

# Frigo<sup>ré</sup>

*“Expedited Cold Chain Solutions”*

## **PACKING OPTIONS, INSTRUCTIONS & SERVICE LEVELS**

For our system to work effectively, it is important that our packing instructions are adhered to.

Packing should take place at the temperature you want the product to remain (chilled & frozen products ideally within the temperature controlled chamber). If this is not possible for frozen products, then pack in a chilled environment, then once packed return to the frozen chamber.

## **PACKING OPTIONS**

As our customer, you have a number of options, namely to pack yourselves onsite, or use one of our regional depots to do this on your behalf. If you choose to pack yourselves you have the following choices:

- Use Frigo packaging / refrigerant (for next day UK & Europe) pack yourselves & book through our Frigo booking form.
- Call off your orders from our warehouse, we pack and despatch on your behalf.
- With all the above -18°C refrigerant is acceptable but only for next day services (do not ship these on a Friday).
- With 48/72 hour delivery services, our Frigo premium box and specialist gel / must be used. (You need to pre-order our Frigo 72 hour kit if packing yourselves and follow the packing instructions below.

## PACKING INSTRUCTIONS

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- Freeze down Frigore blue gel to -27 °C (**this is for frozen foods only on 48/72 hours service) – premium box only**)
- Freeze down Frigore clear or hydrate our specialist gel to - 18 °C (**this is for chilled or frozen foods on 48 hours service) – premium box only.**)
- **Hydrate our specialist gel down to a minimum of -18oC. Pack into our standard boxes for next day UK or next day Europe services.**
- Cover the bottom of the box with one layer of refrigerant gel. Place the food on top and pack gel around the inside walls of the box, then stack on top of the foodstuffs until the insulated box is full. Cover with a layer of bubble wrap and tuck down the inner sides of the insulated box
- Place lid on top of box and push down firmly to create a seal
- Use freezer grade tape to seal box (we can supply the tape with our logo, or use your own). Seal where box meets lid and crisscross using our tape
- Place box inside our white double fluted cardboard box and seal with freezer-grade tape. (Alternatively, you can place the insulated box inside our double fluted cardboard box and place in the chilled / frozen chamber prior to packing).
- Ensure cardboard box is sealed well using our freezer tape.
- Weigh box and note down weight
- Input order details; number of boxes, collection and delivery addresses, length, width, height, service levels etc. and email to [sales@frigore.co.uk](mailto:sales@frigore.co.uk)
- Advise if you want to receive notification of proof of delivery.
- We will then email you or delivery label. Print label and either place inside document wallet or stick adhesive printed label to the top right hand side of the box.

All our products are re-usable, recyclable and returnable. In order to achieve maximum efficiency in terms of temperature, we need to apply the following when considering transit times and external temperature at destination country

- Next Day - 70% product 30% refrigerant
- 48 Hours - 50% product 50% refrigerant
- 72 Hours – 20% product 80% refrigerant

The Premium **external box dimensions** are (L) 48 cm x (W) 46 cm x (H) 48cm and the volumetric weight is 24kg. If your product once packed weighs more than 24kg (up to a maximum of 25kg), you must input this when booking. If you have multiple boxes, simply print off relevant labels and attach to each box e.g. box 1 of 2, box 2 of 2.

Our standard box sizes are:

1. External 58 x 36 x 27cms (Internal 53 x 31 x20 cms) Weight 18kg
2. External 80 x 40 x 25cms (Internal 74 x 34 x17 cms) Weight 20kg
3. External 41 x 31 x 30cms (Internal 36 x 26 x23 cms) Weight 10kg

These weights are to be used when the volumetric weight is higher than the actual weight. If you weigh your box and it is heavier than the volumetric weight, then this weight must be stated.

## SERVICE LEVELS

Transit times can vary from city to city within the same country. Most of Europe is next day delivery, which allows you to receive an order, pack and despatch the same day and deliver the following day.

We are not restricted by delays caused by using dry ice which is Hazardous Class 9. Our products will be delivered as if it were a standard ambient product such as books or plastics.

For our 48 hour and 72 hour services, we often require additional paperwork such as Certificate of Origin, Health Certificate, Commercial Invoice and Packing Lists. It is vitally important to have this paperwork on display; we recommend using separate document wallets (provided) for this paperwork and use a separate one for the address label(s). We can offer a door to door service and payment of duties etc. these options need to be advised upon booking.

In cases where customs clearance is required, your consignee will be contacted by customs to verify paperwork, importer details etc. We cannot be held responsible for delays caused by incorrect paperwork or delays due to customs checks.

A transit time guide can be seen below, please feel free to check with us for any destination not shown.

## TRANSIT TIMES GUIDE

Please find details below of the transit times Ex. UK to global destinations. If the location you wish to deliver to is not listed with the transit times below, then please contact our sales team at [sales@frigore.co.uk](mailto:sales@frigore.co.uk) for more information.

**Please note:** we are unable to deliver over the weekends; therefore we would not recommend shipping on a Friday.

All mainland Europe orders are normally delivered the next working day.

DESTINATION	TRANSIT TIME
United Kingdom & EU Countries	Next working day
Argentina (Buenos Aires)	3 days
Australia (Sydney, Melbourne, Canberra and Perth)	2-3 days

Brazil (Rio de Janeiro)	3 days
Canada (Toronto)	2 days
China (Shanghai)	2 days
Dubai	2–3 days
India (New Delhi)	2 days
Japan (Tokyo)	2 days
Malaysia (Kuala Lumpur)	2 days
Mexico (Mexico City)	3 days
Saudi Arabia (Riyadh)	2 days
Singapore	2 days
Thailand (Bangkok)	2 days
USA	2-3 days

### STEP-BY-STEP GUIDE

Please find below our step-by-step guide helping in the process of packing your Frigoré parcel.

✓ **STEP 1**

Begin with your product as below, within a temperature controlled chamber.



Pack the refrigerant gel (frozen  $-27^{\circ}\text{C}$ , for 48/72 hr services or  $-18^{\circ}\text{C}$  if it is next day ) into the bottom of the Frigoré box.



✓ **STEP 2**

Pack your product into the Frigoré insulated box, covering the product with the refrigerant gel, along the top, sides, and bottom.

*Note: fill the box as full as possible with the refrigerant gel packs to displace the air inside the box.*



✓ **STEP 3**

Place the lid on to the box tightly, ensuring it seals, and tape up the joint where box meets the lid. Insert the insulated box into the double- fluted outer Frigoré box. Seal with Frigoré freezer-grade tape.



Our freezer grade tape remains adhesive up to -40°C. The tape states the website address, email address, QR Code and the fact it has been packed in a secure location e.g. you have packed yourself or we have packed at our warehouse. Use our tape to seal the exposed edges to seal the outer box, making it as tightly sealed as possible.

Weigh the box and input dimensions on our booking form. The maximum weight we can carry is 25kg so please input the volumetric weight used as a guideline alongside our box. (as per details advised in box weight / dimensions above).



Frigoré freezer-grade tape



Frigoré box being weighed

✓ **STEP 4**

Complete our booking form stating collection address, delivery address, length, width, height of box, weight of box, point of collection and place of delivery.

Print off your label, and attach it to your Frigoré temperature controlled box within a document wallet.

✓ **DELIVERED**

Your parcel is then delivered, in perfect condition and still frozen / chilled.



For any queries, please call **+44 151 363 3008** or email us at [sales@frigore.co.uk](mailto:sales@frigore.co.uk)