

# Delivery guidelines

**Reifenhäuser Group**

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## **General**

For optimum warehouse management and protection of the goods, as well as to ensure smooth and safe operation, it is essential to comply with these delivery guidelines.

If this delivery guideline is disregarded, we reserve the right to refuse acceptance of the goods or to charge you the costs for reworking.

The safety instructions (see Appendix 1) must be observed and the instructions of the staff must be followed.

## **Scope of application**

The delivery guidelines are binding for all suppliers. These guidelines are an integral part of our terms and conditions of purchase.

The delivery guidelines are valid immediately until they are replaced by a new version. All previously issued delivery guidelines are no longer valid.

## General topics

### 1. Delivery documents

#### 1.1 Required delivery note information

- Order number, in plain text and as a barcode (Code 128)
- Order number, if specified in the order
- Name of the supplier
- Receiver
- Name of the purchaser specified in the order
- Reifenhäuser material number, in plain text and as a 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
- Date of dispatch or invoice date
- Country of manufacture for suppliers from non-EU countries (country of origin)
- Total number of pallets and total number of loose packages Accepted

delivery note languages are German and English only.

For deliveries made without reference to the order number as a reference, the contact details (name and telephone number) of the customer must be noted on the delivery documents.

For non-standardized call-offs/orders (sample orders, Internet orders, etc.), the Reifenhäuser contact person (name and telephone number) must be named.<sup>7</sup>

For deliveries from non-EU countries, it is mandatory to carry all customs-relevant documents.

#### 1.2 Further documents

- Deliveries without a delivery bill or with an illegible delivery bill will generally be rejected. In general, the current version of the valid product-compliant safety data sheet must be supplied with the delivery of hazardous substances
- Protocols and results of tests carried out must be supplied as attachments to the delivery bill.

## **2. Packaging materials and packaging**

The direct packaging of the goods in the form of individual and/or collective packaging is the responsibility of the supplier.

By selecting the appropriate packaging, securing the loading units and loading aids, the latter must ensure that the goods can reach their destination in proper condition. This includes both the protection of the goods from external influences (e.g. transportation stress) and the protection of the environment and persons who come into contact with the product. (see also labeling, hazardous substances / dangerous goods).

For products with a machined, unfinished steel surface, suitable corrosion protection must be applied before packaging and the packaging must absorb any moisture residue on the products.

### **2.1 Folding boxes**

Only corrugated cardboard (min. double-wall) without plastic reinforcements may be used for folding boxes. The cartons must comply with FEFCO code 0201 or 0204 or the UN-DIN guidelines. In any case, the packaging must be appropriate for the product and its weight.

### **2.2 Closure**

Transport packaging must be sealed with adhesive tape (50 mm wide) (see illustration below). The packaging must be closed so securely that the closure cannot open by itself, even under heavy use.

### **2.3 Strapping tape and staples**

Strapping is permitted. Stapling with staples to close the transport carton is permitted.

### **2.4 Packaging units**

Packaging units must be clearly marked as such on the outside. (Number per carton).

### **2.5 Sets**

If you supply materials where the product is made up of several parts, these must be packaged and labeled as a set. Example: Fastening set M10 X 100 consists of bolt M10x100, washer and nut M10.

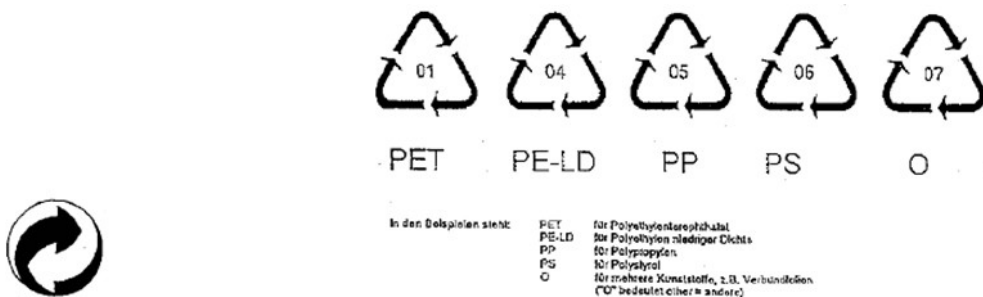
These 3 parts must then be packed together and labeled.

