

## 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 complement. 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/en/fulfillment-shipping-logistics-provider/delivery-guidelines/>

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.

The platform "Time Slot Management System" from Cargoclix is to be used for this purpose. The booking costs for this are to be paid by the supplier or carrier.

### 3. Delivery/Delivery notes

We do not accept uncleared 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.

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 15,00€ per inbound.

#### Discharge

The vehicle and the load itself must be suitable for unloading from the rear using a loading bridge. Lateral unloading must be avoided and will be invoiced at the agreed hourly rate according to the time spent.



### 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 maximum gross weight of a delivered pallet must not exceed 1,000 kg.

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 re-packing of suitable pallets can be necessary.

Deliveries on pallets that do not have Euro dimensions and are not expressly confirmed will be repacked on Euro pallets upon receipt. The additional costs amount to 15,00€ per pallet which is stored, plus material costs.

### Stacking/stratification

The cardboard boxes/articles on the pallet are to be stacked flush and staggered in order to ensure safe storage in accordance with labor protection laws. Conversion is necessary if the goods are not stacked safely and staggered. The use of stretch film for pallet securing is permitted.

### 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.

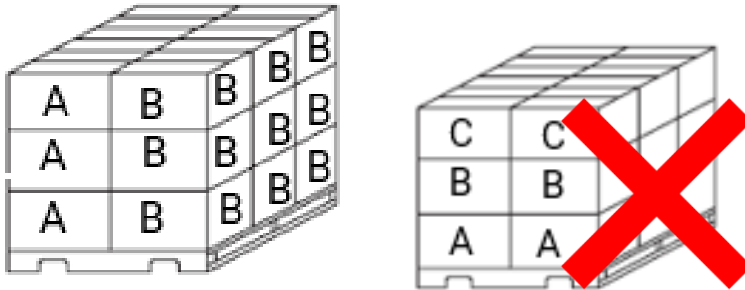
### Special sizes

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

### Strap

- Pallets with plastic straps are permitted.
- Pallets with metal straps are not accepted or processed.

For mixed pallets with up to four different part numbers, care must be taken not to stack them in position.



Loads secured to pallets with shrink or stretch film must use a film of sufficient thickness to hold the load and prevent the load from shifting.

Loads secured to strapped pallets must use edge protectors to prevent strapping from cutting into cartons.

It is acceptable not to mix different part numbers on a pallet until full pallets with similar part numbers have been completed.

Permissible mixed pallet loads must be clearly marked as "MIXED LOAD" on the pallet according to previous instructions.

When placing pallets in the equipment of the carrier, care must be taken that they cannot move during transport.

In order to minimise manual handling and enable stacking, all cartons must be "palletized" in individual layers on the pallet.

If articles are distributed over several packages or if the quantities to be booked cannot be recorded without further sorting effort, additional fees are incurred for sorting and consolidation of the goods (operative hourly rate).

If there is no subpackaging with the appropriate labelling, the extra effort for separation will be charged at the agreed hourly rate for extra activities.

Articles must be clearly identifiable. Missing article designations / part numbers will be charged at 2.50€/packaging unit (plus special expenses).

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](mailto: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](mailto:inbound@lufapak.de)

200€ will be charged for any postponements not communicated as well as for undelivered containers.

Deliveries of goods which have not been declared may be refused. The additional costs for deliveries not declared, deliveries not on schedule, will be charged with a surcharge of 35,00€.

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

Missing data will be invoiced by special expense. Per missing data of a delivery 4,50€ will be charged.

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.

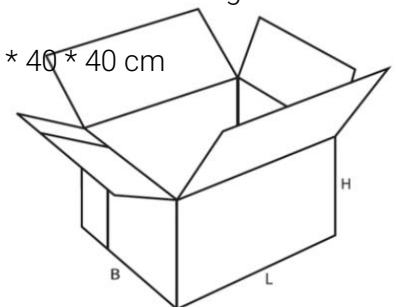
Within 24 hours you need to inform us via database how to manage differences. After these 24 hours all unexplained plus differences will be manually booked into our warehouse management system to finish the good receipt.

