



General Terms and Conditions of Delivery

PREAMBLE

The requirements set out in the General Terms and Conditions of Delivery (GTCD) serve to regulate a smooth logistical process between POST Systemlogistik GmbH and its customers and their deliveries. The GTCD apply to every delivery, irrespective of the contractual relationship between the customer and POST Systemlogistik GmbH. The GTCD are an integral part of the business relationship and apply in addition to the respective contracts, individual price sheets and offer presentations.

1. Delivery address and delivery times

POST Systemlogistik GmbH has 2 delivery addresses. The postal delivery address stated on the contract must be strictly adhered to.

- Delivery address:** Post Systemlogistik GmbH
Czeija-Nissl-Gasse 8
1210 Wien
Mail: psl.order.cng@postsystemlogistik.at
Attention: Maximum truck height: 4,1m
- Delivery address:** Post Systemlogistik GmbH
Am Campus 1 / Objekt 2A
2431 Enzersdorf an der Fischa
Mail: psl.order.enz@postsystemlogistik.at

Goods are accepted and issued at both locations after prior notice at the following times:

Location	Delivery		Collection	
	Mon - Thu	Friday	Mon - Thu	Friday
Czeija-Nissl-Gasse	07:15 - 15:00	07:15 - 13:00	08:00 - 16:00	08:00 - 15:00
Enzersdorf	08:00 - 15:00	08:15 - 13:00	08:00 - 15:00	08:00 - 13:00

Structurally, only rear end unloading with trucks, semi-trailers and / or WAB is possible at both locations. Side unloading is NOT possible out of logistical reasons.

Deliveries with all other delivery vehicles, especially with a lifting platform, must also be designed in such a way that rear unloading via the adaptable ramp is possible (loading flap at the top of the box!).

Deliveries with car trailers are not accepted. Further exceptions must be agreed in advance in any case.

2. Delivery guidelines

Notification - this should normally be sent electronically to the e-mail address overleaf:

Deliveries to both locations must be notified in writing by e-mail to the above addresses at least 24 hours before an actual delivery. The deliveries and the time of delivery will be confirmed and are only then valid!

NON-advised deliveries can only be accepted if staff capacity is available and loading ramps are free. These non-advised deliveries have to wait for a free time slot. As a result, waiting times and their costs can not be charged to Post Systemlogistik.



Following information is required at the time of notification:

- Customer name / Carrier
- Planned delivery date and delivery time
- Scope of delivery in pallets and/or colli
- Delivery note with following information
 - Order number
 - Article number and
 - Quantity per article

Upon delivery, the carrier and/or supplier must present the complete delivery documents. These consist of:

- CMR is optional!
- **ALWAYS** the delivery note
 - Order number of the customer
 - Article numbers and quantity per article
 - Ideally, deviations between actual and target quantity per item

If the above-mentioned documents are not available or only partially available, the **goods will not be accepted** and the **delivery will be refused!** A new delivery can only be made when the delivery papers are available. The delivery papers are checked **BEFORE** unloading and must clearly document the supplier's intention to deliver.

Deliveries from CEP service providers are excluded from the regulation of delivery notes.

3. Article – Special features*

If piece picking has been agreed, each item must be marked with a scannable EAN code. The **EAN (European Article Number)** can be found on all products in retail. In case of overpacking / repackaging or packaging unit, the EAN code must also be clearly visible on this packaging. The article description can be indicated optionally.

*not always applicable

This EAN code is used to identify articles when goods are received and for every picking process in the warehouse. The EAN code has a particularly high significance in the logistics process of POST Systemlogistik GmbH.

It is agreed that unlabelled excess cartons and/or products must be relabelled by POST Systemlogistik GmbH upon receipt of goods. This special effort will be charged at the hourly rate with the next possible monthly invoice.

4. Loading equipment

All standard exchangeable loading aids may be used for deliveries of goods. Special load carriers must be specified and agreed with POST Systemlogistik GmbH prior to contract conclusion. In these cases, the specification of containers and loading aids is mandatory for each delivery of goods.



Following general conditions have to be adhered to:

- Front side of the pallet - NO protrusions
- Long side of the pallet - projections of up to 5 cm each permitted
- Special load carriers must be manageable with a forklift truck
- Obviously damaged deliveries of goods will only be accepted after consultation with the customer and any additional expenses will be charged.
- 160 cm maximum height of a pallet (including loading equipment). Exceeding this height must be agreed with Post Systemlogistik GmbH in advance and is only permitted after approval by Post Systemlogistik GmbH.
- 750 kg maximum total weight of one pallet
- All pallets must be clearly and visibly marked
Mixing pallets must be clearly marked as mixing pallets

5. EURO – Pallet exchange

The exchange takes place step by step with the carrier on site and not with the freight forwarder or the supplier or any other named party. In the event of a subsequent exchange of loading equipment, the agreed place of performance for the step-by-step exchange is always the operating location of POST Systemlogistik GmbH.

For the EURO pallet exchange we refer to the latest valid pallet charter of the Austrian Federal Economic Chamber. <https://www.wko.at/branchen/industrie/Palettencharta.pdf>

Quality, dimensions, load capacity and condition of the EURO pallet according to the pallet charter. POST Systemlogistik GmbH does not assume exchange and transfer fees for any loading equipment.

The minimum quality of the pallets must correspond to **class B (according to GS1-** siehe https://www.gs1-germany.de/fileadmin/gs1/basis_informationen/poster_qualitaetsklassifizierung_fuer_den_platttentauschpool.pdf), otherwise an exchange is not possible.



Robert Nedeljkovic, Managing Director