## 2.6 Environmental compatibility

Attention must be paid to the environmental compatibility of the disposal of packaging materials. The support of the DSD (Duales System Deutschland) with the "Green Dot" and the "RESY" label in connection with folding boxes should be noted here.

In the interests of protecting the environment, the following points must be taken into account when designing packaging:

- Low-heavy metal and solvent-free printing inks must be used for printing on the packaging
- The use of PVC should also be avoided for adhesive tapes, labels and films.
- Take standard symbols into account when labeling packaging materials, e.g:



At the time of delivery, all applicable German, European and country-specific laws, regulations and directives of the country supplied must be complied with.

## 2.7 Filling materials

Empty spaces in packaging are to be filled with neutral, non-dusting and environmentally friendly filling material - these should comply with the reuse aspect.

## 2.8 Protective function

The packaging is primarily intended to protect the goods themselves from environmental influences, damage, contamination and loss of quantity.

The packaging also protects people from injuries caused by sharp-edged goods, sharp or poisonous objects. It also protects the means of transportation, the environment and other goods from damage caused by leaking liquids, for example. Another aspect is the preservation of food, for example through airtight packaging. Aseptic filling techniques, sterile filling, protective gas packaging or vacuum packaging are common methods.

### 3. Refusal of acceptance

The following points can lead to a refusal of acceptance:

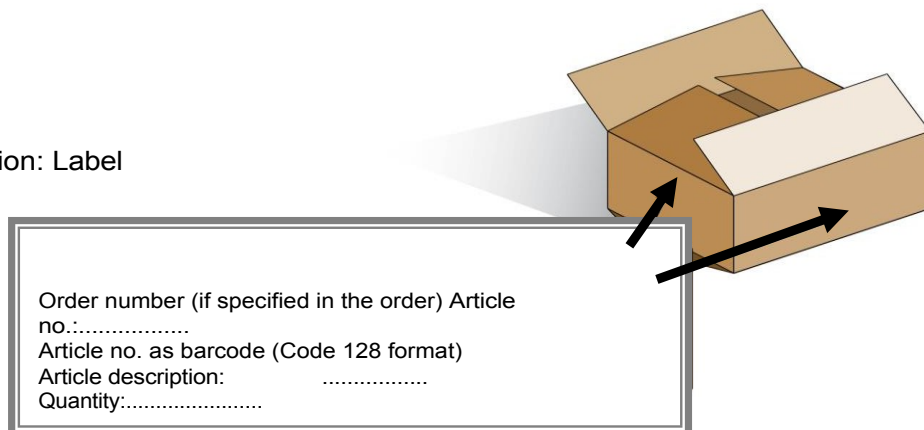
- Non-compliance with registration procedure / book-in (see point 20.3)
- Goods cannot be unloaded due to increased risk of damage
- Unsorted or inadequately packaged goods
- Missing/ illegible delivery note/ consignment note or other accompanying documents (e.g. customs documents, dangerous goods documents)
- Deviations between the delivery and the quantity stated in the delivery bill
- Damaged or soiled goods
- Incorrect delivery address
- Unlabeled material
- Customs goods deliveries must be delivered with intact customs seals. Furthermore, the seal number must match the accompanying documents. (Exception CEP deliveries)

### 4. Labeling

All delivered products must be clearly labeled both on the product and on the packaging unit (PU).

