

Packaging And Delivery Requirements

for Deliveries to **Hart bei Graz** and **Ilz**

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1. Permitted load carriers

- Exchangeable EUR-pallets with dimensions (LxWxH) 1200 x 800 x 144 mm.
- Disposable four-way pallets in perfect condition in sizes 600 x 800, 800 x 1200 or 800 x 2400 mm.
- If required by the order, pallets meeting IPPC regulations are mandatory.
- Fitted frames 800 x 1200 x 400 mm according to ÖNORM A 5301 as well as ÖBB fitted frames
- Please note: Foldable fitted frames 800 x 1200 x 200 are accepted as load carriers, but are not exchanged.
- Single pack items with a weight over 20 kg must be on one of the load carriers mentioned above.
- Plastic strapping with textured structure: When using this, the packed item must be protected from damage with edge protectors, no exceptions.
- Wire crates are not accepted as load carriers and are not exchanged.

2. Total height and weight of a pallet

- For goods on load carriers measuring 800 x 1200 mm, the weight may not exceed a total of 800 kg.
- The pallets must be stackable as long as the product permits stacking.
- Components exceeding a length of 2000 mm must be packed on four-way long pallets (800 x 2400 mm).

3. Pack units

- If several different items are packed into one load carrier, they must be clearly separated from each other and clearly labelled.
- If the delivery includes more than one load carrier, each pack unit must be identified by a number (e.g. 1 of 3, 2 of 3, 3 of 3) and must have a delivery note.
- If there are more than 10 different items, those excess items must be packed into a separate pack unit.

4. Filling, sealing and stacking cartons

- The packaging must ensure that the items packed as well as the packaging can be transported and stored without being damaged. The packaging must be able to withstand being handled several times during transport.
- Repacks must be in perfect condition.
- The supplier is obligated to pack economically and space-effectively.
- Always consider the environmental impact of packaging and choose the right amount of void fill accordingly. Do not use excessive packaging material. Only recyclable materials may be used.
- Do not use any composite materials.
- Cartons on load carriers (pallets) may not extend beyond the pallet. The cartons must be protected from slipping and it must be possible to check the quantity.

- The choice of packaging must account for environmental factors (moisture, temperature fluctuations etc.).
- Material that slips easily must be secured both crosswise and lengthwise with strapping.
- The load may not exceed a total height of 950 mm including the pallet, as long as a single article does not exceed this measurement.

5. Labelling of individual cartons of goods

- The identification on the packaging or secondary packaging must have a clear relation to the delivery documents.
- Only KNAPP labels, stickers or identifiers can be applied to the packaging.
- The purchase order number must be applied as EAN barcode on the packaging.

6. Delivery of spare parts

Each purchase order line must be packed and labelled individually (total delivery primarily requested).

Labelling must contain the following:

- German article name
- Article number of supplier
- Article number of KNAPP (material number)

7. Delivery note

- Each shipment must include an original delivery note.
- The delivery note must be placed on the front end of the pack unit, clearly visible inside the delivery note pocket.
- The delivery note must declare the following:
 - Highlighted KNAPP order number (e.g. bolded)
 - KNAPP material number
 - Article name
 - Delivered quantity
 - Ordered quantity
 - Country of origin
 - Order position
 - Purchaser
 - Weight

8. Bill of lading

The bill of lading must include the following:

- Address of the supplier
- Address of the recipient
- Number of pack units

9. Packing list

A separate packing list must be created for each pack unit. Each packing list must contain the following information:

- KNAPP purchase order number
- Pack unit or pallet number
- KNAPP material number
- Quantity per pack unit
- Number and content of single packs
- Article name

10. General notes

- Defective reusable load carriers are not replaced and therefore may not be invoiced.
- The supplier or shipper is responsible for adhering to all relevant legal provisions, for creating the accompanying documents appropriately and for safely storing the delivered goods for transport.
- Expenses that arise in case of non-compliance with these packaging regulations are invoiced, or the delivery may be not be accepted.
- The packaging shall be included in the purchase price. All damages resulting from inappropriate packaging shall be borne by the supplier.
- The existing official regulations, especially the requirements for design and labelling of the packaging, must be observed when delivering dangerous goods.
- In case of non-compliance with the packaging regulations, the entire delivery is rejected and returned to the supplier.
- Only the load carriers listed in section 1 are accepted – if they do not correspond, the goods are returned at the expense of the supplier.

11. Delivery requirements

Goods-in in Hart bei Graz and Ilz is staffed during the following times:

- Monday to Friday from 6 a.m. to 11:30 a.m and from 12 noon to 8 p.m.

Goods are received only within these times, no exceptions.

The instructions given by the receptionist must be observed and followed. Any disregard of instructions is noted and reported.