

## **Delivery guidelines**

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## 1 General

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Following the delivery guidelines is mandatory to guarantee the best possible warehouse management, as well as optimal protection of the goods, efficient and safe operation.

We reserve the right to refuse acceptance of goods in the event of non-compliance with these delivery guidelines or to transfer any costs incurred for reworking to you. The instructions of DURAG employees must be followed.

### 1.1 Scope

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These delivery guidelines are part of our purchasing conditions and are binding for all suppliers. The DURAG GmbH delivery guidelines apply in the most recent version.

Goods receiving hours:

<b>Monday – Thursday from</b>	<b>06:30 – 12:00</b>
	<b>13:00 – 16:00</b>
<b>Friday from</b>	<b>06:30 – 14:00</b>

### 1.2 Booking/Book-in

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- In order to keep handling times as short as possible, deliveries must be announced 48 hours in advance due to pre-planning. Announced deliveries will be processed preferentially. Deliveries without notification must expect delays in unloading or refusal of acceptance without this leading to a delay in acceptance by DURAG.
- Special arrangements are to be agreed upon in advance with DURAG GmbH Purchasing.
- Registrations are made by mail to [Wareneingang@durag.com](mailto:Wareneingang@durag.com)

### 1.3 Delivery documents

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- Only delivery bills in German or English will be accepted.
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- For deliveries without an order number as reference, the contact details of the customer (name, telephone number) must be noted on the delivery documents. For non-standard orders/calls, such as sample orders and internet orders etc., the DURAG contact person (name and telephone number) must be mentioned.

## 1.4 Required delivery note information

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- Order number, in plain text and as barcode (Code 128)
- Delivery note number, in plain text and as barcode (Code 128)
- Order number, if specified in the order
- Supplier name
- Receiver
- Name of the purchaser specified in the order
- DURAG material number, in plain text and as barcode (Code 128)
- Delivery quantity in plain text and as barcode (Code 128)
- Unit of measure
- Article or material designation (without abbreviations)
- Number of cartons / delivery quantity in order units
- Shipment date or invoice date
- Country of manufacture for suppliers from non.EU countries (county of origin)
- Total number of pallets and total number of loose packages

## 1.5 Related documents

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- In case of non-existent or illegible delivery bill, the acceptance of goods will be refused.
- For deliveries of hazardous substances, it is mandatory that the correspondingly valid product-complaint safety data sheet in the current version be supplied.
- Test reports and test results must be added to the delivery bill as an attachment.



## 2 Packing materials and packing

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- Goods packaging in individual and/or collective form is the responsibility of the supplier.
- The supplier must ensure that the goods are delivered in perfect conditions by appropriate packaging, securing of the loading units and loading aids. This includes the protection of the delivery against external influences (e.g. Stress due to transport), as well as the protection of the environment and Persons who are in contact with the delivery. (See also Labeling, Dangerous Goods)
- Non-finished, machined steel surfaces of products must be provided with suitable corrosion protection before packing. Likewise, the packaging must be able to absorb possible moisture residues.

### 2.1 Folding boxes

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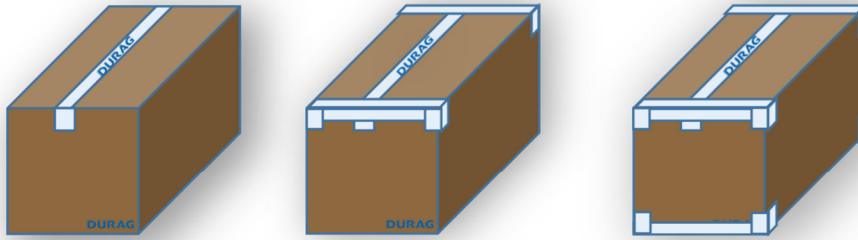
- Only multiwall corrugated board (min. double wall) without plastic reinforcement may be used for folding boxes. The packaging method must be chosen appropriately for the products and its weight.

