



Trade-in : Preparation for packing

Make sure to **remove** all **external storage** media from the return product, such as DVD's, Memory Sticks, SD Cards, Tape Cartridges, etc... Disconnect all **external cabling**. Secure **loose parts** with adhesive tape.

1. Packing Types

a) Single Box

- ! Products must be **packed** with all accessories in corrugated **fiberboard boxes**, suitable for ground transportation.
- ! Where appropriate, **filling material** must be **used** to protect the goods from moving inside the box.
- ! Boxes must be **sealed** with **duct tape**.
- ! Packaging units with **30 kg or more** must be provided on a **pallet**.
- ! **Shipping label**, provided with the confirmation e-mail must be **attached safely** on each packing unit, easily accessible also when boxes are being stacked on a pallet.

b) Pallets

Large sized goods and/or weights **over 30 kg** must be **packed on pallets**.

Do not mix products from **different claim numbers** on one pallet, except they are packed in single boxes and clearly labeled.

When stacking larger quantities on one pallet:

- ! Protect the single units by putting **cardboard sheets** on the bottom of each layer and between the units of each layer
- ! Position products of **largest weights** and **size** at the **bottom** layer.
- ! Please avoid ride out, if inevitable use edge protection
- ! Products and pallet must be **wrapped** with stretch **foil**, at least **5 times** each corner.

- ! **Maximum** pallet height of **150 cm** may not be exceeded for mixed pallets.
- ! Use of non-metallic **strap to secure** the goods on the **pallet** is strongly recommended.
- ! Apply **edge protection** when strapping.



2. Preparation for Collection

The goods for **collection** must be provided on the **same level as the shipping door**.

Shipping label provided with the confirmation e-mail must be **attached** safely on **each shipping unit**.

If there are building-related restrictions or requirements for the collection of pallets, please inform our **Customer Service Center** about these circumstances in good time before collection.

Customer Service Center:

E-Mail: trade-in@tpps.mail.hp.com

Tel.: +49 7031 7632 427