

Delivery and Packaging Guidelines

for Shipments to the Apiando Group

Mandatory Requirements for Suppliers and Carriers

Effective: August 2026



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1. Purpose and Scope

These Delivery Guidelines apply to the delivery of goods to the Apiando Group's logistics centers. These Delivery Guidelines form an integral part of our service agreement and must be strictly adhered to. They ensure the proper receipt of goods in compliance with legal requirements and enable the correct allocation of delivered goods, as well as their prompt addition to the respective inventory. These delivery guidelines do not release either the carrier or the supplier from compliance with statutory transportation regulations.

You can download the currently valid version from our website at <https://www.apiando.de/informationen/>

It is the client's responsibility to ensure the smooth delivery of goods and to avoid additional work. The client must therefore ensure that the carriers it has engaged as its agents are familiar with these delivery guidelines and have been instructed to comply with them. In individual cases, proof of this must be provided to Apiando upon request.

These guidelines apply to all shipments of goods delivered to the Apiando Group. Any deviations from these delivery guidelines must be agreed upon with the Apiando Group. ***In the event of non-compliance with the guidelines, Apiando reserves the right to charge the customer processing fees in accordance with Section 8.2..***

Basis of the contract

We operate exclusively in accordance with the General German Freight Forwarders' Terms and Conditions 2017 (ADSp 2017) – and – to the extent that these do not apply to the provision of (additional) logistics services – in accordance with the General Terms and Conditions for Logistics Services, as of 2019. Note: In Section 23, the ADSp 2017 deviate from the law regarding the maximum liability amount for damage to goods (Section 431 of the German Commercial Code (HGB)) by limiting liability for multimodal transport—including maritime transport—and in cases where the location of the damage is unknown to 2 SDR/kg, and otherwise limiting the standard liability of 8.33 SDR/ kg to an additional 1.25 million euros per claim and 2.5 million euros per incident, with a minimum of 2 SDR/kg.

2. Delivery Adresses and Delivery Times

Deliveries must be made exactly to the delivery address (destination) specified by Apiando at the time of the order or pickup request. Deliveries to a different address will not be accepted. Deliveries outside of the designated delivery times are permitted only if delivery in accordance with the guidelines was not possible due to Apiando's fault or if an exception was granted in writing in consultation with Apiando's Goods Receiving department.

Anlieferadresse	Anlieferzeiten	Kontakt
Apiando Gruppe Logistikzentrum KOB-1 Zaunheimer Str. 18 56072 Koblenz	Monday- Friday 8:00 a.m. – 4:00 p.m. Deviations by arrangement	inbound@apiando.com +49 (0) 261 – 953297 - 0
Apiando Gruppe Logistikzentrum RKS1 Robert-Koch-Straße 8a 56751 Polch	Monday- Friday 8:00 a.m. – 4:00 p.m. Deviations by arrangement	inbound@apiando.com +49 (0) 261 – 953297 - 0

Your specific delivery address is composed as follows:

Apiando Group c/o [Kundenname] [Straße, Nr.] [PLZ, Ort] [Land] For example: Apiando Group c/o Mustermann GmbH Zaunheimer Straße 18 56072 Koblenz Deutschland
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3. Advance Shipment Notification (ASN)

Goods can be received on the following business days: Tuesday through Friday. No goods are received on Mondays, Saturdays, or holidays, and no deliveries are possible on those days.

Prior to delivery, you must always contact Apiando to schedule a delivery date and time slot. Goods will not be accepted without a confirmed time slot. Details on how to schedule a time slot are as follows:

3.1. Requirements for Notification

Notification must be submitted via the following link:

⇒ dashboard.apiando.com

3.2. Contact Information for Notification

Notification to Apiando is **generally provided via the form**; in urgent, exceptional cases, it may be provided by phone through the **Goods Receiving Office using the contact information listed in Section 2**. If a confirmed notification deadline cannot be met, you—as the client or carrier—must notify Apiando immediately in advance. **Fields marked with an asterisk (*) are required.**

Please note:

Before any physical delivery, please ensure that we have received the corresponding delivery slip (as a PDF) and the JTL delivery slip number. We reserve the right to refuse delivery if the relevant documents have not been sent to us in advance.