In cases where the product does not permit labeling due to insufficient space, the next higher packaging level (VPE) must be labeled. The labeling **on the products must be done with residue-free removable labels.**

Illustration: Label



- Shipping cartons containing different items must be clearly labeled as mixed cartons and provided with a list of contents. The same applies to partial cartons

- Pallets that are not pure product pallets must be labeled as mixed pallets. A list of contents must also be attached here and the various products must be recognizable
- The number of mixing boxes or mixing pallets must be kept to a minimum
- The labeling of the products in accordance with the Hazardous Substances Ordinance must be carried out by the supplier and continuously adapted to the valid provisions of the ADR
- Dangerous goods must always be provided with a dangerous goods label. In addition, the corresponding UN number must be provided with the English and German-language plain text in the immediate vicinity of the dangerous goods label. This regulation is also valid if the transport is cross-border. The ADR transport document must be handed over on 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 affixed to each package as pictograms
- Symbols in accordance with DIN 55 402 must always be used
- The adhesive tape must be applied straight and labels must not be pasted over

## **5. Package contents list**

This should contain the following information:

- Receiver
- Order number
- Article number and designation
- Quantity
- Number of the package (e.g. package 1 of 1, package 1 of 4, etc.)
- Type of package (EP, crate, etc.)




## 6. Product labels

Length: min. 50 mm

Illustration: Label

Height: min. 40 mm

<b>Order number:</b>	<b>ZVU120004711</b>
<b>Item number:</b>	<b>97000668</b>
<b>Article barcode:</b>	 <small>97000668</small>
<b>Article description:</b>	<b>Flange bearing PME 50</b>

If the dimensions shown in the illustration cannot be adhered to, a size appropriate to the packaging or the item must be selected. Make sure that the barcode can be read without errors.

If the desired labels cannot be created in our own service, it is possible to obtain them as a PDF via the RT Group ordering process, please contact the contact person named under point **18 Special agreements**.

## 7. Subsequent/partial delivery

Deliveries relating to orders that have already been partially delivered may not be mixed with current orders and must be delivered separately packed with their own delivery bill.

## 8. Acceptance of the goods

The receiving office at Reifenhäuser Maschinenfabrik GmbH & Co. KG confirms the number and type of packages (=shipping units) accepted, but not their content, value or weight. In the case of non-community goods (customs goods), the goods will only be accepted if the customs seals are intact and valid shipping documents are available. Exception: CEP deliveries.

## 9. Bulk goods / palletized goods

### 10. What counts as large goods?

Bulk goods include complete machines (e.g. winders, dosing systems, etc.), base frames, side plates, traverses, suction channels and all palletized goods.

## 11. Palletizing

As far as possible, all deliveries must be made on Euro pallets 1,200 mm x 800 mm (the EPAL criteria must be observed (<http://www.epal-pallets.de>)).

All goods must be packed in such a way that they can be safely unloaded and transported within the company. When using disposable pallets, it must be ensured that the entry openings of the pallets are at least 90 mm high.

**The wood used must generally comply with the IPPC standard ISPM 15.**

Exceptions are:

- Special pallets or truck transport floors or similar, which must be used due to the physical characteristics of the goods (oversizes, weights, transport safety devices, etc.)
- Mesh boxes

**Not accepted:**

- Rental pallets (e.g. CHEP pallets)

**Pallet exchange:**

- Euro pallets and pallet cages are exchanged in the incoming goods department immediately after delivery, provided they meet the EPAL exchange criteria (<http://www.epal-pallets.de/de/downloads/downloads.php>)

Special agreements regarding the loading aids to be used can be made for suppliers prior to the initial order.

## 12. Assembly of pallets

- Pallets must be packed without overhangs as far as possible

Illustration: Pallet with overhangs



- The pallet securing using stretch film must ensure a firm bond with the load carrier by means of foot wrapping



- As far as possible, composite stacking must be observed when assembling pallets

