceramics, Porcelain, & Delicate Objects (Vases, Bowls, Sculptures)

Risk Factors: Surface scratches, breakage from shock or pressure.

Best Practices:

- ✓ Wrap each item in soft foam sheets, securing edges and protruding parts.
 - ✓ Use corrugated dividers or individual compartments for sets.
 - ✓ Box-in-box method: Inner box is cushioned with foam, then placed inside a larger box with void fill.
 - ✓ For tall items (e.g., vases), use rigid foam collars to prevent tipping inside the box.
 - ✓ Mark as “Fragile – Handle with Care” and include a top-load arrow.
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1.4 Lightweight & Small Objects (Jewelry, Small Homeware, Decorative Items)

Risk Factors: Crushed by heavier shipments, lost in transit.

Best Practices:

- ✓ Place in a rigid small box or protective case to avoid deformation.
- ✓ For delicate materials, use velvet or foam inserts to prevent scratches.

- ✓ Use tamper-proof seals to ensure security.
 - ✓ Pack inside a larger shipping box with additional cushioning.
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2. Packing Heavy & Large Pieces

2.1 Metal Furniture & Sculptures (Steel, Aluminum, Brass, Bronze)

Risk Factors: Scratches, dents, shifting inside the package.

Best Practices:

- ✓ Wrap all surfaces in soft foam sheeting.
 - ✓ Use thick foam corner protectors for sharp edges.
 - ✓ If packing without a crate, reinforce with honeycomb board panels.
 - ✓ Secure with heavy-duty straps inside the crate to prevent shifting.
 - ✓ Apply "Heavy – Lift with Care" labels.
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2.2 Wood Furniture (Tables, Chairs, Cabinets, Benches)

Risk Factors: Scratches, pressure dents, humidity damage.

Best Practices:

- ✓ Wrap all wooden surfaces in soft foam, avoiding direct tape contact.
 - ✓ Protect edges and corners with thick foam padding.
 - ✓ Use desiccant packs inside packaging to prevent moisture buildup.
 - ✓ For large furniture, disassemble if possible, labeling each piece for reassembly.
 - ✓ For veneer or polished finishes, wrap in soft cloth before adding bubble wrap.
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2.3 Upholstered & Textile-Based Furniture (Chairs, Sofas, Cushions)

Risk Factors: Fabric tears, compression damage, exposure to dirt.

Best Practices:

- ✓ Wrap in breathable plastic wrap to prevent dirt but allow air circulation.
- ✓ Use corner and armrest padding to maintain shape.
- ✓ For sofas and large pieces, use reinforced cardboard panels for additional structure.
- ✓ Avoid vacuum-sealing fabric items, as compression can deform shapes.

3. Packing Multipiece & Modular Items

3.1 Nested & Stackable Items (Set of Stools, Stacking Chairs)

Risk Factors: Internal impact damage, shifting inside packaging.

Best Practices:

- ✓ Wrap each item separately with a soft protective layer.
- ✓ Use foam dividers to prevent direct contact between stacked pieces.
- ✓ For stacking chairs, secure with foam straps inside the crate to prevent shifting.

3.2 Modular & Flat-Pack Designs (Disassembled Furniture, Custom Installations)

Risk Factors: Small components getting lost, assembly damage.

Best Practices:

- ✓ Wrap each component separately in soft padding.
- ✓ Place small parts (screws, bolts) in labeled pouches, secured inside the package.
- ✓ Include assembly instructions inside a sealed envelope attached to the crate.

4. Additional Packing Considerations

4.1 Weather & Humidity Protection

- ✓ For moisture-sensitive materials (wood, textiles, metal), use silica gel packs inside crates.
- ✓ For long transit times, seal in moisture-resistant film before boxing.

4.2 Custom Crating Recommendations

- ✓ For pieces over 50 kg or fragile items, a reinforced wooden crate is required.
- ✓ Use impact-resistant foam blocks at the crate's base to absorb shocks.
- ✓ Crates should be screw-fastened for easy unpacking without damaging contents.

Shipping Regulations & Compliance

1 Customs & Documentation (From Adorno Membership Agreement)

- Vendors must print and securely attach all required shipping documents (Clause 6.3).

- For EU-based vendors shipping outside the EU, an EORI number is required (Clause 6.8).
- For UK-bound shipments, Adorno collects VAT on orders under £135 (Clause 6.7).

2 Size & Weight Limits (DHL & FedEx)

- Maximum package weight: 150 lbs (68 kg).
- Maximum dimensions: 108" (274 cm) in length, 165" (419 cm) in length + girth.
- For oversized or overweight items, a freight service may be required.

Damage & Insurance Policies

1. Buyer Responsibilities (From Adorno Membership Agreement)

- The buyer must inspect the piece within 3 days of delivery and report damages to Adorno (Clause 7.1).
- If damage is due to shipping and packaging was sufficient, insurance will cover return & repair costs (Clause 7.2).
- If damage is due to insufficient packaging, the vendor is responsible for return & repair costs (Clause 7.2).

2. Insurance Coverage & Exclusions

- Insurance only applies if the vendor follows all packaging guidelines.
- Fragile labels must be clearly visible to qualify for insurance claims.
- Pieces with insufficient padding or unsecured parts are not covered.

Returns & Refunds

1. Return Rights (From Adorno Membership Agreement)

- Buyers have 14 days to return a piece, except for made-to-order pieces (Clause 8.1).
- If a piece does not match the description, the vendor pays for return shipping (Clause 8.3).
- If the buyer simply regrets their purchase, return costs are on the buyer (Clause 8.3).

2. Packing for Returns

- The buyer must repackage the item securely to prevent further damage.
- If repacking is insufficient, additional repair costs may be charged to the buyer.

Final Checklist Before Shipping

- ✓ Is the item securely cushioned with at least 6 cm of protective padding?
- ✓ Are all fragile parts reinforced with foam or edge protectors?
- ✓ Is the package sealed using the H-taping method with high-strength tape?

- ✓ Are all required shipping labels and documents correctly applied?
 - ✓ Has a backup shipping label been placed inside the package?
 - ✓ Have packaging photos been sent to logistics@adorno.design before shipping?
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