

# GENERAL TERMS OF DELIVERY AND PACKAGING (effectiv -September 2018)

of MAPLAN GmbH (hereinafter referred to as „MAPLAN“)



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## I. General Information

- The requirements outlined in these guidelines represent minimum standards which apply to and must be met by all suppliers.
- These general conditions of delivery and packaging are, in addition to the General Conditions of Purchase, an essential component of the contract which applies to all orders and deliveries to MAPLAN.
- Where applicable, these delivery and packaging regulations are subject to specific terms for certain groups of components.
- In cases where the supplier believe that deviations from the standard terms are useful or necessary, these are subject to written agreement with MAPLAN, via specific packaging regulations or technical delivery instructions; in such cases the express agreement of MAPLAN must be obtained before delivery.
- Failure to comply with these minimum standards in cases which were not specifically agreed upon results in additional material flow and will be considered as a quality defect. These incidents will be recorded in the MAPLAN delivery management system. Deviations from the standards will be included in a claims report; the additional expense incurred will be identified and billed to the supplier.
- For enquiries related to these delivery guidelines, please refer directly to your contact in the purchasing department.

## II. Transport and Delivery

- The sender or packer is responsible for the condition of the delivered goods, according to the Incoterms 2010.
- If Incoterms have not been agreed upon, then DAP (EU)/ DDP (Non EU) will automatically apply for delivery at Maplan Köttingbrunn. This means that in compliance with Incoterms 2010, the supplier assumes liability for transport and storage costs, or damage resulting from incorrect or insufficient labelling.
- In the case of all delivery methods the supplier assumes responsibility for the transfer of the conditions from point II, section 1 to the respective delivery partners.

- The place of delivery corresponds to the destination expressly stated on the order form. In cases where the destination is not specified, it is agreed that the delivery is to be made to MAPLAN's production site located at Maplanstrasse 1, 2542 Köttingbrunn, Austria.
- Deliveries are to be made exclusively during the following time periods:  
Monday to Friday from 7:30 a.m. to 1 p.m.
- The goods reception must be notified of packages weighing over 5 tons prior to the day of delivery by phone or by email to [storage@maplan.at](mailto:storage@maplan.at).

## III. Delivery Documents:

- Deliveries will only be accepted with complete documentation. This includes: delivery notes, packing lists, freight documents, test reports (for defined drawing parts), and, as required, a copy of concession requests approved by MAPLAN technical services.
- Each shipment unit (pallet/cardboard box) must be clearly marked with a unique identifier (delivery note or packing list) shipping. These documents must be affixed to the outside of the package and should be easily visible and protected (document pouch).
- Every part with a dimensional data sheet must be delivered with a dimensional data sheet. This should be easily visible and protected. (document pouch)
- The delivery note:
  - the delivery note is the basis of the delivery documentation; according to the DIN 4991 specification it should be A4 format (portrait) and printed on one side only. In addition to compliance with the DIN norm, further information or barcode fields are required. The distance between the barcode fields and the border, other characters or lines must be at least 4 mm.
  - Delivery notes are printed on one side only and the following points should be clearly indicated:
  - The following fields are compulsory:
    - Delivery note number (8 digits) as clean copy and in barcode form
    - Delivery date
    - Supplier number and name
    - MAPLAN order number as clean copy and in barcode form<sup>1</sup>
    - MAPLAN identification number / article number
    - Article name
    - Article weight
    - Number of shipment units per delivery position
    - Total delivered units per delivery position
    - Number of concession requests per delivery position
    - Serial number<sup>2</sup>
  - The following fields are optional:
    - Supplier's article number

<sup>1</sup> In the case of a complaint order should be printed on the complaint order number not the original order number.

<sup>2</sup> The order form provides for the identification of components which need a serial number. In such cases the serial numbers are to be indicated on the delivery note both as clean copy and in the form of type-39 barcodes.

- Packing list
  - The packing list is a document indicating the contents of a distinct shipping unit. In cases where a single delivery note refers to multiple pallets, the packing list must be affixed to each individual pallet. One packing list is required per pallet.
  - The following information must be supplied:
    - Supplier
    - Delivery note number
    - MAPLAN identification number / article number
    - Number of packing units per delivery position / shipment unit
    - Total quantity delivered per delivery position / shipment unit

- f. Barcode specifications
1. Maplan requires all suppliers to provide barcodes of a quality confirmed by objective test criteria. Each barcode must be readable using a standard 1D code handheld scanner.
  2. The following barcode types are acceptable for labelling:
    - (1) ISO / IEC 16388 Code 39

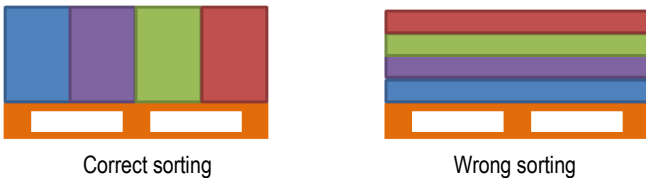
**IV. Packaging**

**a. General**

1. The supplier is responsible for the planning, development, procurement and construction of suitable packaging and assumes all related expenses. The goal is to choose packaging which ensures sorting purity (one identification number per container) coupled with maximum packing density and adequate protection against damage. It is up to the supplier to define the filling level.
2. Initial delivery: Before the initial delivery the supplier will be asked for a packaging proposal, which must be accepted by MAPLAN. The packaging proposal must comply with Maplan's delivery and packaging guidelines. The initial delivery requires specific labelling.
3. Drawing parts must be labelled as described in the General Conditions of Purchase, in the labelling fields provided, as shown in the corresponding MAPLAN drawing (for drawing parts the use of punches is predominant whereas permanent labels are applied to other packages or parts).

