

Delivery and packaging policy

For deliveries to the Apiando Group

As of: May 2025

Table of contents

1.	Purpose and scope.....	2
2.	Delivery addresses and delivery times.....	3
3.	Notification of deliveries (ASN).....	3
3.1.	Notification Requirements	3
3.2.	Contact details for notification	4
4.	Notification instructions for each shipment type.....	4
4.1.	Box shipments / parcel shipments (including customer returns)	4
4.2.	General cargo LTL	4
4.3.	Full Load FTL	4
4.4.	Container 20 feet / 40 feet (ISO container).....	4
5.	Packing instructions.....	4
5.1.	Pallet deliveries	5
5.2.	Parcel deliveries	6
5.3.	Marking outer carton / article / pallet	6
5.4.	Replacement of loading equipment.....	7
6.	Requirement for delivery documents	7
6.1.	Supplier delivery note.....	8
6.2.	In International Freight Transport - Accompanying Documents.....	8
6.3.	In international freight transport – consignment note.....	9
6.4.	Consignment note requirement.....	9
7.	Goods receipt and liability	9
8.	Deviations from this policy	10
8.1.	In international freight transport.....	10
8.2.	Fee amount	10

1. Purpose and scope

These delivery guidelines apply to deliveries of goods to Apiando Group's logistics centres. These delivery guidelines are part of the contract of our services and must be observed. They ensure proper receipt of goods in compliance with the legal provisions and enable a correct allocation of delivered goods, as well as a quick transfer to the respective stock. These delivery guidelines do not release either the carrier or the supplier from complying with legal transport regulations.

You can download the current version on our website under <https://www.apiando.de/informationen/>.

It is the customer's responsibility to ensure a smooth delivery of goods and to avoid additional expenses. The customer must therefore ensure that the carriers commissioned by him as its vicarious agent are familiar with these delivery regulations and are instructed to comply with them. In individual cases, this must be proven upon request to Apiando.

The guidelines are to be applied to all shipments of goods delivered to the Apiando Group. Deviations from this delivery policy must be discussed with the Apiando Group. **In the event of non-compliance with the policy, Apiando reserves the right to charge the customer processing fees in accordance with point 8.2.**

We work exclusively on the basis of the General German Freight Forwarders' Terms and Conditions 2017 ADSp 2017 – and – insofar as these do not apply to the provision of logistical (additional) services – in accordance with the Logistics GTC, as of 2019. Note: The ADSp 2017 deviates from the law in Section 23 with regard to the maximum amount of liability for damage to goods (Section 431 of the German Commercial Code) by limiting liability for multimodal transports including sea transport and in the event of unknown place of damage to 2 SDR/kg and in the case of an unknown place of damage. In addition, limit the standard liability of 8.33 SDR/kg to 1.25 million euros per claim and 2.5 million euros per loss event, but at least 2 SDR/kg.



Image: Apiando Logistics Center Koblenz KOB-1

2. Delivery addresses and delivery times

The delivery must be made exactly to the delivery address (destination) provided by Apiando when placing the order or a return order. Acceptance will not be made in the event of a different delivery address. Deliveries outside the delivery times are only permitted if delivery in accordance with the guidelines was not possible due to the fault of Apiando or if an exception has been permitted in writing in consultation with Apiando, Goods Receipt Department.

Delivery address	Delivery times	Contact
Apiando Group Logistics Center KOB-1 Zaunheimer Str. 1856072 Koblenz	Monday- Friday 8:00 a.m. – 4:00 p.m. Deviations by arrangement	inbound@apiando.com +49 (0) 261 – 953297 - 0
Apiando Group Logistics Center RKS1 Robert-Koch-Straße 1-956751 Polch	Monday- Friday 8:00 a.m. – 4:00 p.m. Deviations by arrangement	inbound@apiando.com +49 (0) 261 – 953297 - 0

Your individual delivery address is made up as follows:

Apiando Group/o [Customer Name][Street, No.]
[zip code, city][country]

Example:
Apiando Group/o Mustermann GmbH
Zaunheimer Straße 1856072
Koblenz Germany

3. Notification of deliveries (ASN)

Goods can be received on the following working days: Tuesday to Friday. On Mondays, Saturdays and public holidays, there is no receipt of goods and no deliveries are possible.

