

# How to Pack Your Monitor for shipping

**Please take pictures of the whole device, in which both the bezel and stand/base (if applicable) are fully visible. Upon request, the following pictures must be available:**

- At least one picture while turned on. Please try to include the power LED.  
(Example can be found in paragraph 1):
  - Only if the power LED does not turn on at all: a picture while turned off.
- At least one picture of the device when already inside the box: the picture(s) must show (Examples can be found in paragraph 6):
  1. Position of the monitor, stand and base inside the box.
  2. The packaging material used.

Make sure to use packing materials that are suitable for electronics. Preferably, use the packing materials that your BenQ monitor arrived in when sending it back for service or replacement. For this reason, we recommend holding on to original BenQ packaging and packing materials for the duration of the warranty period, if possible.

When returning monitors, you must include the base, stand, and external power adapter (if included with monitor). If the monitor arrived with a UK version plug, there is no need to return that plug. Likewise, remotes, cables, S-switches, shading hoods and other accessories do not need to be shipped as part of monitor service unless we ask you to include them. Accessories do not qualify for returns or refunds.

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**1. Take pictures of the whole device while turned on**

- Make sure to include the bezel and stand/base in the pictures (if applicable)
- Please try to include the power LED
- Only if the power LED does not turn on at all: a picture while turned off



**2. Carefully measure your monitor and use a box that is slightly bigger if you no longer have the original shipping box the monitor arrived in**



### 3. Prepare packing materials to keep the monitor safe during shipping

- Suitable packing materials we recommend include packaging foam that's at least 3cm thick (just over one inch)



- Place packaging foam on the bottom and the sides of the monitor within the shipping box



- Wrap the monitor with three layers of bubble wrap for extra protection, as the packaging foam isn't enough to keep delicate electronics safe on its own



- 2.1 You can also use air tube packing to further protect the corner areas of your monitor during shipping



#### 4. Packing the stand and base

- Partition the shipping box with cardboard to provide the stand with its own area, then wrap the stand with bubble wrap. This is to both protect the stand and the monitor from the stand accidentally scratching or otherwise damaging the monitor



- Bubble wrap the base and place it next to the monitor's rear side within the shipping box. Do not place the base in front of the monitor, or on the side of the panel itself
- Improper packing of the base may lead to panel damage, which is considered customer induced damage (CID) and grounds for voiding product warranty



#### 5. Suggested materials for filling empty spaces in shipping box





## 6. Examples of overall shipping process

- Properly wrapped monitor in the box



- Partition for the stand, base behind the monitor (indicated by red arrows)



- Stand placed to the side of the monitor in its own partition (shown by red arrow)



- Empty spaces filled with bubble wrap and air bags



- Test shipping box strength by gently shaking it. If products move noticeably, add more packing materials as a buffer. Confirm that the product does not move or shift within the box before preparing for shipment. Damages caused by improper packing or during shipment are not covered by warranty service
- Double check everything before proceeding to seal the box
- Seal the box with packing tape or paper tape, going over the top and bottom seams twice each