

General transport and storage conditions / claims

Truck fleet requirements:

As manufacturers of packaging for the food industry, we expect the freight hold on all trucks to be swept clean, and be 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.

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 etc.!

Storing our goods:

Dry, dust-free pallets free from strong odours 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%. Goods that are cold should be allowed to reach room temperature before processing.

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.



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 CMR-waybill (CMR stands for "Convention Marchandise Routiere" and describes the waybill for the national and international carriage of goods by road. The CMR is the equivalent of the bill of lading (B/L) for sea freight or the air way bill (AWB) for air freight which accordingly regulates the responsibilities and liabilities of the parties concerned) as transport insurance document should also be signed by the recipient. Under point 24, insert the place and date of receipt, name of the recipient in capital letters as well as his / her signature and the company stamp. Details of the exchange of packaging items should also be entered into the relevant boxes.

In case of obvious defects to goods and / or packaging, it is imperative that the damage be noted on the CMRwaybill 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.

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 the 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 at our purchasing price in cases of poor exchange conduct after prior consultation and arranging a deadline.