



sending parcels?

here's a quick guide to get you started.

Please pack your valuables according to the guide below to maintain the condition of your items throughout the delivery process.



External packaging

All parcels must have external packaging that covers 100% of exposed area.

(e.g. carton box, polymailer)
Otherwise, please shrink-wrap or bubble-wrap the entire package.



Ceramics

Wrap ceramics, glass and other fragile items in protective materials.

(e.g. bubble wrap)



Fragile items

All fragile items must be labelled with a fragile sticker.



Tracking label

Each parcel must have a unique tracking label.



Internal packaging

Package should be packed tightly and snugly. If not, please fill up the empty spaces in-between.

(With paper, packing foam, etc.)



Empty areas

All packaging must be tight and snug. If not, please fill with filling materials.

(e.g. styrofoam ball)



Clothing

Ensure all pieces of clothing are neatly folded and packed to minimise crumpling or wrinkling during the delivery process.



Electronic devices

Ensure that all electronic devices are powered off, and batteries should be removed from devices if possible.



Irregular package

Place irregularly sized items in a large box. Package should be packed tightly and snugly. If not, please fill up the empty spaces in-between.

With paper, packing foam, etc.)



Transport handling

Parcels should be able to withstand normal impact of transport handling.

For parcels with sensitive exteriors (e.g. gift boxes), ensure they are shrink or bubble-wrapped and packed in a cardboard box.



Address label

Ensure that the exterior or packaging does not have any old addresses or tracking labels.



Bottles and liquid

When sending liquor, wine, or other bottled items, please put them in an upright position and label the parcel with an "upright" sticker.

Place all bottles containing liquids in plastic bags to prevent spillage.

prohibited items

please note that delivery is **NOT** available for items listed below.



Poisonous or
Toxic Substances



Firearms or
Swords



Religious
Artifacts



Credit Cards or
ATM Cards



Living
Things



Human or Animal
Remains



Cash, Cheques, Bills,
Stocks and other
Marketable Securities



Written Drafts, Original Films,
Tapes and Film Material
which cannot be reproduced.



Perishables such as
Vegetables, Fruits, etc



Examination Certificates,
Passports and Insurance
Documents which cannot
be reproduced



Items that exceed the
Size Specification

Max weight of 30kg, or up to 300cm.
Sum of dimensions = (L+W+H)



Flammable, Ignitable, or
Volatile Items such as
Fireworks, Kerosene,
Gas Canisters
or Paint Thinner



why use ninja van?

here are some reasons why!



**No Account
Deposits**



**No Minimum
Volume**



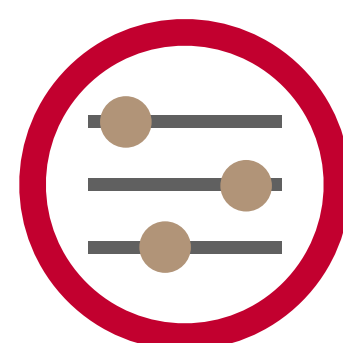
**No Contractual
Lock-in**



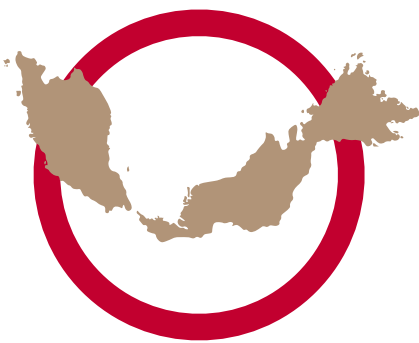
**Affordable &
Transparent
Pricing**



**Dedicated
Customer
Support**



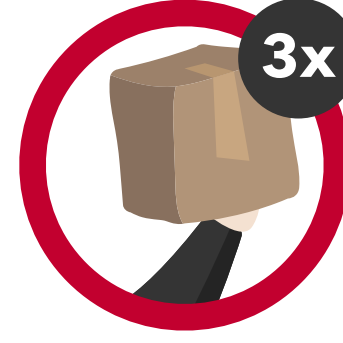
**Full Control &
Flexibility**
via Personalised
Dashboard



**Nationwide
Delivery**



**Flexible Pick-Up
& Drop-Off Options**



**3 Delivery
Attempts**



**Real-time
Tracking**



**Easy Order
Creation**