Before delivery, Apiando must always obtain a delivery day and time window. Without a confirmed time window, no goods will be received. Details on how to obtain a time slot are as follows:

3.1. Notification Requirements

Notification must be made via the following link:

⇒ <https://form.apiando.com/apiando-inbound>

3.2. Contact details for notification

Apiando is **notified in principle via the form**, and in urgent exceptional cases by telephone via the **goods receipt office to the contact details listed in point 2**. If a confirmed notification date cannot be met, you as the client or carrier must inform Apiando immediately in advance. **The fields marked with (*) are mandatory.**

Please note: Before each physical delivery, it must be ensured that we have the corresponding delivery note (as PDF) and the JTL delivery note number. We may refuse to accept deliveries without prior transmission of the documents.

4. Notification instructions for each shipment type

4.1. Box shipments / parcel shipments (including customer returns)

Smaller and normal parcel shipments (up to 10 parcels per shipment) are generally not subject to notification. Parcel quantities in excess of this must be reported to our logistics centre at least 48 hours before the planned delivery date as a goods declaration and must be announced individually per shipment and day.

4.2. General cargo LTL

We refer to shipments as general cargo that comprise a maximum of 10 pallets, i.e. have a correspondingly small size (LTL = Less Than Truckload). Each delivery of general cargo must be registered (notified) at least 48 hours before the planned delivery date as a goods declaration to our logistics centre and must be announced individually per shipment and day.

4.3. Full Load FTL

We refer to full truck loads as shipments that comprise an entire truck, i.e. up to 33 pallets (FTL = Full Truck Load). Each delivery must be notified to our logistics centre at least 48 hours before the planned delivery date as a goods declaration and must be announced individually per shipment and day.

4.4. Container 20 feet / 40 feet (ISO container)

We refer to ISO large-capacity containers as sea containers that are used for the transport of goods by sea, land or air freight. As a rule, these are loaded loosely, which means that unloading takes time and manpower. In order to be able to efficiently plan staff, storage capacities and loading aids, each delivery of sea containers must generally be registered (notified) as a goods registration to our logistics centre at least 5 working days before the planned delivery date and must be announced individually per shipment and day.

If a confirmed notification date cannot be met, you as a supplier or carrier must inform Apiando immediately in advance.

Attention: Container delivery is not possible on Mondays.

5. Packing instructions

All deliveries of goods notified to Apiando must be packed in a way that is safe for transport and access (cover)

(ADSp). Each supplier must ensure that the goods reach their destination in proper condition by using the appropriate load carriers, packaging and necessary loading aids. In general, a delivery note must be attached to every delivery. This must generally be attached to the outside of at least one of the packages.

Pallets must be loaded in such a way that they can be safely unloaded from the rear of the vehicle with the help of electric pallet trucks. If proper unloading is not possible, Apiando assumes no liability for any damage that occurs during unloading. The delivery of palletised goods is only permitted on undamaged Euro pallets in accordance with DIN 14156-3. The goods must not protrude laterally beyond the Euro pallet. Damaged or non-original Euro pallets are considered disposable pallets and will not be exchanged. The disposal of such pallets is charged separately. Overloading of the pallet is not permitted. One-way pallets are only accepted in exceptional cases and by arrangement. Lattice boxes, plastic or aluminium pallets are not permitted for reasons of warehouse organisation.

5.1. Pallet deliveries

Pack Dimensions:	Width:	800 mm	Length:	1200
	mm			
	Max. Height (incl. pallet):	1800 mm	Max: Weight / Pallet:	800 kg

Pallets must comply with the following specifications:

- General delivery only on EURO pallets of quality class A – B
- Palletized goods must not be loaded beyond the edge of the pallets
- Care must be taken to ensure that the weight of the packed pallet is evenly distributed
- Basically, heavy items must be packed at the bottom and light items at the top
- For residual quantities, mixed pallets with appropriate clear labelling are possible. These must be labelled accordingly.
- Cartons must be packed with the label facing outwards
- Packages must be prepared in such a way that the contents can be accessed without leaving externally visible traces (wrapping with foil or shrink film, strapping, etc.)

