

# FREQUENTLY ASKED QUESTIONS





## Buying Airsac

### **Can I see a sample of Airsac before I buy?**

Yes, of course! Simply call us on 01902 496 666 or email [sales@airsac.co.uk](mailto:sales@airsac.co.uk) and we can arrange this for you. All of our samples are free of charge!

### **Is it possible to see an Airsac demonstration?**

Of course! You can check out a range of demo videos on our YouTube channel or we can arrange for one of our Airsac representatives to come and see you, to discuss your packaging needs.

### **Is Airsac supplied inflated?**

No, to save space, Airsac is supplied flat. This means you can store it in a very small space and only inflate it as you need it.

### **Can I buy Airsac online?**

Yes – you can register to buy online at [www.airsacshop.co.uk](http://www.airsacshop.co.uk).

### **How do I order Airsac?**

You can order Airsac online at [www.airsacshop.co.uk](http://www.airsacshop.co.uk). Alternatively, simply call us on 01902 496 666 or email [sales@airsac.co.uk](mailto:sales@airsac.co.uk) with your order, including the product codes and quantities you need.



## Buying Airsac

### How can I pay for my Airsacs?

You can choose how you pay for your Airsacs from the following options:

- Credit or debit card
- PayPal
- Bank transfer
- 30 day credit account

### Can I apply for an Airsac trade account?

Yes. Ask the Airsac team for our trade account application forms. Completed forms should be returned to [sales@airsac.co.uk](mailto:sales@airsac.co.uk) and will then be sent to our Accounts Team for approval. Once approved, your trade account will be made available online at [www.airsacshop.co.uk](http://www.airsacshop.co.uk) and offline.

### Is there a minimum order quantity I need to buy?

Airsac pack quantities vary, depending on the item. The minimum order quantity for our TVs packs is as little as 10 units. For most products, the minimum order starts at 25 or 50 units. Airsac rolls and accessories start from 1 unit.

### Do you offer quantity purchase discounts?

Depending on the volume of Airsacs you buy, we can offer you a bulk discount. Get in touch with our team to talk about this!



## Buying Airsac

### Can I buy boxes to go with my Airsacs?

Of course – our stock Airsac range includes kit products. All kit products include the relevant Airsacs and a matching box. If you want, we can even arrange printed boxes for you, subject to minimum orders.

### Do you sell other packaging?

Yes, Airsac is just one of our products. At Network Packaging, we're packaging specialists. If you need any other packaging like tape or stretch wrap, give us a call or visit [www.networkpack.co.uk](http://www.networkpack.co.uk) to see the range of packaging products we can help you with. As our company is part of the UK's largest packaging distribution business, we have access to the biggest range of packaging in the country.



## Custom Airsac Design

### Can I customise or print my Airsacs?

Of course! If our stock range doesn't suit you or you want a branded solution, we offer bespoke Airsac design. Bespoke designs are subject to minimum order volumes.

### What is the custom Airsac design process?

If you want a custom Airsac, you can expect the process to follow these steps:

1. You'll discuss your enquiry with your Airsac team. We'll ask you for a sample of your product, so we can design an Airsac around it. This might involve a face to face meeting.
2. We'll draft a design with our factory, so we can give you a cost estimate and order quantity. Simple design costs will be with you within 3 working days. More complicated designs may take longer.
3. Once you've approved the cost estimate, we'll order a sample of your bespoke Airsac. These usually arrive within 2 working weeks.
4. We'll design a box to go with your Airsac sample and present both the Airsac and the box back to you for approval. Box design can take up to 5 working days, before presentation is made.
5. You can test your Airsac design and choose to approve it or amend it. If you amend it, we move back to step 2. If approved, you can place your order.
6. Once you approve your Airsac design and place an order, your Airsacs will be delivered within 12 weeks, if you choose the standard sea freight option. You can choose to fly items in, but this does cost extra.



## Delivery

### How much does delivery cost?

Our delivery charges vary, depending on the value of your order:

Order Value	Delivery Charge
For orders under £50 ex VAT	£9.99
For orders under £125 ex VAT	£5.99
For orders over £125 ex VAT	FREE DELIVERY

If your order required a pallet delivery, additional charges may apply.

Please note, we currently only offer one delivery method, which is standard delivery. Next day and weekend deliveries are not currently available within the above tariffs.

For orders being shipped outside of the UK, delivery charges vary and depend on the size and weight of your order. All delivery charges will be confirmed and agreed with you, prior to payment and shipping.



## Delivery

### How are Airsacs shipped to me?

Depending on the size of your order, Airsac will be shipped to you in one of these ways:

- Via parcel courier – any order that will fit in a parcel will be shipped with UK Mail
- Via pallet courier – for larger orders that take up a pallet or more, we'll use one of our pallet couriers
- Via our own delivery fleet – if you're based locally to our warehouse, we may deliver on our own trucks
- Via international courier – if you're outside of the UK, your parcel will be shipped via an international carrier

### Do you accept special delivery instructions?

Whilst we'll do our best to fulfil any special delivery instructions, we can't always guarantee them.

### How long will it take for my Airsac delivery to arrive?

For all items kept in stock, delivery takes a maximum of 3 – 5 days, but can be as little as 2 days. All items sent by our standard shipping method will be delivered on a working day, anytime between 9am – 5pm.

If you've ordered custom Airsacs, delivery can take 12 weeks, if you've chosen the standard freight option.



