

To assist with the warrantee and entitlement process, the below shipping and packaging guidelines have been developed for Munro Customers. If the product is not listed below, general shipping requirements surrounding utilization of proper packaging materials will apply.

Ground Service:

- Pad all sharp edges, corners and burrs of parts such as sheet metal or bare metal.
- Pad or cover precision-machined areas of parts, such as threads and fittings.
- Protect all parts that are susceptible to damage due to dents, scratches and scuffing by using an appropriate amount of cushioning material and placing in a sturdy shipping container.
- Place documentation and shipping or routing labels on flat surfaces that will allow for maximum adhesion.
- Avoid placing labels around curved surfaces.
- Place all labels on the side with the largest surface area.
- Do not utilize wire tags for labeling.
- Always use high quality corrugated cardboard boxes for parcels. For fragile or heavy items, double-wall or tri-wall constructions is a requirement.
- Use a rigid box with flaps intact.
- Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable.
- Wrap all items separately.
- Use adequate cushioning material.
- Use strong tape designed for shipping.
- Do not use string or paper over-wrap.
- Use a single address label that has clear, complete delivery and return information.
- Place a duplicate address label inside the package.
- Collect photos of the part prior to placing in shipping container/box.
- Collect photos of the container/box prior to handing-over to shipping provider.

Pallet Service:

- Select a sturdy pallet that is strong enough to support the load of your shipment (quality pallets are typically made of either wood or plastic and can weigh between 20 and 70 pounds).
- Choose boxes or cartons of proper strength and stack them in columns on the pallet (if applicable).
- Use stretch wrap (60 gauge minimum) to secure all boxes in your shipment to the pallet (if applicable).
- Secure individual pieces over 150 pounds to the pallet with either metal strapping or unbreakable plastic straps.
- Label each pallet in your shipment with telephone numbers and complete address information, including the postal codes for the shipper and the consignee.












Internal Packing Materials:

- Heavier materials will need to have cardboard to bridge gaps within the box to prevent material movement during the shipping process.
- If applicable (ex: LP Pump Series), utilize MDF and/or plywood cut to the inside dimensions of the box. Bolt or otherwise secure to the pump mounting bracket to the MDF/Plywood to keep the pump stable during the shipping process.
- Do not ship material in unassembled parts. Loss of parts could delay or warrant the denial of warrantee claims.

International Shipping:

- Canadian shipments will require broker information including name, number, and phone number for orders shipping to Canada. We will continue to manage and charge for freight, but duties and taxes will be the responsibility of the customer and managed by the customer's broker.
- Effective immediately, we will require broker information for all shipments into Canada. To streamline the process, please include broker information on all POs for orders to be shipped to Canada. Please send all POs to orders@munropump.com.

Failure to follow the above-mentioned guidelines could potentially result in delayed or denial of warrantee claims. It is strongly recommended photos of the product and packaging is taken prior to shipping. Damage occurred during the shipping process will not be the responsibility of Munro Pump to resolve. Damaged product as a result of the shipping process may result in delayed or denial of a warrantee claim. Note: Packaging material can be purchased from Munro Pump.

Product Line	Description	Shipping Type*	Comments
FSG		Ground	Shifting hazard. Package and secure to ensure minimize rolling.
FS/FSA/FSE/FSL/FSR		Ground/Freight	Shifting hazard. Package and secure to ensure minimize rolling.
RP		Freight	Shifting hazard. Package and secure to ensure minimize rolling.
TP		Freight	Shifting hazard. Package and secure to ensure minimize rolling.
LP .5 – 3hp		Ground	See Section above regarding packaging requirements.
LP1502		Freight	See Section above regarding packaging requirements.
LP3000		Freight	See Section above regarding packaging requirements.
Complete Pro		Freight	Secure individual parts within separate parcels. Zip tie lid to reduce movement.
Well		Ground/Freight	Shifting hazard. Package and secure to ensure minimize rolling.
Sump		Ground	Shifting hazard. Package and secure to ensure minimize rolling.
Pond		Ground	Shifting hazard. Package and secure to ensure minimize rolling.
Control Box		Ground	Wrap individually to minimize exterior scratching.

Note: Above recommendations are for illustration purposes. Quantities and special circumstances need to be considered prior to shipping.
 *Service dependent on provider guidelines