MIRO
LOGISTICS GROUP

Packaging guide

Prepare your goods for safe collection, transport and storage. Pack everything before the driver arrives unless MIRO has agreed a different arrangement in writing.

1. Check and declare the goods

Tell us what is being moved, the quantity, packed dimensions, total weight and declared value. Include every item in your inventory. Check our Acceptable Goods policy and contact MIRO before booking dangerous, restricted, unusually valuable or specialist goods. Do not include illegal goods, live animals or live plants in a storage load.

2. Use strong, suitable packaging

Choose sound boxes or transit cases that can support the contents. Split dense loads such as books into manageable boxes; do not overload a box or rely on its handles. Small appliances and loose accessories should be boxed. Suitcases and suitable strong storage bags must close securely. We do not accept open boxes, open bags or loose carrier bags for storage.

3. Cushion and stop movement

Wrap fragile pieces separately and separate them from each other and from the outer walls. Fill empty spaces with suitable cushioning so contents cannot shift, without forcing or crushing them. Use protective corners and rigid protection where needed. A fragile label does not replace protective packaging. Tell MIRO about glass, mirrors, screens and other vulnerable items before collection.

4. Prepare furniture and equipment

Empty furniture, drawers and cupboards. Secure drawers and doors using protective wrapping and suitable tape or straps; avoid adhesive directly on delicate finishes. Protect edges, surfaces and mattress fabric with suitable covers. Dismantle freestanding coat racks where possible and securely bundle the parts. Bag and label fixings. Disconnect, drain, clean and dry appliances before moving or storage; do not send connected appliances.

Ready for collection

5. Secure pallets and awkward loads

State the complete packed size and gross weight, including the pallet and any overhang. Use a sound pallet of suitable capacity; secure the load against movement with appropriate wrapping, straps and edge protection. Declare any overhang or unstable shape. Confirm forklift, tail-lift or pallet-truck requirements at both ends. Equipment is only included when MIRO confirms it. A pallet is not required for every delivery.

6. Close, seal and label

Seal the top and bottom of boxes with suitable strong packing tape. Close and secure every suitcase and bag. Remove obsolete routing labels. Label each package with the booking reference and package number, such as 1 of 4. Follow any confidential-delivery labelling instructions agreed with MIRO; do not expose an undisclosed supplier name. For storage, label every item with its storage reference. Where MIRO has issued individual references for a shared booking, use the reference assigned to the item's owner.

7. Have a safe loading plan

Have the goods ready at the agreed collection point, with access clear. Arrange suitable people and equipment for loading and unloading. Tell MIRO in advance if driver assistance, stairs, long carrying distances or specialist handling will be needed. Do not assume one driver can safely lift a heavy or awkward item. Keep people clear during loading and allow the driver to position and restrain the load safely.

8. If something is not ready

Contact MIRO before collection if the goods, packing or access have changed. We may pause or refuse an unsafe item and discuss a safe alternative. Any proposed extra work and charges must be explained and agreed through MIRO. Packaging and acceptance do not themselves establish insurance cover. Inadequate packing can affect a claim where it caused or contributed to the loss, subject to the agreed cover, applicable liability terms and your statutory rights.

Final check

Inventory and packed measurements supplied · Goods clean, dry and suitably protected · Boxes, bags and cases closed and sealed · Every item labelled with its booking or storage reference · Loading equipment, assistance and access agreed

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