



CREATE / REMIX / PLAY

Bop DJ Packing Guide

Introduction – What is this packing guide for?

On occasions, you may need to send equipment to us and pack it yourself. This may be for a warranty return or a part exchange. When you are sending us your equipment, the parcel will be placed on several vans or lorries with many other parcels piled on top of it before reaching us. For this reason, it is essential that you pack it adequately to withstand any pressures during transit. Damage in transit is very rare, but it is more likely to occur with equipment that is not packaged correctly. We have created this guide to help with ensuring that this does not happen.

IMPORTANT NOTE: It is very important that you follow this guide as packages will not be covered by courier insurance if they are not packaged correctly. If you fail to pack the items correctly as advised in this document, we cannot be held responsible for damage caused in transit.

Packing checklist, guidelines & advice

Product packing checklist:

- Ensure **ALL** media storage devices such as CD's, USB Sticks and SD Cards have been removed from the product.
- Ensure **ALL** accessories that come with the product such as USB cables, power leads and manuals are included.
- (If applicable) ensure that any software or serial codes are included (software deregistering will be arranged by Bop DJ staff).

If you have ALL of the original manufacturer packaging, please read section 1. If you do NOT have the original packaging, please read section 2.

Section 1:

If you have the original box **AND** all the internal packaging the product came with, it is always best to use this to pack the product. It is important to pack the product back in its original box as the manufacturer intended. This includes items being placed the correct way round in the polystyrene cut outs and any other packaging inserts to be placed in the box correctly.

It is very important that with all products, particularly turntables, loose parts and items are removed (e.g. platter, weights & headshells) and placed in the correct sections in the packaging. **ALL** cables, power adapters and accessories should be wrapped and stored in the specified compartments or with the prongs facing away from the unit.

Once you have packed the product back in the original packaging, please place it in an outer box. If this is not possible, please wrap the original packaging tightly in a protective cover. Recommended covers include bin liners or brown parcel paper.

Further advice:

- Please do not rush when packing and take time to do it carefully, ensuring all items and accessories are secure.
- If you are unsure on how to pack the item back in original packaging, we advise to search for unboxing videos online or to give us a call (contact information is provided at the bottom of this guide).

Section 2:

If you do not have the original packaging or you are missing parts of the original packaging, please follow this guide.

Example of poor packing and what to avoid:



- ✗ Flimsy Cardboard Box. Side walls are too thin.
- ✗ Box too narrow. No space around sides of equipment to insert cushioning.
- ✗ Box too shallow. Not deep enough to allow cushioning at top and bottom of equipment.
- ✗ Bubble wrap around product is too thin. Needs to be at least 3cm thick all the way round.

Example of effective packing and what to do:



- ✓ Strong Sturdy box with thick side walls.
- ✓ 3cm thick cushioning around equipment.
- ✓ Box wide enough to accommodate cushioning material all the way around.
- ✓ Box deep enough to allow cushioning material at top and bottom.



Section 2 cont...

1. Acquire a sturdy box – not one that's ripped or damaged in any way. The box needs to be large enough to accommodate the equipment and the cushioning material. It is advised to use a box that is too big, providing it is full of cushioning material than to use one that is too small that provides inadequate space for cushioning material.
2. Carefully wrap the equipment in a **minimum of 3cm of cushioning material**, such as bubble wrap, and place in the centre of the box. If there is any space left in the box, ensure to fill it with more of the cushioning material or soft packaging such as old screwed-up newspapers or packaging peanuts. **Do not leave any empty space in the box** as this can lead the box to be crushed or damaged under the weight of heavier boxes whilst in transit.



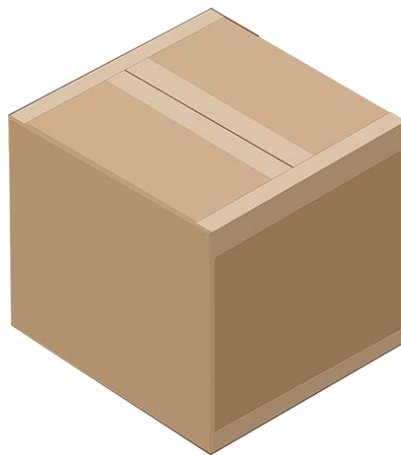
3. If the product you are packing has loose parts (for example a turntable has many loose parts including the platter, weights and headshell/cartridge), please ensure they are all removed from the main body of the unit and wrapped separately in their own pieces of bubble wrap. Once wrapped, place the parts in the box ensuring they are covered in the cushioning material and do not have space to move around.



IMPORTANT NOTE: For heavy parts that could cause damage to other parts inside the box in transit (like turntable platters), please ensure these are secure inside the box so that they cannot move around in transit. When packing multiple items in same box, the box must be big enough to allow cushioning material in between products. This prevents them moving around and banging into each other in transit.

Preparing the box

Tape the box using a 'H' pattern – across the middle of the box and also down the two edges so there are no gaps. Do this on the top **and** the bottom of the box. We advise that you use good quality parcel tape that won't unstick, especially if it happens to get wet.



If you're re-using a box, make sure you remove any old shipping labels. This is to ensure that there is no confusion once at the shipment depot.

Cases, Decksavers and large accessories

When packing accessories such as Decksavers, flight cases (all brands), workstations (all brands) or CTRL/UDG/DJC Cases, due to their size, ensure that they are packed separately from the main item and tightly wrapped in a protective cover. Recommended protective covers include black shrink wrap or brown parcel paper. We advise to cover them to avoid shipping labels falling off or damaging the item.

DO NOT SHIP PART EXCHANGE ITEMS INSIDE THE CASE OR WORKSTATION.

Other important information

- **THE COURIER WILL PRINT AND ATTACH A LABEL WITH OUR ADDRESS INFORMATION INCLUDED – YOU DO NOT NEED TO ATTACH A LABEL TO THE PACKAGE YOURSELF.**
- **MAKE SURE TO OBTAIN A COLLECTION RECEIPT FROM THE COURIER.**
- **UNDER NO CIRCUMSTANCES TAKE THE ADVICE OF THE COURIER DRIVER REGARDING SUITABLE PACKAGING. THE RESPONSIBILITY REMAINS WITH YOU AS THE CUSTOMER TO PACKAGE ANY ITEMS SECURELY, NOT THE COURIER DRIVER. THIS GUIDE CONTAINS THE CORRECT AND RELEVANT PACKING ADVICE.**

ANY QUESTIONS?

Contact our customer support team:

Phone: 0113 2765 507

Email: info@bopdj.com