

Delivery Guidelines

1. Scope

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

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

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

They serve to regulate incoming goods processes at all Lufapak location 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

Lufapak GmbH

c/o Customer name

In den Mittelweiden 22

56220 Urmitz

The goods inbound times are on workdays (Mo.–Fr.) from **7:00 am – 3:45 pm**.

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

2. Notification (ASN)

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.

Send the agreed delivery data for each delivery (individually per consignment and day) with the template "receiving avis ASN" - via the coordinated interface and to the coordinated email distribution list.

Please note that the notification of a consignment should contain the expected delivery quantities and will also be delivered in the announced quantity.

In the case of deliveries by container, the delivery time must be agreed in advance (at least 7 days before receipt of goods) with our support (inbound@lufapak.de / +49 2631 384 250). A delivery without an agreed delivery time can lead to a refusal of acceptance or to chargeable downtimes.

Postponements must be notified by changing the delivery dates in the goods registration at least 24 hours before the original delivery date. E-mail to inbound@lufapak.de.

Non-communicated postponements as well as non-delivered containers will be charged with a lump sum of € 250.00.

Unannounced deliveries of goods may be rejected. The additional effort for non-registered deliveries, deliveries that are not on schedule, will be charged with a surcharge of € 20,00.

Please ensure that all item master data is transferred to Lufapak via file (template item master) and the ASN (template "receiving avis ASN") before delivery.

Missing data will be charged per special expense. € 5.00 will be charged per missing data of a delivery.

You will receive online access to our communication database LUCIE. Via this access, we can process delivery differences or returns very quickly and effectively.

Delivery discrepancies as well as missing order numbers are reported to you via the Lufapak communication database via "Lot Control or also LOT" and are processed there.

If goods cannot be collected due to missing data, they are stored in the "clarification zone" goods receipt. Please help to also clarify these open LOT's directly in the database

The preparation of a LOT's is charged at a flat rate of € 3.00 per case.

At Lufapak plus differences are not immediately booked in the system.

You have 24 hours to clarify with us via the communication database how we should deal with these differences. After these 24 hours, plus differences are manually booked in Lufapak's own WMS (Warehouse Management System) in order to be able to complete the goods receipt.

The storage costs for unsettled cases amount to € 7.50 per pallet per day and € 3.00 per carton per day.

2. Delivery / Delivery notes

Only duty-paid goods are to be delivered. If other agreements exist in individual cases, this must be stated in the comment on the goods declaration. Container goods require a Gas Free Certificate (GFC).

We would like to point out that the current version of the IATA/ICAO regulations and ADR Chapter 1.4 of the ADR "Safety Obligations of the Participants" is used as the basis for all currently delivered goods flows for dangerous goods.

This concerns the distributor and thus also the supplier or the person acting on his behalf. In this way, the deliverer or the person acting on his behalf guarantees that all required obligations are incumbent on him. A liability claim against third parties is therefore forfeited. As a precaution, we refer to the current legal regulations in the respective modes of transport in the Dangerous Goods Act.

Delivery with delivery note of the supplier / consignor

In case of a delivery by third parties with third-party documents, a delivery note or a packing list with the following information analogous to the goods declaration/advice is mandatory:

- Actual sender or supplier address data
- Lufapak customer name
- Your order or purchase number (PO - number)
- Item data with supplier article numbers and quantity

All information on the delivery documents must correspond to the data to the goods declaration (ASN).

Missing ASN (Advance Shipping Notice, template import receiving avis) means additional manual effort and will be charged additionally per goods receipt.

Should the goods receipt not contain any goods accompanying documents, this will be charged as below, since goods without a delivery note lead to a considerable delay in the processes. Missing ASN files 25,00€ per delivery.

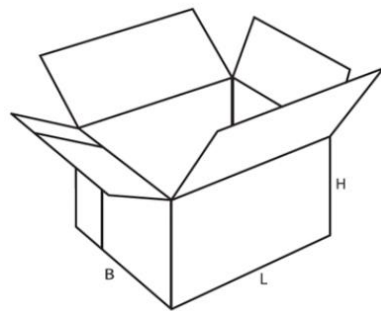
Discharge

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

4. Condition of the delivery packages

The delivered packages and pallets are subject to the following provisions:

- Shipping label: Each package must have a shipping label with the correct address data (incl. Lufapak customer name) which ensures assignment to the receiving warehouse customer.
- 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 to the outside of the delivery packages in a clearly visible position.
- The palletized 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 note / shipping documents need to be placed on the outside of the packages in a commercially available transparent pocket / delivery note pocket.
- For pallet deliveries on the long side of the first pallet package.
- For package deliveries on the largest area of the package.
- The delivery note / shipping document must contain the order number (PO - number) as a 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 specifications apply for storage:

Pallet-type / Weight

Euro flat pallet according to the 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.



Euro one-way pallet

The dimensions of a disposable euro pallet (120 x 80 cm) must be observed. It is essential that the pallet is of the same size as the Euro flat pallet. The maximum gross weight of a delivered pallet must not exceed 1,000 kg.