4. Notification Instructions by Shipment Type

4.1. Cardboard Box Shipments / Package Shipments (including customer returns)

Small and standard package shipments (up to 10 packages per shipment) generally do not require advance notice. Any quantities exceeding this limit must be reported to our logistics center as a goods declaration at least 48 hours before the scheduled delivery date and must be reported individually for each shipment and day.

4.2. Less-than-Truckload (LTL) Freight

We define general cargo as shipments consisting of no more than 10 pallets, meaning they are relatively small in volume (LTL = Less Than Truckload). Each general cargo delivery must be reported to our logistics center as a goods notification at least 48 hours before the scheduled delivery date and must be reported individually for each shipment and each day.

4.3. Full Truckload (FTL)

We define a full truckload as shipments that fill an entire truck, i.e., up to 33 pallets (FTL = Full Truck Load). Each delivery must be reported to our logistics center as a goods notification at least 48 hours before the scheduled delivery date and must be reported individually for each shipment and day.

4.4. 20-foot / 40-foot containers (ISO containers)

We refer to ISO bulk containers as “sea containers,” which are used to transport goods by sea, land, or air freight. These are typically loaded in bulk, which means unloading them takes time and labor. To ensure efficient planning of personnel, warehouse capacity, and loading equipment, every shipment of shipping containers must generally be reported (notified) to our logistics center as a goods notification at least 5 business days before the scheduled delivery date, and must be reported individually for each shipment and day.

If you, as a supplier or carrier, are unable to meet a confirmed delivery date, you must notify Apiando immediately in advance.

Attention

Container deliveries are not possible on Mondays.

5. Packaging Instructions

All shipments of goods registered with Apiando must be packaged in a manner that ensures they are secure during transport and protected from unauthorized access (covering) (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 included with every shipment. This must generally be affixed 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 using electric pallet jacks. If proper unloading is not possible, Apiando assumes no liability for any damage that occurs during unloading. The delivery of palletized goods is permitted exclusively on undamaged Euro pallets in accordance with DIN 14156-3. The goods must not protrude sideways beyond the Euro pallet. Damaged or non-original Euro pallets are considered disposable pallets and will not be exchanged. Disposal of such pallets will be billed separately. Overloading the pallet is not permitted. Disposable pallets will be accepted only in exceptional cases and by prior arrangement. Mesh boxes, plastic, or aluminum pallets are not permitted for warehouse organizational reasons.

5.1. Pallet Deliveries

Requirement	Threshold value
Width	800 mm
Length	1.200 mm
Max. Height (incl. pallet)	1.800 mm
Max. Wight (inkl. 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.)

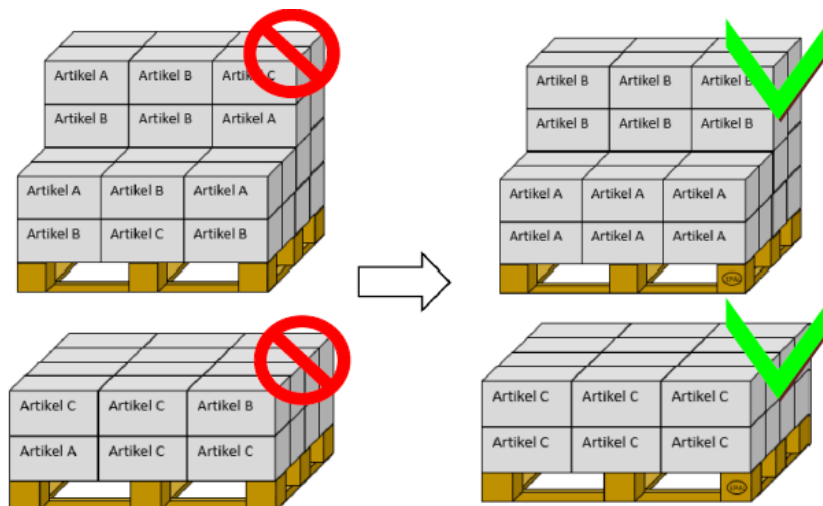


Figure: Examples of single-type delivery & mixed pallet

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.

