

Posiflex RMA Packaging Guidelines



We would like to offer some packaging guidelines as we are seeing an increase in shipping related damages. This person did not use an adequate box or packing. The LCD screen, touch panel and other components were damaged in transit. Please remember that this type of damage is not covered under the Posiflex warranty and can be very expensive!

Choose the Correct Corrugated Box



1. Whenever possible, use a new double wall heavy duty box. The more times a box is used, the more it loses its original protective qualities, so a previously used box may not adequately protect your shipment.
2. Never exceed the maximum gross weight for the box, which is usually printed on the Box Maker's Certificate on the box's bottom flap. Our terminals and base, without peripherals, weigh approximately 26 pounds.
3. Choose a box that has at least 4 inches of space around the item to be shipped.

Use the Correct Packing Materials (Encapsulated-air Plastic Sheeting / Packing Paper/Shipping Tape)

1. The item should be surrounded by at least two inches of large bubble encapsulated-air plastic sheeting and placed at least two inches away from the box walls.



2. The remaining two inches of space on all sides should be filled with small bubble encapsulated plastic sheeting or tightly crumpled shipping paper, and the package needs to be overfilled by at least one to two inches to allow for shifting and settling around the item.
3. Use enough packing materials to ensure that the contents cannot move when you shake the box.
4. Double tape the flaps together and tape all sides using 2” strong shipping/packing tape.

