

## Delivery Guidelines

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| <b>Scope</b>                              | Applies to all deliveries of goods to good-stock GmbH & Co. KG   |
| <b>Delivery address / Goods reception</b> | good-stock, Alexander-Meißner-Str. 78 + 80, 12526 Berlin<br>Gates 1, 4 and 5   |
| <b>Goods Receipt Hours</b>                | Monday to Friday, 08:00 – 15:00KG  |
| <b>Contact Person / Emergency Contact</b> | Goods Receipt: +49 160 426 75 26,<br>Email Notification: <a href="mailto:avis@good-stock.de">avis@good-stock.de</a><br><a href="https://www.good-stock.de">https://www.good-stock.de</a> |

*Please inform your carrier or supplier of these requirements in advance to ensure a smooth process.*

### 1. Notification of planned deliveries (Delivery notification)

For every delivery of goods (pallets, containerised goods), a notification must be submitted at least 24 hours in advance (working days). Please use the current version of the delivery notification form:

Download: <https://www.good-stock.de>

Send the completed delivery notification to: [avis@good-stock.de](mailto:avis@good-stock.de)

The following constitute a breach of the delivery guidelines:

- Notification without a form or with an incomplete form
- Submission by fax, telephone or to a different email address
- Failure to provide notification
- Deviation of the actual delivery time by more than +/- 60 minutes from the specified time

### 2. Delivery / Delivery documents

Only goods that have cleared customs may be delivered. Deliveries of goods with the status 'customs goods' (customs clearance not completed) will generally be refused. Exceptions require prior written Agreement.

### 3. Labelling of pallets

Deliveries may be made on single-product or mixed pallets. Mixed pallets must be labelled as 'mixed pallet' or 'mixed goods'. Failure to label them constitutes a breach.

### 4. Delivery documents

Each delivery must be accompanied by a delivery note or packing list containing the following details:

- Client / Supplier
- Customer name
- Order or contract number
- Item description/SKU, item numbers, quantity

The delivery note must be attached to the outside of the packages in a transparent pocket. Missing or incomplete delivery documents shall be deemed a breach.

### 5. Loading and unloading

In accordance with Section 412(1) of the German Commercial Code (HGB), the client or the contracted company must load, stow, secure and unload the goods in a manner that ensures safe transport. Vehicles suitable for ramp access must be used for rear unloading.

good-stock is not obliged to carry out unloading.

If good-stock undertakes the unloading, the following flat rates apply:

- Palletised delivery: €350.00 net per lorry/container
- Non-palletised delivery: €490.00 net per lorry/container

Unloading will be refused if it is not possible due to defective or unsecured goods, unsuitable vehicles or a risk of injury to staff.

### 6. Delivery of containers

- Delivery by 08:00: immediate unloading
- Delivery after 08:00: The driver must park the container at a designated loading bay. Ramp allocation is carried out by the goods reception dispatcher,

Contact: +49 160 426 75 26.

- Collection: within 24 hours or at a time agreed otherwise. The driver must be informed by the client at least 30 minutes before the scheduled collection time.

If the free storage period of 24 hours is exceeded, storage charges of €80.00 per calendar day or part thereof and per container will be invoiced.

## 7. Pallet specifications

### Permitted types and weight

- Euro flat pallet, 120 x 80 cm (L x W) – in accordance with exchange criteria in the European Pallet Pool
- Euro disposable pallet, 120 x 80 cm (L x W) – identical in construction to the Euro flat pallet
- Maximum gross weight per pallet including goods: < 1,000 kg

### Stacking, overloading and securing

- Cardboard boxes must be stacked flush and in a staggered pattern
- Maximum pallet height including pallet: 140 cm
- Stacking over the sides is not permitted
- Stretch film for securing is permitted
- Plastic strapping bands are permitted with edge protection devices
- Metal strapping bands are not permitted

Reloading fee for non-compliance: €15.00 net per pallet.

