

Safe packaging of storage media and devices

English guide for your DataDoc shipment - V1.0 - 25 October 2026

First: switch the affected device off. Do not test, charge, open, dry, format or restart it. Keep every item dry, cushioned against impact and unable to move. Never enclose passwords or unlock codes.

Confirm the shipping route

Register the case before dispatch. If you arrange and pay for inbound shipping yourself, use the carrier and shipping product agreed for your case. If DataDoc supplies a DHL label, use that label or its official mobile DHL code as instructed. These are alternatives for the same shipment, not postage for two parcels.

A mobile code is shown at an eligible acceptance point; availability depends on the station and shipping product. Follow the carrier's instructions. If printing the label, attach it flat and keep its barcode readable.

Before sending from outside Germany, agree acceptance, carrier, packaging, costs, customs requirements and the return route with DataDoc. This guide is not international shipment approval or dangerous-goods approval.

Prepare these materials

Strong outer box	Use an intact, sufficiently large corrugated cardboard shipping box. A thin product box or shoe box alone is not adequate.
Cushioning	Use several layers of bubble wrap, foam, shaped cushioning or crumpled kraft paper. Contents must not touch the outer walls.
Antistatic protection	Use an antistatic bag for loose HDDs, SSDs, RAM, circuit boards, USB drives and other exposed electronics.
Parcel tape	Use strong parcel tape at least 5 cm wide. Remove old address labels and barcodes.
Documents	Enclose the accompanying form, or a clearly written case number and name, in a separate paper sleeve. Do not enclose passwords, PINs or recovery keys.

Prepare the device

- Send cables, power supplies and accessories only if requested. Cushion them separately and list them on the accompanying form.
- Remove SIM cards and unaffected memory cards where they are not part of the agreed case.
- After liquid damage, do not use rice, heat, a hairdryer or an oven. Leave the device switched off.
- Do not mark the outside with statements about sensitive or valuable data. Put the case number on the form inside.

Pack step by step

1. Protect separately	Wrap every item separately. Put loose electronics in an antistatic bag before adding shock-absorbing cushioning.
2. Leave space	Allow approximately 5 cm of cushioning on every side. Cushion the base, sides and lid completely.
3. Prevent movement	Fill all empty spaces. Nothing should move inside the closed box during a gentle shake test.
4. Keep parts apart	Items must not touch each other. Place heavy items lower down and sensitive components in the centre.
5. Enclose documents	Put the accompanying form in a separate sleeve. Case number and sender must be legible; no access credentials.
6. Seal securely	Seal all seams and load-bearing edges with strong tape at least 5 cm wide. Do not use strings or loose straps.
7. Use agreed postage	Remove old barcodes. Attach the agreed printed label flat on the largest surface; do not fold, obscure or tape over its barcode. Alternatively use the official mobile code under the carrier's instructions.
8. Keep evidence	Photograph the packed parcel. Keep the acceptance receipt and tracking number until DataDoc confirms receipt.

Extra protection by device type

Loose HDD	Use an antistatic bag and thick impact-absorbing cushioning. Do not load the connectors or circuit board or allow contact with the box or other parts.
SSD / USB / SD	Protect against bending and crushing. Place small media in a rigid, closed inner box so they cannot disappear into loose filling.
Laptop / MacBook	Protect the full display and case and immobilise the device. Include the power supply only if requested, separately cushioned.
Phone / tablet	Switch off, protect the display across its surface and prevent accidental activation. Keep loose metal parts away.
NAS / RAID drives	Cushion each drive separately with antistatic protection. Label each slot position clearly and photograph the original drive order.
Circuit / logic boards	Use an antistatic bag and rigid inner container. Do not press on components, connectors or bent areas.

Batteries and special hazards

Devices with an undamaged built-in lithium battery may be dispatched only where the carrier's current conditions for the route and product permit it. Protect against damage, short circuit and accidental activation. Ordinary case acceptance is not dangerous-goods approval.

Do not send swollen, leaking, unusually hot, deformed, fire-damaged or visibly melted batteries, or devices with known internal battery damage, as a normal parcel. Do not package or dispatch such an item on your own. Contact DataDoc before any handover.

If you cannot assess battery condition safely, contact DataDoc with a short description and photographs before dispatch. Do not power on or charge the device to test it.

Avoid these mistakes

- Envelopes, padded envelopes alone or thin retail packaging as the only outer protection.
- Loose devices or unprotected storage media, or direct contact between contents and box walls.
- Adhesive tape directly on devices, boards or drives; loose polystyrene chips without antistatic inner protection around exposed electronics.
- Passwords, PINs or recovery keys on the accompanying form; labels about confidential data on the outside.
- Dispatching damaged batteries without an individually agreed and permissible transport route.

Checklist before handover

Check	The device is off and will not be tested or charged again.
Check	Every item is separately protected; nothing moves and cushioning surrounds all sides.
Check	The accompanying form and case number are enclosed; no access credentials are inside.
Check	The box is intact and all seams are sealed with wide, strong tape.
Check	Old barcodes are removed. The agreed label is flat and readable, or the official mobile code is ready.
Check	The battery has no signs of damage or overheating; uncertain cases were discussed before dispatch.
Check	Photos, acceptance receipt and tracking number will be retained.

Contact

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General packaging guidance, not a guarantee against transport damage. The carrier's current packaging, battery and transport conditions remain applicable. Arrange special, courier and international shipments before dispatch.