### 2.2 Closure

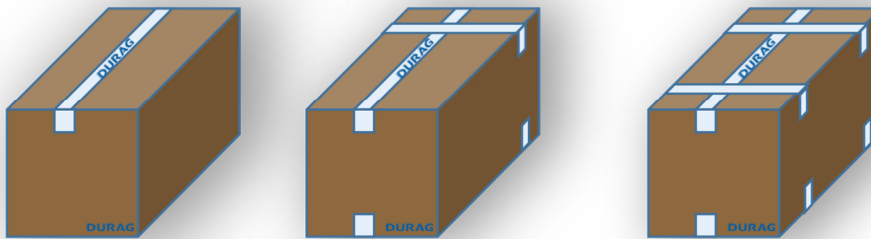
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- Packages must be sealed by the use of adhesive tape (50mm width) in such a way that they cannot open by themselves even under heavy load. (see figure)

### Doppel T-Verschluss



### Doppel H-Verschluss



## 2.3 Strapping and staples

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- Metal strapping, as well as stapling with staples to seal a shipping carton are not permitted.

## 2.4 Packing units

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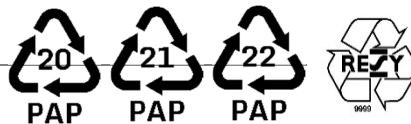
- Packaging units must be clearly marked as such from the outside. (Number per unit)

## 2.5 Environmental compatibility

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Packaging materials must always be disposed of in an environmental friendly manner. Attention must be paid to the support of the Dual System Germany “Grüner Punkt”, as well as the “RESY” label for folding boxes. The following instructions for packaging design must be observed in the interest of environmental protection:

- Low-heavy metal and solvent-free printing links must be used for printed packaging.
- The use of PVC in adhesive tapes, labels and films must be avoided.
- The following standard symbols must be taken into account when labeling packaging material:



## Packaging symbols

The German, European and country-specific laws, regulations and directives applicable at the time of delivery must be observed.

## **2.6 Filling materials**

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- If there are empty spaces in packaging, they should be filled with non-dusting and environmentally friendly filling materials.

### 3 Refusal to accept

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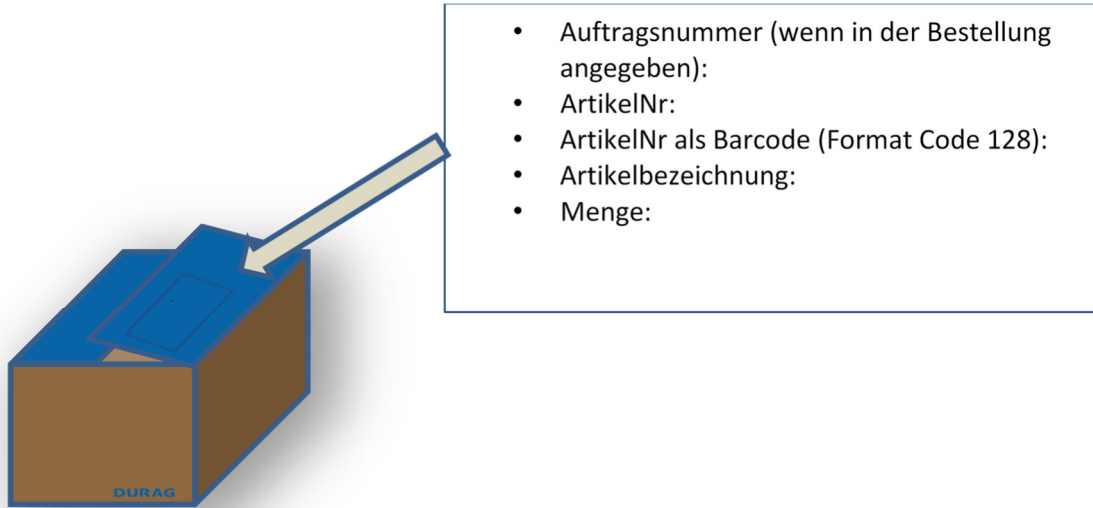
DURAG reserves the right to refuse acceptance of goods in case of non-compliance with this delivery guideline or the other provisions of the underlying contract. Possible points which may lead to a refusal of acceptance of goods are, for example, but not exclusively, as well as subject to a special agreement to the contrary:

- Goods cannot be unloaded due to increased risk of damage (e.g. large goods)
- Insufficiently packed or unsorted goods
- Illegible/non-existent delivery bill or other missing accompanying documents (customs documents, dangerous goods documents, etc.)
- Delivered quantity does not match the quantity shown in the delivery bill.
- Soiling or damage to the goods
- Wrong delivery address
- Missing labels on the material
- Costume seals (seals) are damaged
- Seal number does not match the number shown in the accompanying document
- Lack of conformity of the delivery to the contract
- Defects in the delivery vehicles
- Lack of conformity of the goods to the contract
- Early or late delivery
- Violations of the DURAG house rules
- Not only insignificant violations of the instructions of action of DURAG employees
- Not insignificant exceeding of the agreed unloading time by the supplier.

