

# The SAFE Way to Ship Jewelry

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## Do's and Don'ts

- Pack jewelry in a medium-sized cardboard box. Seal with tape. Label the box with the return address and tracking number in case the outer shipping box is damaged.
- Pack the inner box in a large packaging box from the delivery service
- or a sturdy, unmarked shipping box (no smaller than an adult-sized shoe box).
- Pack the shipping box with packing material to protect the inner box during shipping.
- Seal the shipping box with gummed, reinforced paper mailing tape or pressure-sensitive shipping tape. Write the tracking number on the box.
- Disguise mailing information so jewelry words are never mentioned.
- Require a signature to be obtained upon delivery, using Registered Mail whenever possible.
- Don't use a small box as a shipping box. Never ship jewelry in any type of envelope or folder.
- Don't use string, rope, masking tape or cellophane tape to seal the package.
- Don't indicate anywhere on the box or label that the package contains jewelry or that it is being shipped to or from a jewelry-related business.
- Don't use a drop box.

## All Carriers

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1. Place merchandise and your business card in a medium-sized, inner cardboard box. Seal with tape. Label this inner box with your return address (no jewelry-related words) and the tracking number. This will serve as identification if the outside container or mailing label is destroyed in transit.

2. Place the inner box in a strong, oversized shipping box (i.e., 12"x12"x 4"). To prevent the package from rattling, tape or glue the inside box to the shipping box. If possible, use a packaging box from the delivery service. Never use an envelope. If you do not have a box from your delivery service, disguise your shipment in a box from a different product. Do not use a box that is marked with any jewelry-related words (such as jewelry, gold, silver, etc.). Use a box that is in good condition; an "old" box loses its strength and can become damaged during shipping.

3. Fill the remainder of the box with packing material to help protect the smaller box during transit. Don't use jewelry catalogs or ads.



Coverage you can count on. People you can count on.

4. Seal the shipping box with gummed, reinforced paper mailing tape or pressure-sensitive shipping tape. Do not use string, rope, masking tape, or cellophane tape to seal the box.
5. Address the package clearly. Do not indicate that the package is coming from, or going to, a jewelry-related business. Use a name that does not contain jewelry terms. Change the name regularly. Do not use abbreviations that could be misunderstood. Disguise the return address in a similar fashion. Use the name of a business associate (with their permission), such as your accountant or attorney, who is at a different location, not in a jewelry district or a prominent jewelry ZIP code.
6. List the contents of the package as "parts" or "supplies." Never use jewelry-related terms.
7. Avoid shipping packages to/from ZIP codes 10036, 90013, 90014, or 90015. Use caution when sending packages to/from ZIP codes 60602, 60603, 60659, 94102, 94103, and 94108. If shipping to and from these ZIP codes, arrange for packages to be picked up or delivered to the post office or the carrier's convenience center. Consider mailing the shipment to another location outside of these ZIP code areas. Avoid shipping to a residential address.
8. Log the details of the shipment, its value, and the carrier used in case of a loss, as well as for reporting total exposures at policy renewal time.
9. Require a signed receipt upon delivery.
10. Buy coverage for the shipment from the carrier. Insurance coverage by most carriers is not automatic. It must be purchased.
11. Pick-up by the shipping carrier's personnel is permitted. However, if you are located in a metropolitan area, we recommend that you deliver your shipments to the carrier's convenience center. Do not discuss the contents of the package, the nature of your business, or the addressee's business, with the carrier's personnel. Do not use a drop box.
12. Schedule shipments so they do not sit in a shipping hub over a weekend or holiday. Ship by two-day service on Thursday or overnight service on Friday only to areas with Saturday deliveries and addresses available to receive packages. Avoid shipping packages by ground service on Thursday, Friday, or Saturday.
13. Consider changing carriers for a period of time if you have a loss with one shipper. The exception is U.S. Postal Service. Because losses are so infrequent, we do not recommend switching to another shipper if you use USPS.
14. Make sure the address label or air bill is firmly glued or attached to the package. Simply inserting the address label in a clear plastic sleeve or pouch allows thieves to easily replace it with a new label.
15. Split valuable packages in two or more parcels, dispersing values to avoid a catastrophic loss.
16. Make sure the package recipient is aware of the shipment, its contents and value, and when it should arrive.
17. Before signing for delivered packages, check each package for tampering.

## **Parcel Pro and Other Shipping Services**

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Jewelers Mutual recommends Parcel Pro, Inc., as an alternative to insuring your shipments under your Jewelers Block policy. Parcel Pro, the leading provider of insured, high-value shipping services to the



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jewelry industry, provides a combined shipping and insurance program. Other shipping services also are available.

## **U.S. Postal Service - Registered Mail**

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1. We recommend using Registered Mail whenever possible.
2. Use gummed, reinforced paper mailing tape and tape all edges of the package when sealing. The post office will mark the package several times with a registered mail ink stamp, making sure imprinted words overlap the tape and package. This makes it harder for someone to open the package and reseal it with other tape.
3. Postal regulations indicate that you must declare the full value for all packages you ship. Because post offices interpret the regulations differently, check with your local post office to find out how it handles Registered Mail.

## **U.S. Postal Service - Express Mail**

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(Recommended for next-day shipping)

1. Express Mail guarantees next-day and second-day delivery nationwide. You can purchase additional coverage up to \$5,000 through the post office.
2. Declare only the amount that will be covered by the post office.
3. Use mailing containers and preprinted labels provided by the post office. Never use an envelope.
4. Make sure the addressee will be available to receive the package.

Download our Shipping With Express Mail and Registered Mail Flyer for more.

## **United Parcel Service (UPS)**

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1. UPS will not accept or ship any package valued over \$50,000.
2. UPS will not insure loose cut or uncut gemstones. Loose stones are not insurable if in a spring mounting. The stone must be in a finished setting to be insurable.
3. Purchase up to \$50,000 of coverage through UPS, especially when sending packages to ZIP codes 10036, 90013, 90014 and 90015. You MUST declare the full value when you insure the package with UPS.

## **Federal Express**

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1. Do not use the Federal Express Letter envelopes or Federal Express Paks.
2. Always verify that the Federal Express employee has affixed the "ASTA Label" to the package to be certain it has been entered into their system.

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INSURANCE COMPANY

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