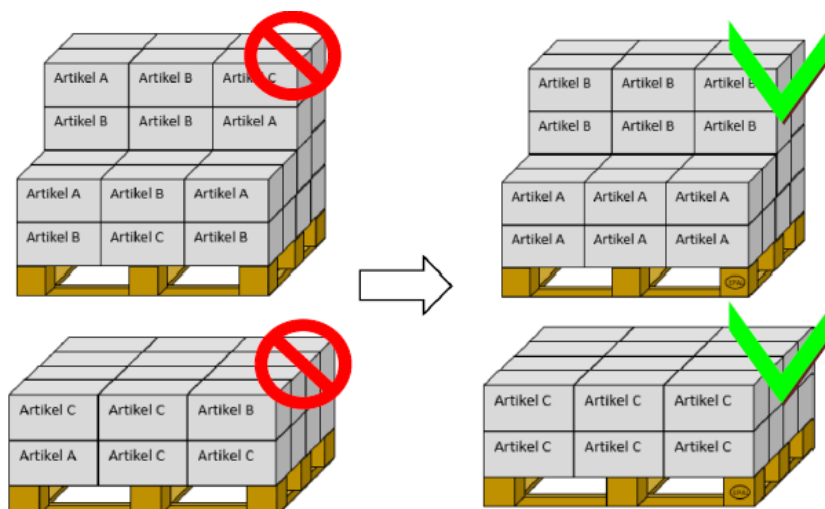


Figure: Examples of single-type delivery & mixed pallet

Pallets must not be overpacked at any point. A sufficiently thick piece of cardboard must be placed between each layer within a pallet. A ban on stackability must be clearly marked on the pallet.

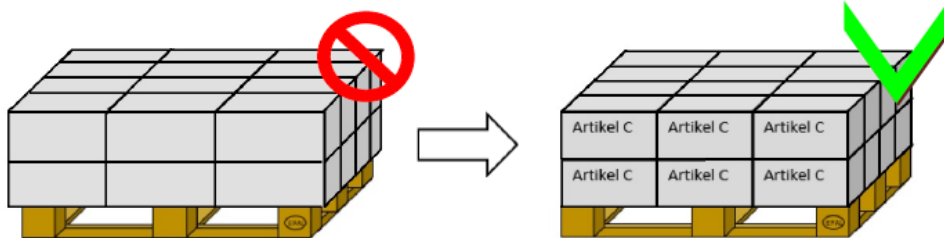


Figure: Example of marking and packing pallets

NOTE: The effort for repacking on Euro pallets can be charged!



Picture left: broken one-way pallet on delivery Image right: insufficiently foiled and therefore slipped goods on delivery

5.2. Parcel deliveries

The delivery of cardboard and parcel shipments is subject to the following guidelines:

- The delivery note and other documents must be visible from the outside and should be in a supplier's bag
- The sender must be clearly identifiable
- The goods must be sufficiently shatterproof and the box must be filled with filling material
- Damaged packages will not be accepted and acceptance will be denied
- The weight of each parcel must not exceed 20 kg

5.3. Marking outer carton / article / pallet

Each consignment, packaging unit or article must be marked with a label with the following information. Only with the help of this data can articles be processed cleanly in logistics.

- Sender
- Order number (Batch / Batch)
- EAN Code
- ASIN Code
- Content /piece

5.4. Replacement of loading equipment

Only pallets that meet the following requirements, pallet class A - B, are considered Europool pallets. In the event of deviations, an exchange will not be made and the defective pallet will be regarded as a one-way pallet. This defect is documented in the exchange receipt and must be acknowledged by the carrier. The exchange of pallets is carried out according to the rules and regulations "Cologne Pallet Exchange". When commissioning transport, this must be noted in the forwarding or freight contract. Delivered lattice boxes are treated like a Euro plate in exchange.

KLASSE A
gebrauchsfähig für **LAGERUNG TRANSPORT MFH**

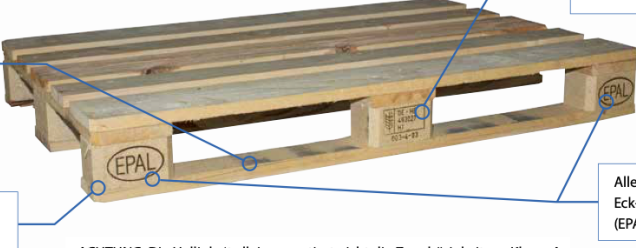
Eigenschaften:

- Holzfarbe hell
- Palette wurde bereits verwendet
- ISPM 15/IPPC nicht garantiert
- max. 22% Restfeuchte

Keine Holzabsplitterungen durch Nutzereinfluss

Keine Anhaftungen, z. B. Pappe, Folie, Bänder, Label

Lizenzierte Reparatur zulässig, Prüfklammer und/oder Reparaturnagel



Gebrauchsspuren, jedoch keine Verschmutzung

Keine verdrehten Klötze

Alle vorgeschriebenen Eck-Kennzeichen lesbar (EPAL, UIC, EUR möglich)

ACHTUNG: Die Helligkeit allein garantiert nicht die Zugehörigkeit zur Klasse A. Unbedingt die Abstufungskriterien der folgenden Klassen prüfen

KLASSE B
gebrauchsfähig für **LAGERUNG TRANSPORT MFH**


Eigenschaften:

- Holzfarbe dunkel
- Bei Beurteilung ganzer Stapel dunkel/hell gemischt möglich
- Palette wurde bereits verwendet
- ISPM 15/IPPC nicht garantiert
- max. 22% Restfeuchte

Keine Holzabsplitterungen durch Nutzereinfluss

Keine Anhaftungen, z. B. Pappe, Folie, Bänder, Label

Lizenzierte Reparatur zulässig, Prüfklammer und/oder Reparaturnagel



Gebrauchsspuren, Holznachdunklung zulässig

Keine verdrehten Klötze

Alle vorgeschriebenen Eck-Kennzeichen lesbar (EPAL, UIC, EUR möglich)

6. Requirement for delivery documents

For quick processing of orders in goods receipt, the following points must be taken into account:

- Freight documents must be enclosed with the delivery in at least 1 copy.
- Multiple orders can be issued on one delivery note.
- If several delivery notes are issued, a master delivery note must be created.
- For pallet shipments, a packing list must be attached to each pallet.
- The freight documents indicate the flawless receipt of the goods on a Colli basis or Number of pallets confirmed by signature.

IMPORTANT:

Subsequent deliveries must be clearly marked as such. Deviations detected during quantity and identification control are communicated to the product manager for settlement with the supplier. For the clear identification of each shipment, the following handover documents are required.

6.1. Supplier delivery note

Each shipment must be accompanied by a delivery note from the supplier. The delivery note is either attached to the long side of the box or the front of the pallet with a clearly visible indication (e.g. "DELIVERY NOTE") or handed over to Apiando as an attachment to the accompanying documents. If the delivery consists of several consignment items, each consignment must be accompanied by a corresponding parcel content list or a packing list for each pallet. This list of contents is directly related to the respective shipment item or pallet.

Minimum information is:

- Delivery
- Delivery
- Supplier
- Consignee; If applicable, reference (if JTL is used, the JTL order number)
- Order/call-off number: Consignee or RMA in plain text and as a scannable code
- Article number and article description
- EAN
- Total quantity of delivery, if applicable still open quantity
- Content (type & quantity) per delivery unit/sub-delivery unit/container quantity
- Number of packages/pallets
- Best before date, if necessary, e.g. for perishable goods

6.2. In International Freight Transport - Accompanying Documents

Minimum information is:

- Name of the carrier
- Sender
- Shipper (if the delivery is made by an executing carrier)
- Recipient (see point 2)
- The usual designation of the type of good and the type of packaging, dangerous goods their generally accepted designation
- Weight

- Quantity and type of loading aids used

6.3. In international freight transport – consignment note

The consignment note must contain the information specified in Article 6 of the CMR. The carrying and handing over of the original copies of the consignment note are carried out in accordance with the provisions of the CMR.