**b. Requirements for Packaging Materials**

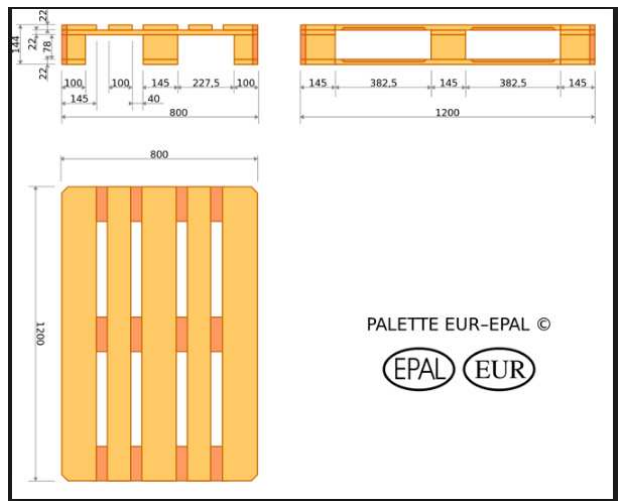
1. The packaging must ensure the usual protection of the goods against damage and corrosion, taking into consideration factors like the duration of transport, possible reloading and the possibility of storage for medium-length periods. The packaging must also be able to withstand manual loading, as well as loading processes using loading equipment and other transportation aids.
2. The supplier is liable for all damage resulting from inadequate or defective packaging as well as for corrosion damage resulting from inadequate or unsuitable preservation.
3. Before delivery, identical components are to be gathered in one package as far as that is practicable (preservation of sorting accuracy for delivery). This does not apply to components which are delivered sequentially.
4. In cases where it is not convenient to create delivery units containing articles of a single type, the mixed articles must be sorted in such a way that each type of article can be accessed without moving the others.
5. The packages must be made in a way that enables good orientation so that identification of product types, quantity checks and visual inspection for damages can be carried out quickly.



6. Packages / cardboard boxes are to be stacked neatly on the pallets and secured using wooden frames, strong film, or plastic or steel tape to prevent goods slipping or falling.
7. The weight of cardboard boxes should not exceed 15 kg.
8. Goods or pallets may only be stacked if it is sure that this will not damage the contents or the packaging.

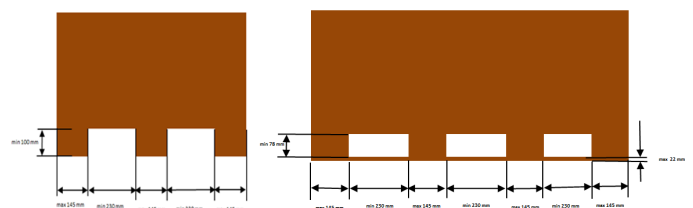
**c. Use of Standard Packaging:**

1. The guidelines for standard packaging are to be implemented for all pallets whose geometrical shape does not exceed the standard European pallet size of 1200 mm (length) x 800 mm (width) x 750 mm (height).
2. The supplier should ensure that the chosen packaging is compatible with the following standard measurements: External measurements (length/width/height) in mm 1200 x 800 x 350 / 550 / 750 including the pallet
3. The aim is to deliver the components without mixing the various types and to ensure optimal packing density while providing adequate protection against damage.
4. In cases where it is not practical to deliver the items sorted by type, mixed pallets are permitted, providing they are labelled as "mixed packaging".
5. The pallet used for the transport should correspond to the example in the illustration below. Construction must comply with norm DIN EN 13698



**d. Use of special packaging:**

1. Special packaging may be used in cases where the geometrical shape of the products does not allow delivery using standard packaging.
2. Disposable pallets are standard in such cases. However, other sub-constructions or disposable packaging which allow the goods to be handled using transportation vehicles are also permitted.
3. Disposable packaging should be made of environmentally-friendly recyclable materials which comply with the environmental protection and safety regulations applicable in Austria.
4. The use of material joints such as iron clamps and wood nails is to be kept to a minimum. If applied, they must be easily removable after use.
5. To ensure their compatibility with hand pallet trucks and forklift trucks, special containers must meet the following specifications:



**e. Parts Protection**

1. The components to be delivered are to be packaged in such a way as to exclude damage to or soiling of the parts during transport or their unpacking upon arrival.
2. In cases where additional packing is required for part protection it must be made of recyclable material and comply with the statutory regulations for environmental protection and safety applicable in Austria. Simple handling when removing the product from the packaging should be ensured.

