

GLS® Packaging Guidelines

Best shipping practices to minimize damages and prevent claims.



Packaging guidelines

Get your shipment ready by following the steps below:

1 Choose the right box

Choose a corrugated box that's new or in excellent condition and appropriate for your shipment (dimensions and weight). It's your package's first line of defense.

2 Secure your contents

Secure your contents by filling all empty space inside the box with packaging materials to prevent movement during shipping. Snug means secure.

3 Seal it properly

Use strong tape designed for shipping, at least 2 inches wide. Pressure-sensitive or nylon-reinforced tape works best. Seal all box seams securely.

4 Keep it simple

Do not wrap packages with Kraft paper, string, or other materials that can get caught or torn during transit. Stick to simple, reliable packaging that works.

5 Use a GLS compliant label

Always apply the correct GLS US shipping label to your shipment to ensure smooth processing. If necessary, add any special labels (such as "Fragile") to your packages.

6 Ensure label adhesion

Make sure the label's adhesive is compatible with your box surface to prevent peeling or detachment during transit.

Labeling tips

Place labels on a flat surface

Put your label on a flat area on the top of the package. This makes handling and scanning easier for everyone involved.

Avoid seams, edges, and tape

Do not place labels on seams, edges, closures, or over sealing tape. These areas can cause scanning issues.

Check surface compatibility

Ensure the label adheres properly. Some surfaces, like tires or golf bags, may resist adhesives, so test before shipping.

Use only one label

Place a single address label per package. Multiple labels cause confusion and delays.

Why a claim might be denied

Merchandise not properly placed

Items were positioned too close to the edges or top or bottom of the box, increasing the risk of damage, or packed incorrectly, such as wine bottles placed neck-down rather than neck-up.

Insufficient cushioning

Too much empty space around contents or failure to separate multiple items with cushioning can result in damage during transit.

Inappropriate packaging

The box was too weak for the weight of the contents, or original product cases were used instead of shipping-appropriate boxes.

Improper tape or sealing

Weak or incorrect tape was used, or box seams were not fully sealed. Masking tape, cellophane tape, duct tape, water-activated tape, string, or paper wrap are not sufficient.

Contents not properly sealed

Bottles, containers, or other items were not fully sealed, which can lead to leaks or damage.

Packaging checklist

Before you ship, run through this checklist:

- Use a new or excellent condition corrugated box.
- Choose a box that is the right size for your contents.
- Cushion and center all items, leaving no empty space.
- Apply strong shipping tape (at least 2 inches wide) to all seams.
- Attach a GLS US-compliant label to a flat surface on top of your package and any special labels (such as "Fragile") if needed.
- Ensure the label adheres properly to the box surface.
- Place only one address label on the package.
- *If shipping wine*, place bottles neck up with proper cushioning and an adult signature label.

! Important notice

These packaging guidelines represent the steps recommended to protect your package contents. Depending on what you're shipping, you may need to take additional steps to ensure packages are adequately and securely packed, wrapped, and cushioned for transportation. When in doubt, add more protection!

Claims support

Have further questions or need assistance with a claim?

Our team is here to help:

- Email: claims@glus-us.com
- Check out our FAQ