

General Delivery Terms

This document defines the smooth logistical handling between suppliers / shippers and C.HAFNER GmbH + Co. KG, Maybachstraße 4, 71299 Wimsheim, Germany.

Order notification

from the supplier / shipper – please notify us of your delivery at least 24 hours before delivery by sending an email to Logistik_Wareneingang@c-hafner.de. Your delivery notification must contain information about the delivery items contained in the delivery as well as handling units, the person who placed the order and the recipient.

Delivery

- Please refer to our order for **delivery addresses**. entnehmen Sie bitte unserer Bestellung. You **absolutely must specify** the recipient (name / area). For example:
C.HAFNER GmbH + Co. KG
z. Hd. Hr. Müller / Best. Nr. 41 328
Maybachstraße 4
71299 Wimsheim
- The **receipt of goods** takes place from Monday to Friday from 8:00 a.m. to 12:00 p.m. and from 12:30 p.m. to 4:00 p.m. / to 2:00 p.m. on Fridays.
- **Delivery dates**
The delivery or provision dates specified by C.HAFNER for orders shall be binding. If it is not possible for the supplier to deliver on this date, it is necessary to inform the person who made the order / purchasing department at C.HAFNER immediately and agree a new delivery or provision date.

Delivery and packaging

- The incoming goods department must be able to identify all materials by a corresponding description in the accompanying documents.
- All materials must be packaged in such a way that there is no risk of injury from the materials or its packaging.
- The delivery of dangerous goods is only possible after giving prior notification to Logistik_Wareneingang@c-hafner.de and if the appropriate labelling is attached.
- **General shipping safety and packaging material**
To ensure your goods are processed safely and smoothly, the following general requirements must be observed:
 - The goods must be packaged securely against damage for transport. Fragile goods must be secured using appropriate packaging and guaranteed for safe handling when put into storage.
 - Any cavities in the transport packaging must be filled. Scrunched up paper, air cushions or bubble wrap should be used as padding material. Styrofoam chips or shredded paper must not be used. Padding materials must be able to be disposed of in an environmentally friendly manner.
- **Pallet sizes**
 - The maximum pallet height permitted for delivery (goods and pallet) is 1,100 mm. Other delivery heights are possible in exceptional circumstances and require written approval.
 - A maximum total pallet weight (goods and pallet) of 1,000 kg must not be exceeded.
 - Goods may only be delivered on Euro pallets. EPal or UIC certifications are accepted.
 - The pallet dimensions must be 1,200 mm (length) x 800 mm (width)
 - When pallets are exchanged, a pallet of the same quality will be returned. If the corresponding number of empty pallets is not in stock, they will be returned within a reasonable time. Unusable Euro pallets (due to rotting, nails etc.) will not be exchanged.

■ **Securing pallets**

- The goods must be firmly attached to the load carrier (pallet) so that they cannot slip off.
- Metal straps may not be used for strapping goods onto the pallet.

■ **Delivery in reusable containers**

The use of returnable containers is possible in principle, but requires prior consultation and agreement.

■ **Delivery as a package**

Individual packages must not exceed a total weight of 31.5 kg and must not bend in any way. The maximum dimensions of packages should not exceed 600 x 400 x 300 mm (LxWxH), except for bulky goods.

Address label and accompanying documents

■ **Adresslabel**

All delivered packages and pallets must have an address label. These must contain the following information:

- Sender (full address)
- Recipient with details of department or person
- Package number and number of packages

■ **Delivery note**

All packages must include a delivery note with the following informations:

- Sender (full address)
- Recipient with details of department / person
- Order number(s)
- Date of order
- Exact number of delivered items, cartons and pallets
- Material designation
- Delivery notes should preferably be located on the outside of a pallet / package and be easily accessible. We recommend the use of an envelope for this purpose. If the delivery note has been put inside the package, the package must be labelled "delivery note inside".
- An original invoice must not be enclosed along with the delivery. Invoices must only be sent to the specified address, separate from the order.
- If a delivery consists of several packages, a delivery note must be enclosed with each package.
- **Delivery fees** - Delivery to Wimsheim should be free of charge.
- **Customs clearance** - All deliveries from abroad must be delivered duty paid.
- **Inspection of deliveries at the incoming goods department**
Delivered items will only be accepted under reserve. Ordered and delivered goods are only externally checked at the gate for damage and proper delivery.
The carrier must confirm external damage to the delivered items on the delivery note. Otherwise, the driver will only receive a receipt for the number of delivered packages (packages, pallets, etc.). Quantities and goods are checked later on the basis of the delivery note and the order.
Damaged or incorrectly delivered or over-delivered goods will not be accepted.

NOTE:

If these delivery terms are violated, a handling fee may be charged. Violations that cannot be remedied may lead to a refusal to accept the goods or return of the the goods. A handling fee will be invoiced for this to cover the associated costs.