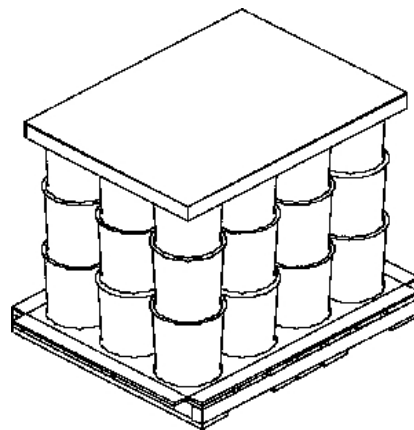


- In the case of mixed pallets, product-pure layers must be formed as far as possible
- The stacking pattern of a pallet should be flush to allow the placement of another load unit (layers)
- An intermediate layer of corrugated cardboard must be inserted between the individual layers of a pallet
- Product labels must always be turned outwards, preferably to the outside

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

- Buckets, cans and shipping containers etc. may be delivered on appropriate pallets that are dimensioned for the weight and transport load
- The load unit securing measures must ensure that the goods and product packaging are not damaged, e.g. through the use of corrugated cardboard blanks. Furthermore, a secure bond must be created with the load carrier. This can be achieved, for example, by using stretch film and sufficient pallet foot wrapping or by lashing down the entire pallet load

Figure: Pallet with shipping containers



- For mixed pallets, the individual weights of the cartons must be taken into account. (heavy at the bottom / light at the top)
- Product-specific handling instructions for the pallet (e.g. do not stack) are attached to to be applied as a pictogram on a pallet at a prominent location

### 14. Truck loading instructions

On delivery, the trucks are unloaded at ground level **from the side** by forklift trucks; unloading must be possible without having to move third-party goods.

Please observe this restriction when loading the bridge / truck. The legal requirements for load securing must be met.

**Crane unloading is also possible by prior arrangement; this must be communicated at the time of booking.**

### 15. Transport lock

To ensure damage-free transportation, it is necessary to secure the goods on pallets as far as possible.

Suitable measures such as the use of lashing straps, films, etc. must be taken to protect the goods from soiling and instability.

Wooden crates, boxes, cartons or edge protectors secured with strapping tape are permitted as transport protection.

The supplier is in any case responsible for compliance with all legal requirements with regard to transportation and load securing.

#### **16. Delivery documents**

- In addition to the delivery bill, a consignment note must be available upon delivery by the carrier

#### **17. Unpalletized shipments / CEP (courier, express, parcel service)**

Deliveries by parcel service providers can be made during goods acceptance times without the need for prior notification.

#### **18. Spare parts packages**

The following additional points must be observed when delivering spare parts packages:

- The delivery bill must be structured in the same order as the order
- The item numbers from the order are to be used as item numbers for the delivery bills
- The packages must be marked on the outside as spare parts or spare parts packages.
- A list of contents must be prepared for each package and attached to the package

#### **19. Special agreements**

Please address your request to the following persons:

Christoph Stadtler Head  
of Warehouse  
Management

T +49-2241/ 481 130  
[Christoph.Stadtler@Reifenhauser.com](mailto:Christoph.Stadtler@Reifenhauser.com)

