



# Courier Instructions



## How to safely send us your character

Depending on your booking, you may either receive a **Mascot Lab Postage Kit** or be arranging your own courier. Please follow these steps in either case to ensure safe delivery.

### 1. Assemble the Box

- 1 Open out the flat-packed box (if provided in your Postage Kit) or use a double-walled cardboard box large enough for your mascot.
- Secure the base with several layers of strong packing tape.

### 2. Pack the Mascot

- Place the head upright inside the box. Fill the inside with clean paper or bubble wrap to help keep its shape.
- Wrap the exterior of the head in bubble wrap or soft packing.
- Fold the body neatly, place inside a clean plastic bag, then into the box.
- Re-use any brown paper provided with your Postage Kit** (or clean paper/bubble wrap you have on hand) as padding to prevent movement.
- Ensure all gaps are filled so the mascot cannot shift in transit.

### 3. Seal the Box

- Close the flaps securely.
- Seal with several strips of heavy-duty tape across all seams.
- Reinforce corners and edges with extra tape if needed.
- Mark the box clearly: **FRAGILE – DO NOT CRUSH**.

### 4. Attach the Label

- 4 Attach the courier label provided with your Mascot Lab Postage Kit or by your chosen courier service.
- Keep the spare copy of the label inside the box in case of damage in transit.

### 5. Courier Arrangements

- If you have received a Mascot Lab pre-paid label: we've already booked the courier. Simply print the label, attach it to the box, and hand it to the driver.
- If you are arranging your own courier: please use a tracked and insured service (UPS, DHL, DPD, FedEx etc.), and share the collection details with us once confirmed.

### Need Help?

Drop us a line anytime at: [hello@themascotlab.com](mailto:hello@themascotlab.com)

Visit: [www.themascotlab.com](http://www.themascotlab.com)