## 4 Marking

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Delivery products must be clearly marked on the packaging unit (VPE) and the transport unit.



- If a shipping carton contains several different items, it must be clearly marked as a mixed carton. A list of contents must be added to this. The same applies to break-open cartons.
- If a pallet contains different items, it must be clearly marked as a mixed pallet. A list of contents must be added to this.
- The use of mixing boxes and mixing pallet should be avoided if possible.
- Suppliers must label the products in accordance with the Hazardous Substances Ordinance. The labeling must be continuously adapted to the current provisions of the ADR.
- Dangerous goods must be provided with a dangerous goods label. For this purpose, the respective UN number and corresponding plain text in German or English must be affixed in the immediate vicinity of the dangerous goods. This regulation also applies if the transport takes place across borders. The ADR transport documents must be handed in upon delivery.
- Product-specific handling instructions (e.g. do not point load, do not place and store vertically, do not store above n °C), must be attached as pictograms to each package.
- Symbols according to DIN 55402-2 must be used.
- Labels must not be covered with adhesive tape. This must be applied straight.

- Items requiring ESD (electrostatic discharge) protection that are not supplied in the suitable ESD packaging must have the ESD symbol printed in color in the packaging:



## 5 Packing list

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The package contents list must contain the following information:

- Receiver
- Order number
- Part number and designation
- Quantity
- Number of the package (e.g. package 1 of 1, package 1 of 3, etc.)

## **6 Acceptance of the goods**

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The DURAG GmbH confirms the number and type of shipping units (=packages) received when accepting the goods. Content, value or weight are not confirmed. Customs goods will only be accepted if customers seals are intact and the shipping documents are valid.



## **7 Subsequent and partial deliveries**

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Partial deliveries of an order may not be mixed with other deliveries. These are to be packed separately and delivers whit their own delivery bill.

## 8 Palletizing

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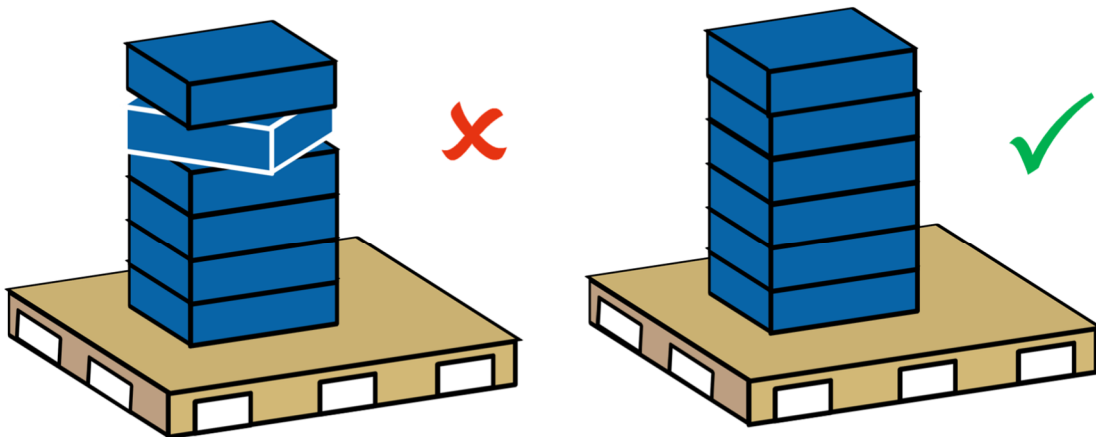
If possible, Euro pallets (1200 x 800mm) shall be used for delivery. The goods must always be packed in such a way that they can be transported without risk and within the company. If one-way pallets are used, their entry openings must have a minimum height of 90mm and the pallet must be accessible from all 4 sides. A maximum height of 1500mm applies to all pallets. Any deviation must be agreed in advance with the goods receiving department.

