

## Delivery Requirements (Freighter's version; collection)

### Truck fleet requirements:

As manufacturers of packaging for the food industry, we expect the freight hold on all trucks to be swept clean, and dry and odourless. Carrying additional cargo and mixing goods on the truck which may have negative effect on the quality of our products must be avoided.

### Order form:

By e-mail requesting a prompt order confirmation in SATIAMO or in writing by telefax.

### Dispatch notification and / or transfer order:

Usually by 16:00 at the latest on the working day preceding loading.

### Loading and unloading times:

Loading in dispatch: Monday to Thursday: 6:00 – 17:00 (no break). Friday: 6:00 – 13:30.

Loading and unloading at other times, e.g. Saturday morning, only after consultation and at our express wish.

Customs office: Monday to Thursday from 7:00 – 12:00 and from 13:00 – 16:00 and Fridays from 7:00 – 12:00.

Unloading at receipt of goods: Monday to Thursday from 7:00 – 12:00 and from 13:00 – 15:30 and Fridays from 7:00 – 12:00.

### Loading:

So as to ensure speedy dispatch handling, we expect our carriers' drivers to load or at least assist with the loading of their vehicles using the forklift provided. We would ask you to inform us in your tender if your drivers are not prepared to assist in this process.

For clarification of the loading situation: "Our dispatch personnel is chiefly occupied with fetching the goods from the various storage areas, scanning the goods, clearing the ramps, order-picking the goods and preparing the shipping documentation."

### Shipping documentation:

All batches should have two shipping notes attached (an original for the customer and a copy for the carrier, for countersigning by the customer and attaching to the freight invoice). The shipping note should also document the exchange of EUR-pallets.

The CMR-waybill (CMR stands for "Convention Marchandise Routiere" and describes the waybill for the national and international carriage of goods by road) regulates the responsibilities and liabilities of the parties concerned and should be filled in.

In case of obvious defects to goods and / or packaging, it is imperative that the damage be noted on the CMR-waybill and countersigned by the driver for the purpose of insurance claims. Photos of the damaged goods right on the truck will ease insurance processing considerably.

### Weight:

The weight of each individual pallet is between 100 and 250 kg. At award of contract, especial notice will be given of deliveries involving heavy sheets, materials or machines.

### Transport of our products:

The goods must be transported as ordered and loaded by us. During transport, goods may not be subsequently compacted, rearranged, significantly changed or optimised in any other way.

The goods should not be exposed to exceptional fluctuations in temperature and above all, must be protected from moisture at all times.

Extra care must be taken when driving away from the ramp and when opening and closing the freight hold because of water collecting on the covering tarpaulin, care should be taken not to tear the tarpaulin and that the rear loading doors are completely closed.

#### Storing our goods:

Dry, dust-free, odourless, pallets should only be stacked on top of one another with the approval of Greiner Packaging. The recommended storage temperatures are between  $> 0$  and  $+40^{\circ}\text{C}$ , ideally  $+20^{\circ}\text{C}$  with a relative humidity of the air of 40%.

The cartons should be stored as they were delivered, so as to avoid deformation of the cartons and their contents! Many of our cartons display the symbols shown below „Zerbrechlich (fragile - handle with care)“, „Vor Nässe schützen (keep dry)“ und „Oben (this way up)“ to enable easier handling of our products for / by storage personnel.



#### Unloading:

According to the specifications of the recipient of the goods, the driver may sometimes be required to assist.

#### Exchange of EUR-pallets

The exchange of EUR-pallets (on a pallet-for-pallet basis) is included in our carriers' freight price and is binding in the following countries: AT, BE, CH, DE, LU and NL.

Any customer-specific exceptions to the EUR-pallet exchange must be given in writing in the transfer order as well as in the delivery documentation. Please consider that we only provide as-new condition, high-quality, food-safe EUR-pallets for use in high bay warehouses and we expect to receive an equivalent quality in return. You will find criteria for exchanging online at: <http://www.epal-pallets.de/uk/produkte/tauschkriterien.php>

Every two months, our carriers and those buyers who collect their own goods will receive periodic extracts from our EUR-pallet bookkeeping, which each need to be agreed and confirmed.

We reserve the right to add the cost of the EUR-pallets to our purchasing price in cases of poor exchange conduct after prior consultation and arranging a deadline. The exchange of other packaging items such as lattice box pallets, plastic pallets etc. is chargeable.

#### Defining means of transport / interior dimensions / EUR-pallet capacity:

Box trailer and refrigerated box trailer:

Minimum loading height 2.35 m, width 2.40 m, approximate length 13.50 m; EUR-pallet capacity 33

Standard tautliner / curtainsider:

Minimum loading height 2.55 m, width 2.45 m, exact length 13.60 m; EUR-pallet capacity 34

Mega trailer:

Minimum loading height 2.97 m, width 2.50 m, exact length 13.60 m; EUR-pallet capacity 34

Jumbo road-train:

Minimum loading height 3.00 m, width 2.50 m, minimum length 15,00 m; EUR-pallet capacity 38 and / or 39