## 8. Specifications for parcels

- Maximum dimensions per box: 60 x 40 x 40 cm (L x W x H)
- Maximum weight per box: 30 kg
- Sealed with adhesive tape
- Boxes must be suitable for standard storage and transport conditions

Packages weighing more than 10 kg must be clearly and permanently marked with their weight (in kg).

## **9. Packaging materials**

Only packaging materials that comply with the requirements of the Packaging Act, are not harmful to health and do not constitute hazardous waste may be used.

Permitted packaging materials:

- Euro-pool pallets
- Top sheets: solid wood (no plastic, no single-use pallets)
- Plastic strapping
- Cardboard boxes bearing the RESY symbol
- Filling materials: corrugated cardboard or paper only (no polystyrene, no plastic waste, no popcorn chips or similar)
- Stretch film (PE)
- Bags, polybags

## **10. Sorting of goods on pallets and in packages**

- Different items/SKUs must be packed separately
- Each package must be labelled according to the item/SKU, including the number of items
- Cardboard boxes with labels must be stacked so that the labels are clearly visible on the outside
- Heavy packages must be placed at the bottom

To optimise freight costs, pallets containing a single type of goods may be stacked on top of one another up to a height of 200 cm, including the pallets themselves (sandwich pallet).

## **11. Pallet exchange**

Pallet exchange takes place exclusively on a like-for-like basis upon delivery. Subsequent claims are excluded. Only undamaged Euro pallets in accordance with the exchange criteria of the European Pallet Pool will be exchanged.

The exchange or refusal thereof must be documented using the Euro pallet receipt (current version) and confirmed by the driver. No pallet exchange accounts are maintained.

## 12. Labelling of goods

### Pallet consignment note (on the front)

- Notification/order/contract number
- Item/SKU with description and item number
- Number of items per item/SKU

### Carton label (minimum size 48 x 100 mm)

- Item/SKU with description and item number
- Number of items per carton
- Product EAN (readable by standard scanners)

If the EAN code contains all the above information, the carton label is not required.

Special labelling requirements:

- Organic goods: clear labelling in accordance with Article 32 of the EU Organic Regulation 2018/848
- Goods subject to a best-before date: legible best-before date; minimum remaining shelf life on delivery: at least 2/3 of the total shelf life (deviations require written agreement)

## 13. Dangerous Goods

Prior to the first delivery of dangerous goods, a product-compliant safety data sheet (SDS) in its currently valid version must be submitted. Deliveries are only permitted following written approval.

- The supplier is responsible for labelling the products in accordance with the Hazardous Substances Ordinance
- Current ADR regulations must be complied with at all times
- Every delivery must be labelled with a dangerous goods label – failure to comply will result in refusal of acceptance

#### **14. Goods acceptance in cases of clarification**

If a delivery cannot be accepted immediately due to missing or incomplete information, the goods will be temporarily stored in the goods-in department.

A charge of €10.00 per pallet and per calendar day or part thereof will be levied for temporary storage due to space occupation.

Please therefore ensure that all necessary details and documents are complete prior to delivery.

#### **15. Goods acceptance**

Goods are accepted exclusively against an existing system order. Acceptance without an order is not possible.

Procedure (order must be followed):

1. Create a system order via the interface or CSV file
2. Submit a delivery note with the order number at least 24 hours in advance
3. Delivery within the approved time slot
4. Goods receipt by good-stock

Information required for receipt:

- Supplier number (if known) or full supplier address (new customer)
- Order number
- Item/SKU with description and item number
- Quantity to be delivered (in units)
- Dimensions per item/SKU (length, width, height, weight)

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#### **Consequences of non-compliance**

Failure to comply with the delivery guidelines may result in the goods being refused, disposed of or returned.

Any additional costs arising from non-compliance will be charged at a flat rate of €50.00 net per delivery. Specific services (unloading, pallet conversion, etc.) will be charged additionally in accordance with the price list.