Packaging and *crating* specification

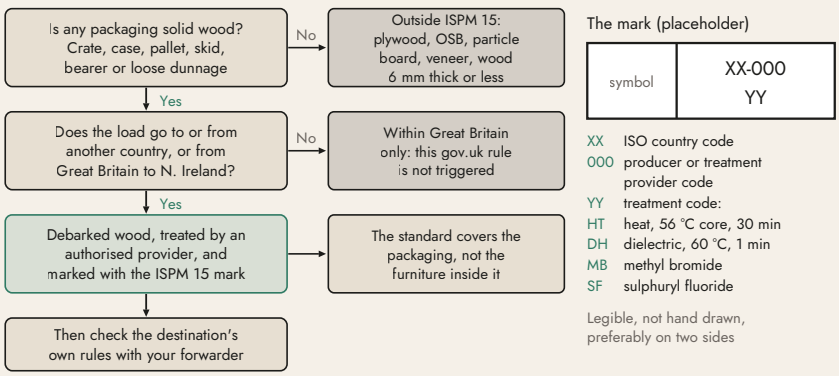
What to specify for packing finished bespoke pieces, when a wooden crate or pallet needs the ISPM 15 mark, and how to unpack so the evidence is made on arrival.

Compliance guidance. The ISPM 15 figures come from the standard (adopted 2018, published 2019) and the gov.uk page (updated 22 April 2026), read on 6 November 2026. Destination countries may add rules: confirm with your freight forwarder or customs broker. Generic guidance, not legal or insurance advice. It states no packing method of the studio or any partner workshop.

AT A GLANCE

Piece	Against the finish	Hold and cushion	Outer protection	Ask about
Lacquered, polished or veneered case goods	A clean soft layer next to the finish; nothing with adhesive on it	Doors, drawers and shelves secured or removed; corners and edges guarded	Blankets and board or a padded case; a crate for long or rough routes	Is the finish fully cured before it is wrapped?
Upholstered seating and banquettes	A breathable cover; legs and frames guarded	Blocked or strapped to a base so the frame carries no load in transit	Padded cover and board; carton or crate for export	Damp, and cushions compressed on a long journey
Solid timber tables and tops	A soft layer; edges and corners guarded	Supported along its length; top and base separated where possible	Blankets and board, or a crate	Humidity change on the route
Stone, glass and mirror	Interleaving sheets between faces; edge guards	Carried and stored upright on edge in a frame, not flat	Crate with foam bearers	Edges, corners, thin sections and weight
Polished, plated or patinated metalwork	A non-abrasive wrap; clean gloves to handle	Parts immobilised so they cannot rub; no tape on the finish	Padded case or crate	Marking by wraps or films; condensation
Pieces in sections or knock-down	Each section labelled with item code and joint position	Fixings and hardware in a labelled box fixed to the piece	As the parent piece	Missing fixings: a common delay

Practice guidance on museum packing principles, not a standard. Partner workshops state their own methods. Glass lighting: see the glass chandelier sheet.



When solid-wood packaging needs the ISPM 15 mark. The mark is a placeholder, not the official symbol. Original drawing by Make Bespoke Studio.

SPECIFICATION WORDING

PACKING AND PROTECTION

Each [piece / item code] is to be packed so that nothing touches the finish except [a clean soft layer with no adhesive on the finish]; corners and edges are guarded; loose parts (doors, drawers, shelves, glass, legs) are removed or secured; and the piece is held on cushioning so that it cannot move in transit. Outer protection is [blankets and board / a padded case / a crate built to the piece], to suit the route in survey [ref]. The Supplier states the cure time of [finish code] before wrapping and uses a moisture barrier for [export / sea freight / solid timber]. A packing method statement by type of piece is to be submitted with the shop drawings.

WOOD PACKAGING (ISPM 15)

All solid-wood packaging (crates, cases, pallets, skids, bearers and dunnage) for a consignment that crosses a border is to be debarked, treated to ISPM 15 (adopted 2018) by an authorised provider and marked with the ISPM 15 mark: symbol, country code, producer or provider code and treatment code (HT, DH, MB or SF), legible, not hand drawn, preferably on two opposite sides. Processed wood (plywood, OSB, particle board) and wood 6 mm thick or less is outside the standard. The Supplier states in its method statement which packaging is solid wood. Destination rules for [country] confirmed by [forwarder] on [date].

MARKING AND PAPERS

Each package is numbered [1 of n] and carries the item code, project reference, destination [room / level] and gross weight, with handling marks to BS EN ISO 780 only where needed. Outer labels do not describe the value of the contents. The contents list and unpacking instructions are fixed inside the lid. A packing list keyed to schedule [ref], with item codes, quantities, packed sizes and weights, and a numbered photograph set of the packed pieces, is sent [ ] working days before dispatch.

ARRIVAL AND UNPACKING

On delivery [receiving party] counts packages against the packing list, writes visible damage on the delivery document before signing and photographs it. Packages are taken to [opening area] and left to settle at room conditions for [ ] before opening, or as the Supplier's instructions state. They are opened with [named people] present; contents are counted and each piece inspected against the drawing; damage is photographed in place. Hidden damage is reported in writing within [ ] days. Packing is kept until [handover sign-off / the claim is settled].

TERMS USED

ISPM 15
The International Plant Protection Convention standard for treating and marking wood packaging that crosses borders (adopted 2018). The mark, not a certificate, shows compliance.

Wood packaging material
Packaging made from raw wood: crates, boxes, cases, pallets, cable drums and dunnage (loose wood used to block or brace a load). Plywood, particle board, OSB, veneer panels, wood 6 mm thick or less, sawdust, shavings and wood wool are outside ISPM 15.

STANDARDS AND SOURCES

- IPPC: ISPM 15, Regulation of wood packaging material (adopted 2018, published 2019): read.
- Gov.uk: Wood packaging material for import and export: updated 22 Apr 2026; read.
- BS EN ISO 780:2015: Packaging, graphical symbols for handling and storage: Current (published 31 Jan 2016); text not read.
- CCI Notes 20/3, Five Steps to Safe Shipment (2021); US National Park Service Conserve O Grams 17/1 and 17/3 (1993): museum objects; the NPS ones are old.

Full guide: https://makebespoke.com/trade/technical/packaging-and-crating-specification. Make Bespoke Studio coordinates manufacture through its partner workshops. Figures are guidance only and your specification governs; some may be superseded, so contact the studio to verify.