**f. Protection Against Oxidization and Corrosion**

1. To protect the components against oxidation or corrosion during transport and subsequent storage, transparent VCI film is to be used as standard in packaging; small parts may be placed in a VCI bag.
2. The position of MAPLAN identification number must be marked on the VCI bag. The MAPLAN identification number must be visible through the VCI bag.
3. Before packaging in VCI film the component must be cleaned completely following the instructions provided with the VCI film. No additional preservation procedures are required.
4. Parts which are supplied bare, greased, oiled or in oiled paper involve additional costs which will be billed to the supplier.

**g. Hazardous Goods**

1. Hazardous goods must be delivered in compliance with the statutory regulations in force in Austria.
2. The goods must be labelled according to the statutory requirements in force in Austria.
3. Prior to delivery of hazardous goods, the specific delivery and packaging requirements must be clarified with your contact in the purchasing department.

**h. Labelling of Packaging**

**1. Labelling of Initial Deliveries**

All initial or sample deliveries are to be marked "trial order".

**2. Labelling of Goods Sorted by Item Type**

- (1) Identical components within a delivery are to be packed together. The packaging must be labelled with the MAPLAN identification number and the number of pieces.
- (2) Several identical packages may be combined in an outer container and placed in a delivery unit (shipping box, euro pallet). The delivery note must be easily visible.
- (3) Outer packages are to be labelled with the MAPLAN identification number, the number of packages and the total number of pieces.
- (4) In cases where a delivery is made up of several delivery units these are to be labelled with a Maplan identification number, the number of packages, the total number of pieces, the associated delivery note number and the order number. Alternatively a separate delivery note or packing list may be used.

**3. Labelling of Mixed Consignments**

In cases where it makes sense to pack several different components in a single shipment unit (delivery package, cardboard box/ euro pallet), they must be labelled as follows:

- (1) Identical components belonging to a single delivery should be combined in a single package. The packaging must be labelled with the Maplan identification number and the number of pieces included.
- (2) Different items can be packaged to form a single shipment unit. In this case the delivery note must be marked "mixed packaging" and should be affixed in a clearly visible position.
- (3) If a delivery consists of several shipment units, each unit must be labelled "mixed packaging"; to aid identification the packing list should be affixed in an easily visible position. This can also be done by means of a separate delivery note.

**V. Empties Management**

- a. Euro pallets compliant with the norm Din EN 13698 and standard and wooden stacking frames (800 x 1200 mm; height 300 mm) will be exchanged one for one on delivery.

- b. If, at the express request of the freight carrier, there is no exchange of empties then they will be treated as disposable. Compensation claims are not permitted in such cases.
- c. Delivered empties must be in perfect condition. Damaged empties are contrary to the exchange conditions and will not be accepted for exchange.
- d. Modified euro pallets (e.g. with nailed on roll protection) will not be exchanged. In such cases the empties will be treated as disposable packaging.
- e. Delivery using special circulating containers is subject to special conditions regarding delivery and exchange. A special agreement is required in such cases.

**VI. Quality Assurance**

- a. The supplier undertakes to deliver goods according to the instructions and specifications of MAPLAN in conformity with the contractual agreements.
- b. The suppliers undertakes to deliver goods, in particular drawing parts, that have been previously checked and found to be in conformity with MAPLAN's specifications.
- c. The supplier undertakes to prepare documentation on quality control measures, in particular regarding test results obtained during the final inspection of drawing parts, and to record them in test protocols to be defined by MAPLAN. These protocols must always be delivered to MAPLAN with the relevant article(s). English or German are the only languages accepted for this type of documentation.
- d. The supplier undertakes to inform MAPLAN immediately of any changes affecting the articles to be delivered, as well as changes at the level of components and/or manufacturing processes. In these cases, a concession request must be made in writing (central email address: approval@maplan.at) and the supplier must await MAPLAN's reply. Delivery of articles which differ from the MAPLAN drawing will only be accepted if the supplier has obtained written approval of a concession request.
- e. MAPLAN will evaluate suppliers in terms of quality, quantity, cost development and other criteria on a monthly basis using its supplier evaluation process.

**VII. Procedure for Non-Compliance with the Delivery Conditions**

- a. In the event of non-compliance, MAPLAN reserves the right to bill the supplier for all resulting additional expenses and/or subsequent work, by means of a complaint report.
- b. Additionally, in the case of non-compliance, the supplier has the option of collecting all or part of the units of a delivery within five working days, otherwise MAPLAN will scrap the unapproved materials.
- c. During the warranty period the supplier is obliged to provide for additional deliveries and services as required by Incoterms 2010, as well as to carry out all repairs, adjustments and additional work and to ensure that the agreed performance parameters are reached without MAPLAN incurring additional costs of any kind.

**VIII. General Conditions of Purchase**

These conditions of delivery are part of the MAPLAN's General Conditions of Purchase. In cases where there are differences between the English and German version of the General Conditions of Purchase, the German version prevails.