- Special pallets, such as truck transport floors, or other pallets that must be used due to a possible complexity of the goods.
- Box pallets

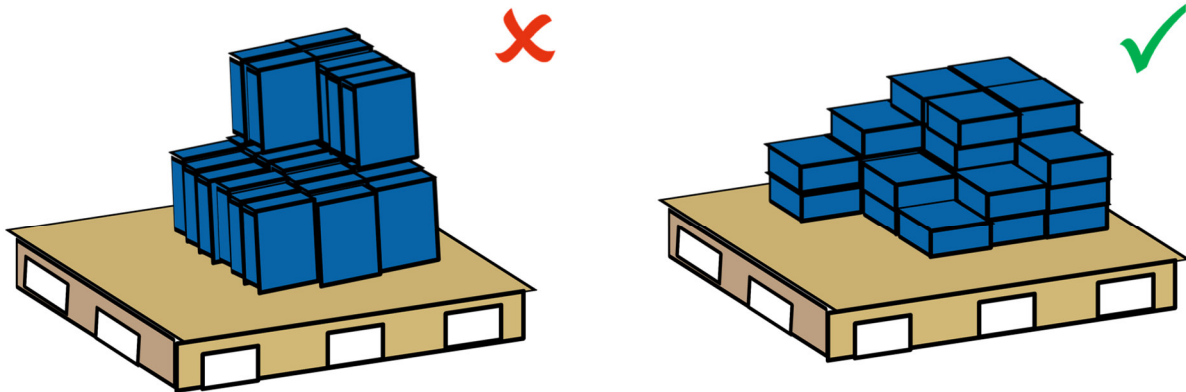
### 8.1 Pallets structure

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- Avoid overhangs when packing pallets.



- When building pallets, consider composite stacking, if possible.



- If a mixing pallet is used, layers should be formed that are clean of product, if possible.
- If the pallet is secured by stretch films, this must form a tight bond with the load carrier by means of foot wrapping.
- To enable layer formation, the stacking pattern of a pallet should end flat.
- If pallet has several layers, intermediate layers must be used.
- Product labels are to be turned to the outside if possible. Cable drums can be delivered standing or laying on the EU pallet. The cable drums must be secured on the pallet by straps, stretch, film or welding. The securing of the pallets must be adapted to the requirements for transport. The maximum dimensions are 1200 x 800 x 1500 mm without overhang.

## 8.2 Pallet exchange

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- Grid boxes and Euro pallets are exchanged directly after delivery, provided they meet the exchange criteria of EPAL (<https://gpal.epal-pallets.org/>). Special agreements may have been made with suppliers prior to the initial order regarding the loading aids to be used.

## 8.3 Palletizing of buckets, cans and shipping containers etc.

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- Buckets, cans and shipping containers and the like may be delivered on adequately sited pallets.
- Appropriate safety measures (e.g. the use of corrugated cardboard) must be taken to ensure that the goods and their packaging are not damaged during transport. Care must be taken to ensure that loads are always lashed down.

- When using mixed pallets, pay attention to the individual weights of the packaging cartons: Heavy at the bottom, light at the top.
- Pictograms with handling instructions must be placed in a visible position on the pallet.

## 9 Truck loading regulations

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- The load securing must meet the legal requirements.
- Trucks are unloaded at the ground level from the rear or from the side by forklift or lift truck. This must be possible without moving foreign goods. This must be observed when loading the truck.

### 9.1 Transport lock

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Transport protection can be provided by wooden crates, boxes, cartons, edge protectors or strapping. This is to protect the goods from contamination or instability.

### 9.2 Delivery documents

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- If the delivery is made by a carrier, a bill of lading must be available in addition to the delivery bill.

## **10 Unpalletized shipments / KEP (courier, express, parcel service)**

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- Deliveries by parcel service providers, couriers or other non-palletized deliveries may be made without the need for notification.

## 11 Special agreements

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For special arrangements please contact the following:

Thomas Grötschel, Team Leader Logistics

Tele.: +49(40)554218-1302

E-Mail: [thomas.groetschel@durag.com](mailto:thomas.groetschel@durag.com)

## 12 Delivery adress

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DURAG GmbH

Goods receipt

Kollaustrasse 105

22453 Hamburg

Directions sketch:

