Simply Luxe
By Autajon

Contract Packing & Fulfilment Manual

EXPECTATIONS AND BEST PRACTICE

Pack Off
By Autajon

2026

Simply Luxe

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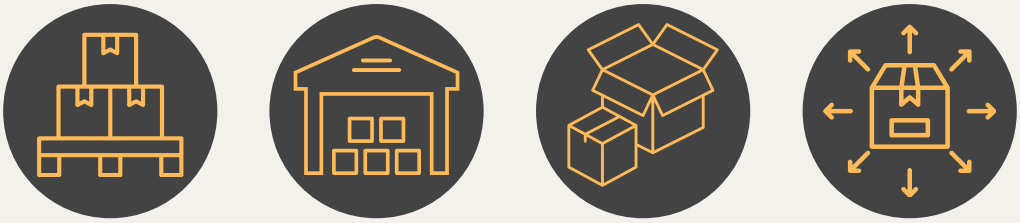
Simply Luxe by Autajon is proud to provide contract packing services.



WE RECIEVE YOUR COMPONENTS

WE STORE YOUR COMPONENTS

WE PACK YOUR PRODUCT AS DESIRED

WE DISTRIBUTE YOUR PRODUCTS AFTERS PACKING

Our process has been developed over many years to ensure the most efficient packing experience. We remain fully flexible to customer requirements and can tailor our systems to your specific requirement.

This document, supplied in line with our standard terms and conditions, forms a guideline of our process and is subject to change.

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1. ‘Pack Off’ Tracker Document

1.1. Simply Luxe will provide you with a tracker document enabling you to communicate what, when, and how many products we are expecting.

1.2. This document will inform you of the location of the contract pack and provide you with the relevant communication details.

2. How we Want to Receive Your Product

2.1. We require 72-hours’ notice for booking in. We may refuse your goods if they are not booked in.

2.2. Goods should be presented **1 SKU PER PALLET**.

2.3. Outer boxes should be labelled with the following:

i: Item Code (to match the tracker document)
ii: Description
iii: Batch or expiry is applicable
iv: Quantity - Inners/Outers - Total per outer box

2.4. Pallets should be labelled with the following:

i: Item Code (to match the tracker document)
ii: Quantity per pallet
iii: Number of outer boxes, units per outer box, and total per pallet

2.5. No pallets should be higher than 1.5m – UK Standard A Grade Pallets. We can also accept Euro pallets. This is discretionary and prior notice should be given.

2.6. Pallets should be shrink wrapped securely, clean, and have a full perimeter base.

2.7. We do not encourage ‘part boxes’, but if necessary, please place them on the top of the pallet. Please label them very clearly, ensuring that the information on the outer box is clear and highlights that this is **NOT** a full outer box.

2.8. We require a Delivery Note or Packing List to accompany the delivery matching the item code (to match the tracker). This should be split by pallet to make receipting accurate.

3. Ordering Product Overs

3.1. We require 'overs' to be supplied to ensure we are able to pack the entire order. This is because often products are delivered with shortages or damages that are not discovered until the packing process stars.

3.2. The industry standard is 2%. This means if you require 1000 packed products we need 1020 of each of the components as a minimum. Many customers supply between 4-5% overs.

3.3. If overs are not supplied, then we will pack to the limit of the product available.

3.4. We frequently find variances in the quantities declared by manufacturers. This is especially so in anything that is tumble packed or packed by weight rather than physically counted.

3.5. It is common to find missing and damaged product within sealed outers.

3.6. It is common to find outers missing from the middle of pallets and a variation in outers per layer on wrapped pallets.

4. Our Process

(What we do when we receive products)

4.1. Unless with prior agreement and surcharge, we do not check stock beyond a visual inspection for basic compliance.

4.2. Damaged pallets or visible damage to outers will be photographed and reported.

4.3. We will cross reference the following and report any discrepancies whilst packing (not prior to line set up).

- **4.1.1.** The amount we have received.
- **4.1.2.** The amount we were expecting.
- **4.1.3.** The amount reported on the delivery note/packing list.
- **4.1.4.** We do not count physical products, and we do not open cases before packing.

4.4. Pallets are then moved to our safe storage area before packing commences.

4.5. Additional checks are to be agreed before packing and may carry extra cost.

5. What we Need in Place
(Before packing starts)

5.1. We require an approved sample. This is normally agreed during a 'GOLD SEAL MEETING' that takes place a few days before packing.

5.2. Any specific labelling requirements such as batch codes / barcodes etc. Anything beyond reasonable labelling may carry extra cost.

5.3. Sufficient stock to ensure we can pack continuously.

5.4. In the event of a stock shortage during packing, production maybe halted. This may result in loss of line position and additional costs to restart and set the line up.

5.5. Your final approval to 'commence packing'.

6. How we Communicate With You

6.1. We record production figures daily. We usually share these with customers upon request or at weekly intervals.

6.2. We value weekly catch up calls with customers to update on progress and address any concerns.

7. Quality Issues

7.1. We record rejects daily. We do not report rejects 1.5% or below until after the packing has concluded.

7.2. If we are in doubt with regard to quality we will contact you for urgent input.

7.3. If you have quality expectations or guidelines then please provide these in good time during the quoting process.

8. Post Packing

8.1. Once packing is complete, we will contact you to collect or arrange a booking in for us to deliver.

8.2. Stock packed and not delivered outside of agreed storage will incur £5.50, per pallet, per week emergency storage charges from the date of goods completion.

8.3. We do not count residual stock unless you have requested it and approved any applicable charges.

8.4. Residual stock is re packed and made available for your collection.

8.5. Residual stock left uncollected after 6 weeks is destroyed confidentially. Significant volume may incur a cost.

8.6. Rejects are made available to collect.

8.7. Rejects that pose a H&S risk are destroyed. (i.e. broken glass/ leakage).

8.8. If you have a post packing requirements, please share information of these with us before packing commences.

9. Additional Information

9.1. Occasionally, items can be received by your customer with components missing. Whilst is a very rare occurrence, it can happen and is typically due to courier error, theft, or customer fabrication.

9.2. It is very rare that the above occurs due to packing errors. Our rigorous testing processes ensure that this is almost impossible.

9.3. In the unlikely event that this does occur, please contact us **within 48 hours** of receiving the query and we will send out a new component, if available.

9.4. In line with our Standard Terms & Conditions we do not accept any liability for loss of profit nor can offer any compensation.

Thank You.

If you have any questions about about the contents of this document, or any other services that we offer, please contact your Project Manager.