

## **DELIVERY AND PACKAGING INSTRUCTIONS**

The following provisions form part of the general terms and conditions of purchase of TROESTER GmbH & Co. KG and apply to all deliveries. Deviations shall be regarded as defects in quality insofar as they have not been agreed to individually or if TROESTER has not expressly approved such deviations beforehand.

We reserve the right to charge the additional handling costs incurred due to our instructions being disregarded to the account of the supplier.

Our incoming goods department shall be notified telephonically at +49-511-8704-126 or -356 of shipments with a gross weight in excess of 4.0 tonnes, and/or which exceed a delivery volume of 4m<sup>3</sup>, as well as the delivery of raw materials, prior to the day of despatch.

### **Contents of the delivery documentation:**

**The delivery note shall contain (to be issued in accordance with DIN4991):**

- TROESTER Order number
- Delivery note number
- Delivery note date
- TROESTER Material identification number and Order item number
- Item designation of the supplied goods
- Delivery quantities
- Quantity and type of the load carriers used
- Total gross weight including unit
- Name and address of the Supplier including a contact person for possible enquiries
- Shipping method
- Conditions of delivery in accordance with Incoterms 2010
- Special notes, such as information regarding the expiry/manufacturing date in the case of articles with limited temporal usability, batch information, factory or serial number, TÜV certificates, certificates of origin, test certificates,
- safety data sheets in the case of hazardous substances...
- A separate delivery note shall be compiled for each receiving point

**Delivery specifications:****Delivery address: TROESTER, Garvensstraße 5, 30519 Hannover****1 Unloading of trucks by means of forklift**

- Unit weight less than 4.0 t
- Assurance that truck can be unloaded on both sides
- All packages to be placed on squared timber, to ensure that forklifts can be used
- It is mandatory that the centre of gravity be identified on material.
- The goods must be separated physically from other items
- Should the nature of the goods not be suitable for unloading by means of a forklift, then the material shall be supplied on pallets in order for the load not to be damaged by its own weight

**2 Unloading of trucks by means of overhead crane**

- Unit weight less than 10.0 t
- Max. overall height of the truck: 3.80 metres
- Assurance that the truck tarpaulin can open completely (Edscha roof)
- The attachment points for unloading may not be located beneath the retracted Edscha roof.
- Goods are to be equipped with eyebolts for unloading
- It is mandatory that the centre of gravity be identified on material.

**Assembly shop delivery address: TROESTER, Am Brabrinke 1-4, 30519 Hannover****1 Unloading of trucks by means of forklift**

- Unit weight less than 2.5 t
- Assurance that truck can be unloaded to the sides
- All packages to be placed on squared timber, to ensure that forklifts can be used
- It is mandatory that the centre of gravity be identified on material.
- Should the nature of the goods not be suitable for unloading by means of a forklift, then the material shall be supplied on pallets in order for the load not to be damaged by its own weight

**2 Unloading of trucks by means of overhead crane**

- Unit weight less than 20.0 t
- Assurance that the truck tarpaulin can open completely (Edscha roof)
- The attachment points for unloading may not be located beneath the retracted Edscha roof.
- Goods are to be equipped with eyebolts for unloading
- It is mandatory that the centre of gravity be identified on material.

**Assembly shop delivery address: TROESTER, Am Brabrinke 1-4, 30519 Hannover (raw materials)**

1. TROESTER has a separate unloading point for raw material/bar stock. Unloading is performed by crane (max. 10 tonnes). In the case of unloading by forklift truck, the piece weight must be less than 2.5 t. Appropriate means, such as timber, must be used to safeguard bar stock that bends easily from being damaged during unloading.

**Should these instructions be disregarded, we reserve the right to return the goods for reloading at no cost to TROESTER. This rejection does not constitute a refusal of acceptance.**

**Packaging specifications:**

**1 Basic principles:**

- Suitable packaging protects employees from industrial accidents and the material from being damaged, as well as incorrect handling.
- The Supplier is responsible for ensuring that the general and specific packaging instructions are complied with.
- We reserve the right to inspect the packaging at the supplier at any time.

**2 Packaging materials:**

- All timber used (including crates, pallets, dunnage) is to be treated in accordance with the IPPC standard and marked accordingly.
- Padding paper, air bags and bubble wrap are to be used as padding and void-filling material.
- Foam sheeting, foam mats, styrofoam chips, excelsior, straw are not acceptable.

**3 Exchange of Europool pallets:**

- As a rule, exchange is carried out on delivery.
- An exchange is rejected in the event of damaged Europool pallets being delivered.
- Should an exchange of Europool pallets not take place on delivery, this must be acknowledged by the incoming goods department.  
This letter of confirmation is issued on delivery. Unacknowledged claims for Europool pallets are not refunded by TROESTER.

**Direct dialling:**

**Receiving area**

Telephone: +49-511-8704-126 or -356

**Warehouse management / Dispatch**

Group Warehouse Management

Telephone: +49-511-8704-175

**Dispatch**

Dispatcher

Telephone: +49-511-8704-571