Excerpt from CMR Article 6:

- The consignment note must contain the following information:
 - Place and day of the exhibition;
 - the name and address of the sender;
 - the name and address of the carrier;
 - the place and date of receipt of the goods and the place intended for delivery;
 - Name and address of the recipient;
 - the usual name of the type of goods and the type of packaging, in the case of dangerous goods its generally accepted name;
 - the number, characters and numbers of the packages;
 - instructions for customs and other official handling; an indication that, despite an agreement to the contrary, carriage is subject to the provisions of this Convention.

6.4. Consignment note requirement

The consignment note or forwarding note must contain the following information:

- Name of the carrier
- Name of the client
- Name of the consignee
- Quantity and type of loading aids used
- Number of packages delivered with an indication of the materials contained therein (indication of the customer's article number/designation)

7. Goods receipt and liability

Goods are generally accepted subject to reservations. Only the number and condition of the delivered consignments are acknowledged. Externally recognizable damage is logged and must be confirmed by the carrier on the freight documents as well as on the damage report.

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SDR/kg and in the case of an unknown place of damage. In addition, limit the standard liability of 8.33 SDR/kg to 1.25 million euros per claim and 2.5 million euros per loss event, but at least 2 SDR/kg.

8. Deviations from this policy

For omissions or errors caused by the supplier or which do not comply with Apiando's delivery guidelines and thus disrupt the associated processes, Apiando reserves the right to invoice the supplier for the lump sums in accordance with point 8.2 and, if applicable, any additional verifiable expenses. Depending on the deviation, one or more amounts can be applied.

8.1. In international freight transport

We are entitled to refuse to accept the goods in the following cases:

- Transport damage and defects
- incorrectly delivered goods
- Traditions outside the usual agreements
- Deliveries that have not been notified in advance or have not been notified on time according to point 3
- Delivery that takes place without prior arrangement outside our goods receiving hours
- Delivery outside the announced delivery date
- Freight documents are missing, incomplete or incorrect
- Pallets are damaged and therefore not unloadable
- Due to their design, pallets cannot be unloaded by industrial trucks (pallet trucks)
- Goods are blocked by third-party goods (not intended for Apiando)
- Goods are visually damaged, soiled or soaked
- Pallets that are overbuilt
- Goods that are not delivered with vehicles suitable for ramps
- Incomplete shipment according to the consignment note
- Vehicle/shipment has safety defects or there is another reason within the supplier's area of responsibility that leads or may lead to a risk to the safety or health of Apiando employees

8.2. Fee amount

Designation	Applications	Unit	Rate (net)
Clarification case	<ul style="list-style-type: none"> ➤ Clarification cases related to unloading/receiving or booking of goods ➤ Lack of assignment option of delivered goods to existing notifications ➤ Clarification of deliveries of undeclared goods ➤ Clarification of claims or irregularities in incoming goods through no fault of your own 	Per process	50,00 €
Article identification	<ul style="list-style-type: none"> ➤ Lack of assignment of delivered goods to notified items 	Per process	15,00 €

	<ul style="list-style-type: none"> ➤ Clarification of article characteristics from incorrect data entry/notification (e.g. serial numbers, batches, best-before dates, dangerous goods classification/classification) 		
Missing notification on delivery	<ul style="list-style-type: none"> ➤ Missing advice/unbooked time slot for unloading 	Per process	150,00 €
Conversion/ Sorting	<ul style="list-style-type: none"> ➤ Conversion of non-compliant pallets ➤ Conversion/repackaging of non-compliant stacked/arranged goods ➤ Sorting effort for mixed containers without marking or spatial separation ➤ Sorting effort for mixed containers when distributing goods over several packages 	Employee / hour	38,00 €
Unexchanged Euro pallet	<ul style="list-style-type: none"> ➤ Without pallet exchange 	Per pallet	12,85 €
Clarification zone	If goods are not available due to missing data (in particular JTL-LFS) can be collected, they are stored in the "clarification zone" incoming goods.	Pallet space / day	1,50 €
Uncommunicated postponement	Uncommunicated or short-term postponements, as well as containers that are not delivered will be charged a flat rate.	Per shipment	250,00 €