




# 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.

### ✦ 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.
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### ✋ Pack the Mascot

- 2
    - 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.
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### ✓ Seal the Box

- 3
    - 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.**
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### ✉ 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.
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### 📦 Courier Arrangements

- 5
    - 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.
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### 💬 Need Help?

Drop us a line anytime at: **hello@themascotlab.com**

Visit: **www.themascotlab.com**

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