The pallets must not have any defects and must be suitable for high-bay storage in transverse and longitudinal direction without shelves. Storage in high racks with defective pallets or on disposable pallets is not permitted for occupational safety reasons. Repacking onto suitable pallets may therefore 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 € 20.00 per pallet that is stored, plus material costs.

Stacking / Layering

The cardboard boxes / articles on the pallet are to be stacked flush and staggered in order to ensure safe storage in in the sense of the occupational health and safety laws. Conversion is necessary if the goods are not stacked securely and staggered. The use of stretch films to secure pallets is permissible.

Overbuilding

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

The maximum height for storage is 120 cm incl. pallet. A delivery with higher dimensions is possible but will be converted in the incoming department.

Special dimensions

Delivered goods with special dimensions are only 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.

Article sorting

Single-item containers: Packages are only stored by type. Single item deliveries are recommended but are not mandatory.

Mixed containers: If a pallet or package is not delivered sorted by type, articles in the container 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.

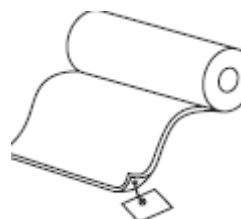
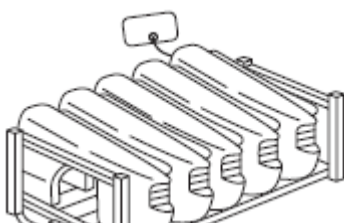
In the case of mixed pallets, the different parts must be separated from one another and sub packaged. Each sub-packaged package must be marked with a label so that the contents and quantity are immediately recognizable. The sub-package must be manually manageable and not weigh more than 23 kg. If the sub-package is heavier, the supplier must use a separate pallet for the sub-quantity.



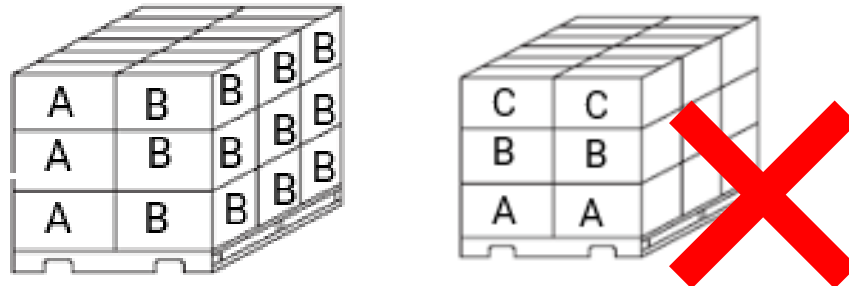
Each "MIXED LOAD" pallet must have an identification of the part contents to enable efficient verification and localization of the parts. This can be achieved either by using content labels or a pallet packing list. The content labels or packing list must be placed to the side (not the front or back)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

When transporting parts in mixed loads, the following requirements must be observed 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.



For mixed pallets with up to four different part numbers, care must be taken that they are not stacked in layers.



Loads secured to pallets with shrink or stretch wrap must use a wrap 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 to mix different part numbers on a pallet until full pallets with similar part numbers are completed.

Permitted 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 it cannot move during transport.

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

If items are distributed over several packages or if the quantities to be booked cannot be recorded without further sorting effort, additional charges for sorting and consolidating the goods will apply (operational hourly rate).

If there is no sub-packaging 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 3,00€ / packaging unit (plus special effort).

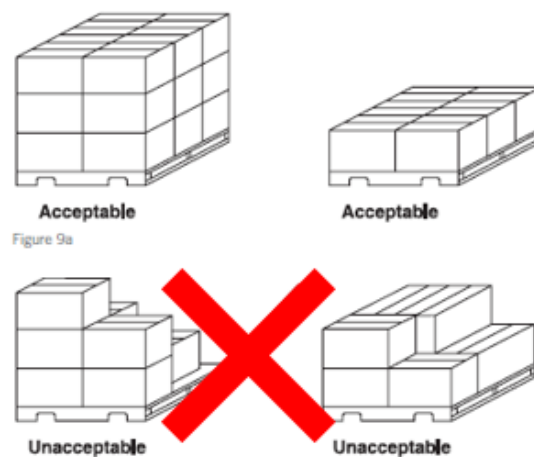
5. Receipt of goods

In goods receipt, an inspection is carried out on unloading / acceptance of goods regarding the following criteria:

- Quantity control of the inbound-packages
- Outer visual control on damage with documentation and description of damage
- Damaged shipping packaging will be charged with € 3.00 plus special expenses
- Control and checking of accompanying documents
- Control and documentation of taking care of the delivery guidelines
- Random sample control of delivery quantities

If there are any clarification or questions regarding the delivered goods, our goods inbound / support will contact you.

The storage costs for unsettled cases amount to € 7.50 per pallet per day and € 3.00 per carton per day.



6. Change of pallets

In case of pallet change it is required that the pallets comply with exchanging criteria in 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 the pallets, provided that Lufapak is not responsible for the non-exchange (example: carrier refuses the takeover of exchangeable pallets). Exchange fee per pallet is € 1,00.