



## GENERAL PACKAGING

### KEY PACKAGING CONCERNS

- The goods are in an antistatic bag or an alternate ESD safe covering.
- Any potentially bendable or protruding parts are covered securely with the protective packaging.
- All edges and corners are securely covered with foam or bubble wrapped to ensure that all sides are protected from damage in transit.
- The box must be sturdy and resist any potential damage to corners or bending/crushing/dropping by couriers. We would either suggest placing goods in an inner box before putting it into an outer box or ensuring that the outer box is a double thickness box and all edges of the goods are adequately protected.
- Goods should never be stacked on top of each other in a single box. If you have more than one item to return use individual boxes or a box designed for multiple items.
- The RMA number should be clearly labelled on the exterior of the box.
- You should never return any items to Boston Limited without being issued with a 5-digit RMA number by e-mail.
- If you have any questions about packaging, you can either contact us directly at **customer.services@boston.co.uk** or seek packaging advice usually located on the manufacturer's website.
- **If any of these are not correct your warranty may be void.**

### RETURN INSTRUCTIONS

- Please print the RMA packing label you were issued with and affix it outside of the package for easy return process. Should you have any questions about your RMA request please contact us at **customer.services@boston.co.uk** and we will be happy to assist you further.
- Do not return accessories with your return if they are motherboards, backplanes, power supplies, or others small/sub-items. Boston Limited will not be responsible for them.
- Graphic cards must be returned in its **original condition**. Removal of brackets and/or tampering with the card in any way will not be accepted and warranty will be voided.
- Do not include any product with your return that was not supplied by Boston Limited unless authorised by Boston Limited personnel. Boston Limited will not be held accountable for them.



## CPUs

### KEY PACKAGING CONCERNS

- The CPU is in a CPU box or secured in a CPU tray that is covering the CPU on both top and bottom and is taped or secured closed.
- The CPU packaging should be suitable to avoid any drop damage to the CPU itself. The CPU should not have any room to move inside of the packaging.
- Never return CPUs stacked up together. Always ensure there is adequate packaging between each CPU if they are packaged in a tray ensure the CPUs are not allowed to move.
- If returning more than one CPU at a time it is best to use packaging designed specifically for transporting more than one CPU such as a CPU tray. When using a CPU tray please make sure that you are using the correct tray for the CPU you intend on returning as incorrect trays or trays that do not match the CPU could cause damage to the CPU.
- The box must be sturdy and resist any potential damage to corners or bending/crushing/dropping by couriers. We would suggest double thickness boxes be used for transit.
- Never return CPUs in a jiffy bag or similar packaging.
- The RMA number should be clearly labelled on the exterior of the box.
- You should never return any items to Boston Limited without being issued with a 5-digit RMA number by e-mail.
- If you have any questions about CPU packaging, you can either contact us directly at **customer.services@boston.co.uk** or seek packaging advice usually located on the manufacturer's website.
- **If any of these are not correct your warranty may be void.**

### RETURN INSTRUCTIONS

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- Do not return accessories with your return if they are motherboards, backplanes, power supplies, or others small/sub-items. Boston Limited will not be responsible for them.
- Graphic cards must be returned in its **original condition**. Removal of brackets and/or tampering with the card in any way will not be accepted and warranty will be voided.
- Do not include any product with your return that was not supplied by Boston Limited unless authorised by Boston Limited personnel. Boston Limited will not be held accountable for them.



## HARD DRIVES

### KEY PACKAGING CONCERNS

- The hard drive is in an antistatic bag or an alternate ESD safe covering.
- The hard drive packaging should be suitable to avoid any drop or shock damage to the hard drive itself.
- Never return hard drives stacked up together. Always ensure there is adequate packaging between hard drives if you are returning multiple hard drives in one box.
- If returning more than one hard drive at a time it is best to use packaging designed specifically for transporting more than one hard drive.
- The box must be sturdy and resist any potential damage to corners or bending/crushing/dropping by couriers. We would suggest double thickness boxes be used for transit.
- Never return hard drives in a jiffy bag or similar packaging.
- The RMA number should be clearly labelled on the exterior of the box.
- You should never return any items to Boston Limited without being issued with a 5-digit RMA number by e-mail.
- If you have any questions about hard drive packaging, you can either contact us directly at **customer.services@boston.co.uk** or seek packaging advice usually located on the manufacturer's website.
- **If any of these are not correct your warranty may be void.**

### RETURN INSTRUCTIONS

- Please print the RMA packing label you were issued with and affix it outside of the package for easy return process. Should you have any questions about your RMA request please contact us at **customer.services@boston.co.uk** and we will be happy to assist you further.
- Do not return accessories with your return if they are motherboards, backplanes, power supplies, or others small/sub-items. Boston Limited will not be responsible for them.
- Graphic cards must be returned in its **original condition**. Removal of brackets and/or tampering with the card in any way will not be accepted and warranty will be voided.
- Do not include any product with your return that was not supplied by Boston Limited unless authorised by Boston Limited personnel. Boston Limited will not be held accountable for them.



