

Delivery Guidelines

1.Scope

The following guidelines apply to all customers who send their goods to Lufapak GmbH and their locations.

These delivery guidelines are part of the contract and our services are compelling. The delivery guidelines guarantee a proper receipt of goods in compliance with legal requirements, keep a correct allocation of delivered goods and a fast storage to the storage location of the customer.

These delivery guidelines neither release the transport service provider nor the supplier of compliance of legal requirements.

They serve the regulation of the inbound logistic processes in each location of Lufapak GmbH. Each valid version can be viewed on our homepage: <https://www.lufapak.de/>

The delivery addresses are a very important part of every delivery and must be passed correctly to every sender/supplier.

Lufapak GmbH

c/o Customer name

Carl-Borgward-Straße 20

56566 Neuwied

The goods inbound times are on workdays (Mo–Fr.) from **07: 00 am – 3:45 pm**.

! Make sure that the freight carrier knows the customer's name at the registration !

2. Notification

Registration of deliveries

In general, every delivery must be registered 48 hours before delivery date.

For registration of all supplies (individual for each delivery and day) please send the agreed delivery data with the template „receiving avis ASN“ via the agreed and concerted interface and also to the concerted mailing list.

A registration per fax/phone is not sufficient.

In case of container delivery the delivery date (7 days before good receipt) has to be agreed with our support (inbound@lufapak.de / +49 2631 384 250). A delivery without an agreed delivery date can lead to non-acceptance or a chargeable downtime.

Changes of dates have to be communicated at least 24 hours before the originally delivery date in the goods registration. Email to inbound@lufapak.de

Please notice that all **article master data** have to be sent to Lufapak BEFORE delivery.

You will receive an **online access** to our communication database. With this access we can handle delivery differences or returns very easily.

You will be informed about **delivery differences** as well as missing order numbers etc. by our communication database via “Lot Control or Lot”.

The creation of a **LOT** will be calculated with 2,50 € per service order.

If goods cannot be stored because of missing data, these goods will be temporary stored into the “clarify zone”. Please help us to identify these open LOT’s in our communication database.

Plus differences will not be booked immediately in the **Lufapak** system.

Within 24 hours you need to inform us via database how to manage differences. After these 24 hours all unexplained plus differences will be manually booked into our warehouse management system to finish the good receipt.

3. Delivery/Delivery notes

We only accept duty-free goods. If any agreements exist, you need to indicate them in the comments of the delivery registration.

Container goods need a Gas Free Certificate (GFC).

We point out that all delivered flows of commodity underlay the current version of the legal provisions of the IATA/ICAO and the ADR-chapter 1.4 of the ADR. "Duties of security is valid for all parties."

This affects the distributing company and the deliverer or the company acting on its behalf.

So the deliverer or the person acting on his behalf guarantees that he is responsible for all required duties. A liability claim to third parties is forfeited. We refer on the current law regulations for each modes of transport in the dangerous good act.

Delivery with delivery note of supplier/sender

In case of a delivery by third with foreign documents a delivery note or a packing list with the following information beside the goods registration is required:

- Actual sender or supplier address
- Lufapak customer name
- Your order number (PO- number)
- Position data with supplier SKU and number of pieces

All information on the delivery documents must correspond to the data from the goods registration.

Missing ASN (Advance Shipping Notice, template import receiving avis) means manual extra effort and will be calculated additionally per inbound.

If the inbound has no shipping documents this will also be surcharged as below, because this leads to a substantially delay of the process.

Missing delivery paper 4,50 € per inbound

4. Composition of the delivery package

The delivered packages and pallets underlay the following regulations:

- Shipping label – Each package needs a shipping label with the correct address data (inclusive Lufapak customer name). Thereby an assignment to the receiving customer storage can be guaranteed.
- The sender address data on the shipping labels must be identical to the sender address data in the registration. The labels need to be placed on the outside and must be clearly visible.

Delivery documents

The delivery documents/shipping documents need to be placed on the outside of the packages in a delivery note pocket.

For pallet delivery on the long side of the first pallet package.

For package delivery on the largest area of the package.

The delivery note/shipping document must contain the order number (PO-number) for reference.

Pallet characteristics

In case of pallet-deliveries the following requirements are valid.

Pallet-type/ weight

Euro flat pallet according to official exchange criteria of the european pallet pool with the dimensions 120 x 80 cm (L x W). The maximum gross weight of a delivered pallet with goods may not exceed 1000 kg.

Disposable euro pallet

The dimensions of a disposable euro pallet (120 x 80 cm) must be observed. An identical design to a euro flat pallet is indispensable.

The pallets may have no defects and must be suitable for a storage in a high-level rack longitudinal or transversely without shelf inlay. The storage of defect or inadequate pallets in high-level racks is not allowed for health and safety reasons. A modification of suitable pallets can be necessary.

Stacking/stratification

The packages on the pallet have to be stapled form-flush and shifted to guarantee a safe storage in the sense of health and safety laws. A modification is necessary if the packages are not stacked safely or shifted.

Overbuilding

Pallets which are sideward overbuilt or too high are not permitted.

The maximum height for storage is 120 cm inclusive pallet. A delivery with higher dimensions is possible, but it needs to be rebuilt.

Special sizes

Goods with special sizes can only be released for delivery after agreement. In this case please contact our support-team.

Strap

Pallets with metal bands will not be accepted.

Material sorting

Unmixed bundles: Packages are only stored sorted. The delivery of unmixed bundles is recommended, but not necessary.

Mixed bundles: If a pallet or a package is mixed all different articles must be marked and clearly differentiable arranged.

We recommend a spatial separation, unique labelling and clear arrangement.

If articles are spread over several packages or if it's not possible to capture the booked amount without additional sorting effort additional fees will arise for sorting (operational hourly rate).

5. Receipt of goods

In the goods inbound a control with the following criteria will be taken:

- Quantity control of the inbound-packages
- Outer visual control on damage with documentation and description of damage
- Control and checking of accompanying documents
- Control and documentation of taking care of the delivery guidelines
- Sampling control of delivery quantities

If questions or clarification cases in relation to the delivered goods occur, our goods inbound/support will contact you.

6. Change of pallets

In case of pallet change it is required that the pallets must be suitable to the changing criteria of the European Pallet-Pool for euro-pallets. The pallet-change takes place step by step upon delivery. If no change is made Lufapak is released from its obligation to return provided that the non-change is not represented by Lufapak (Example: Carrier rejects the takeover of exchangeable pallets).