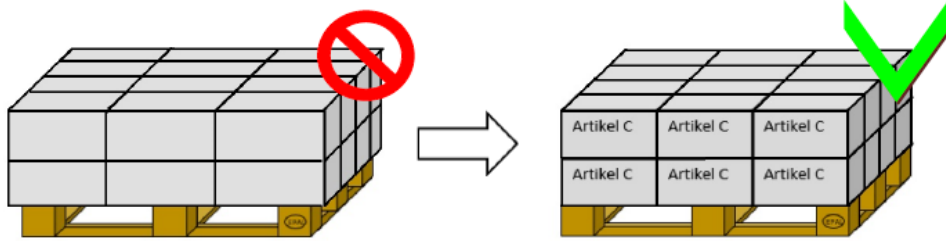


Figure: Example of marking and packing pallets

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



Image 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 (Charge / 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.

Attention:

Subsequent deliveries must be clearly marked as such. Any discrepancies identified during quantity and identity checks are reported to the product manager for resolution with the supplier. The following delivery documents are required to clearly identify each shipment.

6.1. Supplier Delivery Slip

A delivery note from the supplier must be included with each shipment. The delivery note must either be clearly affixed to one of the long sides of the carton or the end of the pallet with a prominent label (e.g., “DELIVERY NOTE”) or submitted to Apiando as an attachment to the shipping documents. If the delivery consists of multiple packages, a corresponding list of contents must be included with each package, or a packing list must be included with each pallet. This list of contents must refer directly to the respective package or pallet.

The minimum information required is:

- Shipping Address
- Delivery Date
- Supplier
- Recipient; reference if applicable (if using JTL, the JTL order number)
- Recipient’s order/call-off number or RMA in plain text and as a scannable code
- Item number and item description
- EAN
- Total quantity of the shipment; any outstanding quantity, if applicable
- Contents (type & quantity) per delivery unit/sub-delivery unit/container quantity
- Number of packages/pallets
- Best-by date, if required, e.g., for perishable goods

6.2. In International Freight Transport—Shipping Documents

The minimum information required 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
- 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.

Basis for Liability

We operate exclusively in accordance with the General German Freight Forwarding Conditions 2017 (ADSp 2017) – and – to the extent that these do not apply to the provision of (additional) logistics services – in accordance with the General Terms and Conditions for Logistics Services, as of 2019. Note: In Section 23, the ADSp 2017 deviate from the law regarding the maximum liability amount for damage to goods (Section 431 of the German Commercial Code (HGB)) by limiting liability for multimodal transport—including maritime transport—and in cases where the location of the damage is unknown to 2 SDR/kg, and otherwise limiting the standard liability of 8.33 SDR/ kg to an additional 1.25 million euros per claim and 2.5 million euros per incident, with a minimum of 2 SDR/kg.

8. Deviations from this Policy

For omissions or errors caused by the supplier or that do not comply with Apiando's delivery guidelines and thus disrupt the associated processes, Apiando reserves the right to charge the supplier the flat fees specified in Section 8.2 and, if applicable, any additional verifiable expenses. Depending on the nature of the deviation, one or more charges may be applied.

8.1. In international freight transport

We are entitled to refuse acceptance of the goods in the following cases:

- Damage during transport and defectsfalsch
- 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
- 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. Free amount

Bezeichnung	Anwendungsfälle	Einheit	Satz (netto)
Clarification case	➤ 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	➤ Lack of assignment of delivered goods to notified items ➤ Clarification of article characteristics from incorrect data entry/notification (e.g. serial numbers, batches, best-before dates, dangerous goods classification/classification)	Per process	15,00 €
Missing notification on delivery	➤ Missing advice/unbooked time slot for unloading	Per process	150,00 €
Unexchanged Euro pallet	➤ 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	Per shipment	250,00 €

	containers that are not delivered will be charged a flat rate gelieferte Container werden mit einer Pauschale belastet.		
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Validity

This version is current as of August 2026. The most recent published version available at www.apiando.de/informationen/.