## MOTHERBOARDS

### KEY PACKAGING CONCERNS

- The motherboard is in an antistatic bag or an alternate ESD safe covering.
- The sockets are covered securely with the correct CPU socket cover for each specific motherboard.
- All edges and corners are securely covered with foam or bubble wrapped to ensure that all sides are protected from damage in transit. Be aware that you also do not want to package the motherboard too tightly as to bend the rear sockets or pins on the motherboard.
- The box must be sturdy and resist any potential damage to corners or bending/crushing/dropping by couriers. We would either suggest placing the motherboard in an inner box before putting it into an outer box or ensuring that the outer box is a double thickness box and all edges of the motherboard are adequately protected.
- Motherboards should never be stacked on top of each other in a single box. If you have more than one motherboard to return use individual boxes or a box designed for multiple motherboards.
- The RMA number should be clearly labelled on the exterior of the box.
- You should never return any items to Boston Limited without being issued with a 5-digit RMA number by e-mail.
- If you have any questions about motherboard packaging, you can either contact us directly at **customer.services@boston.co.uk** or seek packaging advice usually located on the manufacturer's website.
- **If any of these are not correct your warranty may be void.**

### RETURN INSTRUCTIONS

- Please print the RMA packing label you were issued with and affix it outside of the package for easy return process. Should you have any questions about your RMA request please contact us at **customer.services@boston.co.uk** and we will be happy to assist you further.
- Do not return accessories with your return if they are motherboards, backplanes, power supplies, or others small/sub-items. Boston Limited will not be responsible for them.
- Graphic cards must be returned in its **original condition**. Removal of brackets and/or tampering with the card in any way will not be accepted and warranty will be voided.
- Do not include any product with your return that was not supplied by Boston Limited unless authorised by Boston Limited personnel. Boston Limited will not be held accountable for them.



## MEMORY MODULES, ADD ON CARDS, PCI, GRAPHICS CARDS

### KEY PACKAGING CONCERNS

- For ease we will refer to the above items as PCB or memory.
- It is also always best to use the manufacturer's packaging or the exact packaging and manner in which you received the goods originally from Boston Limited.
- The memory or other type of PCB is in an antistatic bag or an alternate ESD safe covering. When returning more than one memory module at a time use a memory tray with a lid.
- All edges and corners are securely covered with foam or bubble wrapped to ensure that all sides are protected from damage in transit.
- The box must be sturdy and resist any potential damage to corners or bending/crushing/dropping by couriers. We would either suggest placing the PCBs in an inner box before putting it into an outer box or ensuring that the outer box is a double thickness box and all edges of the PCB are adequately protected.
- PCBs and memory should never be stacked on top of each other in a single box. If you have more than one PCB to return use individual boxes or a box designed for multiple PCBs. When returning multiple memory modules use a memory tray.
- The RMA number should be clearly labelled on the exterior of the box.
- You should never return any items to Boston Limited without being issued with a 5-digit RMA number by e-mail.
- If you have any questions about memory or PCB packaging, you can either contact us directly at **customer.services@boston.co.uk** or seek packaging advice usually located on the manufacturer's website.
- **If any of these are not correct your warranty may be void.**

### RETURN INSTRUCTIONS

- Please print the RMA packing label you were issued with and affix it outside of the package for easy return process. Should you have any questions about your RMA request please contact us at **customer.services@boston.co.uk** and we will be happy to assist you further.
- Do not return accessories with your return if they are motherboards, backplanes, power supplies, or others small/sub-items. Boston Limited will not be responsible for them.
- Graphic cards must be returned in its **original condition**. Removal of brackets and/or tampering with the card in any way will not be accepted and warranty will be voided.
- Do not include any product with your return that was not supplied by Boston Limited unless authorised by Boston Limited personnel. Boston Limited will not be held accountable for them.



