

## Times, Options and Conditions

Since our company is located in a mixed-usage area with narrow streets, delivery and collection must occur from Monday to Friday between the hours of 7:00 a.m. and 4:00 p.m. using a truck (max. 12 t). Should you have to deliver outside these hours, we kindly request you contact us in advance.

The height of the loading dock is 110 cm. Therefore, suitable vehicles must be used to make the delivery. They must either reach this height and/or must be able to fit up to the dock using some type of mechanism of compensation/hydraulic platform. A loading ramp is located on site. The truck must back up to the loading dock and will then be unloaded from behind. Unloading from the side is not possible. A manual lift truck for transporting pallets is not available. It is not possible for our employees to unload and load by hand.

Ground-level delivery of items is also possible; however, it is up to you to transport the pallets to our facility (no forklift available). If the goods are not delivered on pallets, we can provide empty pallets so that the goods can be stacked upon them by the deliverer. Parcel deliveries are not included here.

Exchangeable Euro pallets are to be exchanged one by one (train to train) immediately upon being delivered and collected.

Pallets (incl. height of pallet itself) may not exceed a height of 2.20 meters. Higher pallets can be unloaded, but must be subsequently repacked by the deliverer.

For questions about our receipt of goods and shipment terms, please contact the staff of the relevant department:

Telephone +49 30 801 91 - 496

Fax +49 30 801 91 - 403