The storage costs for unexplained cases are 7.50€ per pallet per day and 3.00€ per carton per day.

#### 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.
- The pallet goods must be manageable. Individual packages must be secured against falling. (Stretching or strapping)
- The individual cartons must not be larger than  $L \times W \times H = 60 * 40 * 40$  cm
- The individual cartons must not weigh more than 23 kg.



## 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.
- The packing list must contain, in addition to the shipping data and recipient data, each package with package number, part number and quantity per part number.

## 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.

## Material sorting

Single-item containers: Packages are only stored sorted. Single item deliveries are recommended, but are not absolutely necessary.

Mixed packs: If a pallet or package is not delivered sorted, articles in the pack must be clearly differentiated and labelled.

We recommend spatial separation, clear labelling and clear arrangement!

The contents of a mixed pallet must be recognizable from the outside by means of labels analogous to the packing list. A label must therefore be attached to the outer packaging for each part number.

In the case of mixed pallets, the different parts must be separated from one another and sub packaged. Each sub-packaged package must be marked with a label so that the contents and quantity are immediately recognizable. The sub-package must be manually manageable

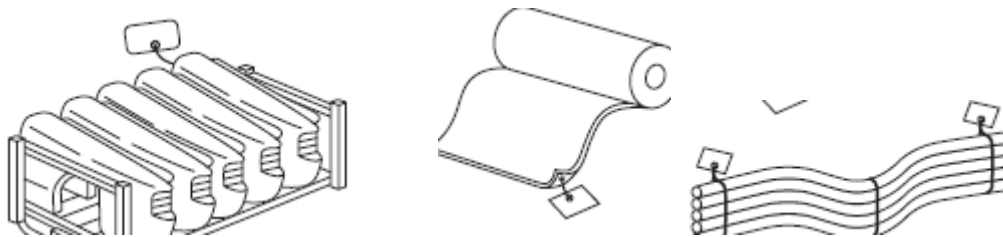
and not weigh more than 23 kg. If the sub-package is heavier, the supplier must use a separate pallet for the sub-quantity.



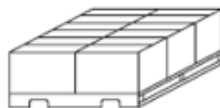
Each "MIXED LOAD" pallet must have an identification of the part contents to enable efficient verification and localization of the parts. This can be achieved either by using content labels or a pallet packing list. The contents labels or packing list must be affixed to the side (not the front or back) of the pallet, clearly visible and identifiable.

When transporting parts in mixed loads, the following requirements must be observed in order to avoid a handling and restacking charge.

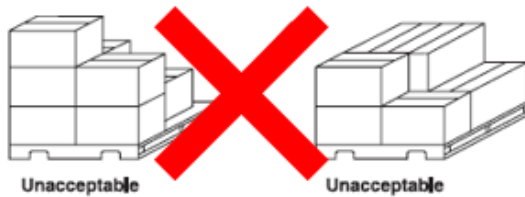
- a) Heavy parts must not be placed on lighter parts.
- b) Loose parts must be separated or contained so that they do not move and damage other components / packages.
- c) Part numbers with the highest number of pieces / containers must be placed on the bottom of the pallet, unless they fall under the above weight restriction.
- d) Parts on a "MIXED LOAD" must be physically separated for easy identification and quantity control, small parts should be boxed with one SKU per container, which facilitates the accuracy/speed of part identification and prevents damage.
- f) At least one part or bundle of each part number must be clearly identified with the part number.



Acceptable  
Figure 9a



Acceptable



## 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
- Damaged shipping packaging will be charged with 2.50€, plus special expenses 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.

Die Lagerkosten für ungeklärte Fälle belaufen sich auf 7,50€ pro Palette pro Tag und auf 3,00€ pro Karton pro Tag.

## 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). Exchange fee per pallet is 0,50€.