



Important Packaging Points

Please pack your valuables according to the guide below to maintain the condition of your items throughout the delivery process.



Cardboard Box without Ice*

Additional layers of shrink wrap to reinforce the exterior and bubble wrap for internal to reinforce the carton. No ice required for cardboard boxes.

*Please refer to size recommendation in Page 03.



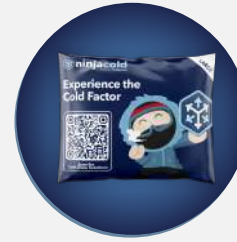
Styrofoam Box with Ice Packs*

Additional layers of shrink wrap to reinforce the exterior and bubble wrap for internal to reinforce the carton. Dry ice packs are recommended.



Aluminium Foam Bag

Place the product in a brand new insulated aluminium foam bag then seal the bag tightly and place it into a cardboard box for additional protection (if required).



Standard Uninsulated Polmailer

Wrap the pre-chilled product in a watertight bag, enclose in thermal wrap with frozen gel packs, fill empty spaces, and seal tightly.



Leave No Empty Spaces

Use filler material in order to minimize lateral movement of the product, reducing risk of damage to the items or boxes during transit.



Find The Right Fit

Always place your products in the center of the box, with at least some distance between the walls or corners.



Separation Is Key

When shipping multiple items in a single package, you should wrap each item separately. Dividers must be used to keep the items from making contact during transit.



Do Not Bundle Multiple Parcels Together

Each parcel should be shipped on its own, with individual waybills, to minimise risk of damages, and/or missing parcels.



Heavy Parcels

If the items you are shipping are on the heavier scale, look to reinforce your external boxes with additional layers of bubble and shrink wrap.



Bottles and Liquids

When sending liquor, wine or other bottle items, please put them in an upright position and label the parcel with an "upright" sticker.



Fragile Parcels

Fragile items like wine glasses and ceramics should be wrapped in multiple layers of bubble wrap. A general recommendation is 8cm of bubble wrap protection. Fragile, and upright stickers should be visibly and clearly pasted on the boxes too.



Odd-shaped Parcels

Large items that are not able to fit into boxes should be tightly shrink wrapped together before being bubble wrapped, covering all surfaces. Any edges should be protected with bubble and shrink wrap or cardboard.



Avoid Potential Leaks

Items containing liquids, with spray or pump nozzles, should have the nozzles shrink wrapped.



Waybill Clarity with Required Temperature Sticker / Indicator

Ensure that the parcel does not have multiple different or old waybills. Waybills should be sharply and clearly printed such that the barcode, QR code or the temperature required is easily visible and without blur lines or fading.



Unique Waybill

All parcels must have its own unique tracking ID and corresponding waybill.



The Right Tape

Use strong carton sealing tape in the form of pressure-sensitive plastic tape, water activated tape, or reinforced tape that is at least 2 inches wide. Avoid using kraft paper tape, masking tape, or string.

Disclaimer

- Ninja Cold's liability for any loss of or damage to delivery items shall be limited to the value of the delivery item or RM200 per delivery item, whichever is lower. To increase coverage under our High Parcel Liability Cover, please contact us.
- Unless a claim for loss or damage of parcel is made within 7 days from the completion of Delivery Services and according to Ninja's prevailing standard procedure, Shipper irrevocably and perpetually waives all claims for lost or damaged parcels.



Use The H-taping Method

Ensure all seams are taped down and sealed on all sides of the parcel.



Temperature-Specific Packaging Guidelines

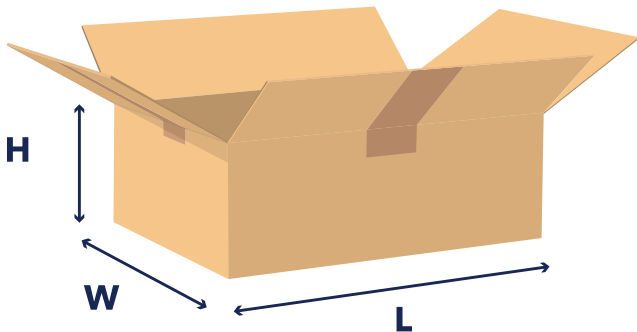
Temperature	Item	Example	Guideline
FROZEN -18°C to -20°C	FROZEN MEAT 	- Chicken - Beef - Mutton	STANDARD UNINSULATED POLYMAILER - Place items in a leak-proof or watertight bag where applicable - Use an insulated thermal liner with sufficient gel packs - Minimize empty space to maintain temperature - Add bubble wrap only for cushioning, if required - Seal securely before shipment
	FROZEN READY-TO-EAT PACKS 	- Rendang - Dendeng - Diet meal - Keto meal	
	FROZEN SEAFOOD 	- Fish - Prawn - Crab - Squid	
	FROZEN PROCESSED FOOD 	- Nugget - Keropok - Meat Ball - Dumpling	
CHILLED 0°C to 8°C	FRUITS 	[NON FRAGILE ONLY] - Apples - Oranges	STYROFOAM BOX - No open or damaged packaging - For non-refrigerated transport, use an insulated styrofoam box with appropriate cooling agents (gel packs or dry ice) - Minimize empty space inside the package to improve temperature retention - Reinforce the outer carton with shrink wrap and bubble wrap for internal
	SUPPLEMENTS 	Supplements that you can find in pharmacies	
	CHOCOLATES 	- Chocolate Bar - Chocolate Snack - Chocolate Tub	
TEMP. CONTROL 18°C to 25°C	BREAD 	- Roti - Roti Canai - Donut - Dough	USE A STURDY CARDBOARD BOX FOR TRANSPORT - No ice packs required - Fill empty space with lightweight void-fill to prevent product shifting - Reinforce the outer carton with shrink wrap and bubble wrap for internal
	CAKES 	[NON FRAGILE ONLY] - Banana Cake - Layer Cake - Sponge Cake	
	DAIRY PRODUCTS 	- Milk - Cheese - Butter - Yoghurt	

Disclaimer

- This packaging guideline is for reference only and may not apply to all products.
- Shippers should use sound judgment and adapt as needed.



Size Recommendation



Size	Dimensions (W + L + H)	Vol. Approx	Max Weight
XS	Outer 35 x 28 x 25cm Inner 31 x 24 x 20cm	14 Litre	5 kg
S	Outer 43 x 30 x 32cm Inner 38 x 25.6 x 26.5cm	25.7 Litre	10 kg
M	Outer 50 x 38 x 35cm Inner 43.5 x 32 x 28.5cm	42 Litre	15 kg
L	Outer 61 x 49.5 x 37.5cm Inner 55.5 x 43.5 x 30cm	72 Litre	25 kg

Prohibited Items



Non-Halal



Marketable Securities
(Cash, cheques, bills etc)



**Poisonous,
Toxic Substances**



**Flammable,
Ignitable Items**
(Fireworks, paint thinner etc)



Living Things
(Plants, pets etc)



Valuables
(Gems, gold, antiques etc)



Dangerous Weapons
(Firearms, knives etc)



Religious Artifacts



**Biochemical,
Radioactive Substances**



**Credit Cards,
ATM Cards**



**Examination
Certificates, Passports**
(which cannot be reproduced)



Artwork, Film Materials
(which cannot be reproduced)

Please refer to your Key Account Representative for full details.

* Additional markings and/or labels may be applied to the outer packaging during the delivery process.
** Items not appropriately packed / labelled may be subjected to either: (i) Relabelling and / packaging by Ninja Cold staff at the shipper's cost. (ii) Rejection and subsequent return to sender for repackaging.