## **20. Location-specific topics**

### **20.1 Reifenhäuser GmbH & Co. KG Troisdorf site**

#### **Postal address**

Reifenhäuser GmbH & Co. KG Maschinenfabrik  
Spicher Straße 46  
53844 Troisdorf

T + 49 2241 -481-0  
F + 49 2241 -481-790

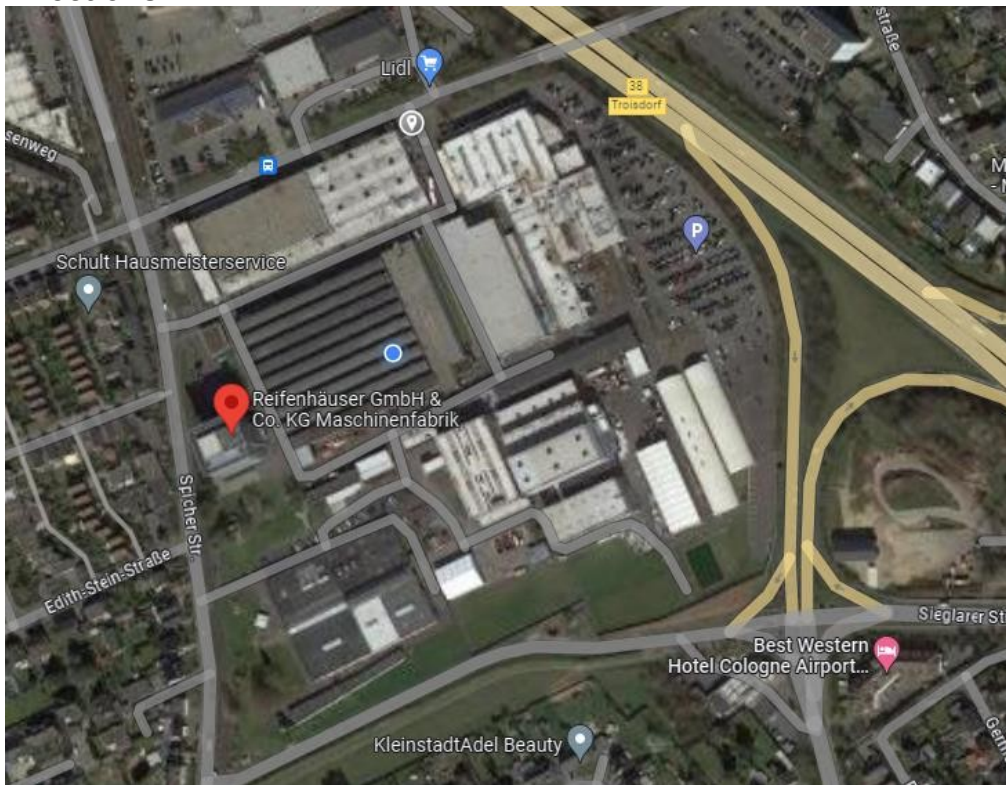
#### **Delivery address**

Reifenhäuser GmbH & Co KG Maschinenfabrik  
Reifenhäuser Extrusion System  
Reifenhäuser Cast Sheet Coating  
Reifenhäuser Blown Film (Troisdorf site)  
Reifenhäuser Reicofil  
Reiloy metal

Spicher Street 46  
53844 Troisdorf

T +49 2241-481  
F +49 2241-481

## Directions



**Please always register with the porter.**

**All deliveries are made via: Gate 2,**

Im Zehntfeld Goods acceptance times:

<b>Monday - Friday from</b>	<b>07:00 to 09:00</b> <b>o'clock</b>
	<b>09:15 to 12:00</b>
	<b>12:30 to 14:00</b>

## 20.2 Booking/book-in procedure

- Deliveries must be registered at least 24 hours in advance to enable advance planning and thus minimize handling times. Deliveries with at least 24 hours advance notice will be given priority. Deliveries that have not been notified must expect waiting times until unloading or even refusal of acceptance
- If you register in advance, you will receive a "**booking number**", which serves as a reference for delivery and must be given to the porter when registering
- All goods must be protected against the effects of the weather

**Please book a delivery time slot under the following link:**  
<http://www.cargoclix.com/reifenhauser>

**You can download the operating instructions at:**  
<http://www.reifenhauser.com/de/pages/downloads>

## 20.3 Non-compliance Bookings / Book-In

The Reifenhäuser Group reserves the right to impose waiting times on the vehicles concerned in the event of non-compliance.

Waiting times are allocated according to frequency.

Delayed delivery:

15 - 30 min delay	10 min waiting time
31 - 60 min delay	30 min waiting
time 61 - xx min delay time	60 min waiting

If the delivery is made shortly before the goods receiving department closes, we reserve the right to refuse acceptance.

In the event of delays, you can contact the following persons at any time: Martin

Stähler	02241 481 152
Christoph Stadler	02241 481 130

Undeclared deliveries:

03 - 05 not registered	15 min waiting time
06 - 09 not logged in	30 min waiting
time 10 - xx not registered time	60 min waiting

If the delivery is made shortly before the goods receiving department closes, we reserve the right to refuse acceptance.