

Shipping Instructions for Sending Hasselblad Product to HBI

Below are the recommended shipping instructions for sending Hasselblad products into Hasselblad Bron, Inc. for repair.

- 1) Please be sure to provide details about the issues that you are experiencing along with any sample images that may help with our analysis
- 2) When sending in HD1 through HD5 digital backs, please include the matching camera body
- 3) Lenses or any other camera items sent individually should always include their protective caps
- 4) Listed below are the instructions outlined from the UPS website. We highly recommend that customers adhere to these guidelines to minimize any damage that may occur during transit of one's product into Hasselblad Bron.

It is important to cushion the contents of your package properly.

Please be sure that you wrap each item separately. Fragile articles need separation from each other, and from the corners, sides, top, and bottom of the box.

Each item should be surrounded by at least two inches (5.08 cm) of cushioning and be placed at least two inches (5.08 cm) away from the walls of the box. This prevents product-against-product damage and protects contents from shock and vibration, which can pass from the outside of the box to the contents.

Please use proper cushioning material, combined with a strong outer container, to protect your shipment fully. Make sure you use enough cushioning material to ensure that the contents do not move when you shake the container.

Improper cushioning material includes clothing, blankets, towels, newspaper/newsprint, and pillows. Instead, please use the materials listed below to cushion and protect your shipment:

Air-encapsulated plastic (small and large cell bubble sheeting)

- Designed to protect and cushion lightweight items
- Used in multiple wraps and layers to ensure that the item is completely protected, especially on corners and edges

Inflatable packaging (air bags)

- Used primarily as void-fill materials for lightweight items
- Not recommended for items with sharp corners or edges
- Extreme hot or cold temperatures may affect the ability of air bags to provide adequate product protection.

Expanded polystyrene "peanuts" (loose fill)

- Used primarily as void-fill material for lightweight items
- Overfill the box with loose fill, gently close the flaps, and seal securely

- Do not use with flat or narrow products that may move to the edge or bottom of the carton in transit
- Due to the shifting and settling properties of peanuts, it is recommended that a minimum of two inches (5.08 cm) of cushioning be used around the contents
- It is recommended that flat pieces of corrugated fiberboard be used between contents and peanuts to help prevent migration through the peanuts
- Peanuts cause static electricity and may damage electronic items. Anti-static peanuts should be used for electronic items. Use plastic bags, bubble sheeting, or other items to wrap the item so peanuts will not work themselves into areas that may cause harm to your merchandise.

Engineered foam enclosures

- Materials may include expanded polystyrene, polyethylene, polypropylene, or copolymers
- Enclosures should be pre-engineered for specific products

Foam-in-place/Foam-in-bag

- A foam, sprayed into the box or mixed in packets, that expands and forms a protective mold around contents
- Must be properly used, with even foam distribution around the contents
- Because this material is offered in varying densities, it is important to select the most appropriate foam to meet the requirements of the product

Corrugated liners and inserts

- May be added to the package to increase strength and improve package performance

Crumpled kraft paper

- Used primarily as a void-fill material for light-to-medium weight, non-fragile items and items that are suitable for such packing materials
- Must be tightly crumpled
- Place at least two inches (5.08 cm) of paper between contents and outer box