## Delivery

### **Do you ship Airsacs outside of the UK?**

We ship Airsac to all of the UK and continental Europe. For any orders shipped outside of the UK, please note that:

- We can only ship Airsacs to you
- We do not ship boxes or other packaging materials outside of the UK, as we cannot guarantee their quality
- We do not send samples outside of the UK
- All prices will be stated in £ pounds sterling
- Orders will only be shipped when payment has been received
- Delivery charges will depend upon the size and weight of your order
- Non-UK orders cannot be accepted through our website, so should be placed via [sales@airsac.co.uk](mailto:sales@airsac.co.uk)



## Returns, Exchanges and Part Deliveries

### What happens if I receive a part delivery?

You should check you have received your full Airsac delivery and let us know if anything is missing within 2 days. If you inform us within this time frame, we'll send out missing or replacement goods to you as soon as possible.

Unfortunately, if you do not inform us within 2 days, we cannot send out any replacement or missing goods.

### What happens if I receive faulty goods?

If you've got any faulty Airsac products in your order, contact the Airsac team on 01902 496 666 or by emailing [sales@airsac.co.uk](mailto:sales@airsac.co.uk). You may be asked for proof of purchase if more than months has elapsed.

### Can I return or exchange my Airsac products?

All of our products are covered by our customer satisfaction guarantee. So if you are unhappy with any of our products, we will offer a full refund (excluding delivery charges) for any items that are returned to us in their original unspoilt resalable condition within 14 days.



## Returns, Exchanges and Part Deliveries

### Returns via post

To organise a return for all or part of your order, email [sales@airsac.co.uk](mailto:sales@airsac.co.uk). We will issue you with a returns reference and help you to arrange the return of the goods to our Airsac depot.

Please ensure you include your order number details with the package to ensure we can correctly match your parcel.

We strongly recommend that you send your package via Royal Mail. Please obtain a proof of postage as we cannot accept liability for returned goods that do not arrive. You will be responsible for covering the cost of return.

### Returns via collection

Collection of your goods to be returned can be organised by us. Please contact us to organise and pay for the collection.

Whichever method you choose, please allow 2-3 days for your package to reach us. We aim to attend to all returns within 24 hours. On receipt of the goods we will issue a credit, exchange or refund to the total value of goods returned subject to the goods being returned in an unspoilt, saleable condition.



## Using Airsac

### How do I inflate Airsac?

Inflating Airsac is simple. You insert the nozzle from your compressor or hand pump into the inflation valve, which will be on the side of your bag. Inflate in seconds and then pack your products. You can also download our inflation guide by clicking [here](#).

### Do I need any special equipment to use Airsac?

As Airsac is supplied flat, you'll need either a small hand pump or compressed air to inflate them. You can use any air compressor, as long as the pressure can be regulated. If you purchase our heat seal Airsac bags, you'll also need an impulse heat sealer.

### What pressure should I inflate Airsac at?

If you're using an air compressor to inflate Airsac, you should make sure it's regulated to no more than 10psi / 0.6bar. Using a higher pressure risks over inflation, which means your Airsacs could pop.

### How quickly does Airsac inflate?

Airsac inflates in seconds! The actual time can vary from just 3 seconds through to 30 seconds, if the Airsac is one of the largest in our range, like the TV bags.

### How do I deflate Airsac?

Simply cut through the Airsac with scissors or a safety knife to let the air out. Once Airsac is deflated, it can't be reused.



## Product Information

### What is Airsac made from?

Airsac is made from low density polyethylene mixed (LDPE) with nylon. It's non-toxic and can be recycled.

### Can I recycle Airsac?

Yes, Airsac can be recycled. To recycle, you simply need to deflate Airsac safely with some scissors or a safety knife and pop in your mixed plastics recycling. Most plastics are melted down and re-purposed into new plastic products. For more information on recycling plastics, speak to your local authority.

### Can I reuse Airsac?

Yes, you can! Airsacs will stay inflated for a long time. So if your bag is undamaged, you can reuse it. Overtime, some air may naturally dissipate through the Airsac film. If this is the case, you can simply top up the air before you reuse your Airsac.

### How does the air stay inside Airsac?

At the top of each air chamber, there is a one way inflation valve. This lets air in, but not out! The unique multi-chamber design of Airsac means that in the event one chamber does burst, your goods remain protected as the other chambers stay inflated.

### Is it safe to ship Airsac via air freight once it's inflated?

Yes! Once Airsac is inflated it can be transported via air up to 60,000ft.



## Product Information

### What is Airsac made from?

Airsac is made from low density polyethylene mixed (LDPE) with nylon. It's non-toxic and can be recycled.

### Can I recycle Airsac?

Yes, Airsac can be recycled. To recycle, you simply need to deflate Airsac safely with some scissors or a safety knife and pop in your mixed plastics recycling. Most plastics are melted down and re-purposed into new plastic products. For more information on recycling plastics, speak to your local authority.

### Can I reuse Airsac?

Yes, you can! Airsacs will stay inflated for a long time. So if your bag is undamaged, you can reuse it. Overtime, some air may naturally dissipate through the Airsac film. If this is the case, you can simply top up the air before you reuse your Airsac.

### How does the air stay inside Airsac?

At the top of each air chamber, there is a one way inflation valve. This lets air in, but not out! The unique multi-chamber design of Airsac means that in the event one chamber does burst, your goods remain protected as the other chambers stay inflated.

### Is it safe to ship Airsac via air freight once it's inflated?

Yes! Once Airsac is inflated it can be transported via air up to 60,000ft.



## Product Information

### **Does temperature affect Airsac?**

Airsac has a high temperature tolerance. When you're storing Airsac it can be kept in temperatures ranging from -20°C to 50°C. When in use, Airsac can be comfortably operated in -10°C to 40°C.

### **How high can Airsac be dropped from?**

Most of our Airsacs have been drop tested up to 1.2m. However, it can vary depending on the weight of your product and the Airsac in use. Speak to the Airsac team if you want to discuss a particular product.