## SERVERS, NODES AND CHASSIS

### KEY PACKAGING CONCERNS

- The server, node or chassis is in a protective plastic bag or other suitable covering to safeguard from scratches and damage in transit.
- The sockets on motherboards in servers and nodes are covered securely with the correct CPU socket cover for each specific motherboard.
- All edges and corners are securely protected with (preferably) a sturdy foam or bubble wrapped to ensure all sides are protected from damage in transit and/or dropping by couriers. If bubble wrap is used ensure that there is enough packaging on the sides and corners to protect from denting and damage in transit.
- Always use enough packaging to secure the unit inside the box so that it will not slide freely around inside the exterior packaging.
- The box must be sturdy and resist any potential damage to corners or bending/crushing/dropping by couriers. We would suggest double thickness boxes be used for transit.
- Servers, nodes and chassis should never be stacked on top of each other in a single box. If you have more than one server, node or chassis to return use individual boxes.
- Ensure that there is nothing loose inside the server, node or chassis or inside of the packaging that could shift around in transit causing damage to the unit.
- When returning a node only please take extra care to protect the connecting midplane / hot plug adapter from damage by knocking or bending while in the box in transit. Sturdy foam is normally quite reliable for this type of protection around the midplane / hot plug adapter itself.
- Check for any loose screws or other smaller items inside the unit prior to shipping.
- Try to avoid using packing peanuts or smaller bits of foam without securing the unit in a covering bag as these smaller pieces of foam could get wedged inside the power supply itself and cause further damage to your system.
- The RMA number should be clearly labelled on the exterior of the box.
- You should never return any items to Boston Limited without being issued with a 5-digit RMA number by e-mail.
- If you have any questions about server, node or chassis packaging, you can either contact us directly at [customer.services@boston.co.uk](mailto:customer.services@boston.co.uk) or seek packaging advice usually located on the manufacturer's website.
- **If any of these are not correct your warranty may be void or you may be required to pay additional charges to replace damaged parts.**

### RETURN INSTRUCTIONS

- Please print the RMA packing label you were issued with and affix it outside of the package for easy return process. Should you have any questions about your RMA request please contact us at [customer.services@boston.co.uk](mailto:customer.services@boston.co.uk) and we will be happy to assist you further.
- Do not return accessories with your return if they are motherboards, backplanes, power supplies, or others small/ sub-items. Boston Limited will not be responsible for them.
- Graphic cards must be returned in its **original condition**. Removal of brackets and/or tampering with the card in any way will not be accepted and warranty will be voided.
- Do not include any product with your return that was not supplied by Boston Limited unless authorised by Boston Limited personnel. Boston Limited will not be held accountable for them.



## POWER SUPPLIES / PSUs

### KEY PACKAGING CONCERNS

- The power supply is in a protective plastic bag or other suitable covering to safeguard from scratches and damage in transit.
- Ensure the PCB and guide rails on the back of the power supply are protected by foam to avoid any potential damage in transit to the hot plug connection and the metal guide rails from being bent during transit.
- All edges and corners are securely covered with (preferably) a sturdy foam or bubble wrapped to ensure all sides are protected from damage in transit and/or dropping by couriers. If bubble wrap is used ensure that there is enough packaging on the sides and corners to protect from denting and damage in transit.
- Always use enough packaging to secure the unit inside the box so that it will not slide freely around inside the exterior packaging.
- The box must be sturdy and resist any potential damage to corners or bending/crushing/dropping by couriers. We would suggest double thickness boxes be used for transit.
- Power supplies should never be stacked on top of each other in a single box. If you have more than one power supply to return use individual boxes.
- Ensure that there is nothing loose inside the packaging that could shift around in transit causing damage to the unit.
- When returning a power supply please take extra care to protect the connecting hot plug on the back of the power supply from damage by knocking or bending of the guide rails while in the box in transit. Sturdy foam is normally quite reliable for this type of protection around the back of the unit.
- Check for any loose screws or other smaller items inside the unit prior to shipping.
- Try to avoid using packing peanuts or smaller bits of foam without securing the unit in a covering bag as these smaller pieces of foam could get wedged inside the power supply itself and cause further damage to your unit.
- The RMA number should be clearly labelled on the exterior of the box.
- You should never return any items to Boston Limited without being issued with a 5 digit RMA number by e-mail.
- If you have any questions about power supply packaging, you can either contact us directly at **customer.services@boston.co.uk** or seek packaging advice usually located on the manufacturer's website.
- **If any of these are not correct your warranty may be void or you may be required to pay additional charges to replace damaged parts.**

### RETURN INSTRUCTIONS

- Please print the RMA packing label you were issued with and affix it outside of the package for easy return process. Should you have any questions about your RMA request please contact us at **customer.services@boston.co.uk** and we will be happy to assist you further.
- Do not return accessories with your return if they are motherboards, backplanes, power supplies, or others small/sub-items. Boston Limited will not be responsible for them.
- Graphic cards must be returned in its **original condition**. Removal of brackets and/or tampering with the card in any way will not be accepted and warranty will be voided.
- Do not include any product with your return that was not supplied by Boston Limited unless authorised by Boston Limited personnel. Boston Limited will not be held accountable for them.