

## Delivery instructions

### 1. Scope of validity

This delivery specification applies to all suppliers of Palfinger Tail Lifts GmbH (Palfinger). It voids any written agreements that are currently valid.

### 2. Delivery address

Unless otherwise agreed, the delivery address is:

Palfinger Tail Lifts GmbH  
Fockestraße 53  
D - 27777 Ganderkesee

### 3. Goods acceptance times

Mon - Thurs from 7:00 h - 15:00 h  
Fri from 7:00 h - 14:00 h

### 4. Packaging

The packaging must be selected such that the goods are sufficiently protected against damage during transport, loading, reloading and unloading. Furthermore, it is necessary to guarantee that the goods are protected from any form of dirt and moisture.

Damage in transit incurred due to inadequate packaging, which is not recognised by insurers, shall be borne by the supplier.

All goods delivered must be consolidated by item or set and delivered in separate outer packaging.

Packages must not exceed a weight of 25 kg.

### 5. Identification

#### 5.1 Packages and outer packaging

Packages or outer packaging must be clearly marked on the outside:

- Palfinger part number
- Palfinger order number
- Quantity
- Destination warehouse, if applicable
- Note regarding Kanban, if applicable
- The Kanban card provided by us with the call-off must be attached to the packages such that it is clearly legible from the outside

## 5.2 Goods identification

All goods delivered that are supplied to Palfinger as raw, semi-finished or finished products, which are further processed by Palfinger, built directly into or onto Palfinger products, or distributed by Palfinger as spare parts, must be delivered either "neutralised" or marked with the Palfinger logo. "Neutralised" in this regard means that all logos, company names and addresses or further information that could be used to identify Palfinger suppliers, their sub-suppliers and/or manufacturers must be omitted.

This includes packaging materials that serve to hold the goods together, as are used for example with (assembly) kits, or that cannot be removed by Palfinger in order to guarantee receipt of the goods (e.g. EMC protective bags).

Excluded from this are identifiers that facilitate traceability of the goods, e.g. serial numbers, batch identifiers, manufacturing data, etc. Such identifiers must be applied such that they do not provide third parties with any indication of the source of supply of Palfinger and/or the manufacturer of the items.

It is necessary to ensure in this regard that no form of sticker is used on the goods for the identification of raw products. This also applies to the identification of semi-finished and finished products delivered, which are subsequently coated by Palfinger. The type of identification to be applied to these goods shall be agreed with the respective strategic buyer before first delivery.

## 6. Information accompanying the goods

### 6.1 Freight papers and accompanying documents

The freight papers and accompanying documents for the consignment must be handed over at the time of delivery. The freight papers and accompanying documents must contain the following information:

- Sender
- Delivery address
- Number of packages belonging to the consignment
- Information regarding the type and quantity of loading equipment
- Delivery or date of dispatch of the consignment

### 6.2 Delivery notes

A delivery note must be enclosed with each consignment. This delivery note must be applied in a highly visible position in a delivery note pocket and must contain the information set out in point 5 (identification).

If items with part numbers are delivered, the first three items of information per point 5 (identification) must also be provided as a barcode (encryption: Code 128) if possible.

In case of deviations from this point, inform Palfinger of the respective reasons in writing. As a general rule for all consignments, the delivery note number must be printed on the delivery note as a barcode.

### 6.3 Order confirmations and invoices

Order confirmations must be sent to the following contact address exclusively:

[order-confirmation@palfinger.com](mailto:order-confirmation@palfinger.com)

Invoices must be sent separately and exclusively to the billing addresses listed below. Invoices that are sent together with the goods or that are not sent to the email address specified shall not be accepted.

[mbbinvoice@palfinger.com](mailto:mbbinvoice@palfinger.com)

### 6.4 Certificates and attestations

If certificates and/or attestations are required for goods ordered (material certificates, works certificates, fire protection certificates, etc.), this is specified by Palfinger in each order for the required goods.

- It must be possible to unambiguously assign the documents to the goods. This shall be ensured by specifying the corresponding batch number, order number and part number.
- The required documents must be enclosed with **the goods**. It is necessary to ensure that the documents are sufficiently protected against any form of damage, dirt and moisture.
- At the same time, the documents must be sent in electronic form as PDF files to the following email address: [o.miedtank@palfinger.com](mailto:o.miedtank@palfinger.com)
- If the same document applies to several different items, one document or if applicable a duplicate copy of the document must be enclosed for each item and outer packaging (per point 4).
- In the case of goods consignments comprising several units of one item, which are delivered distributed over several packages, one document (or a duplicate copy of the document) must be enclosed for each package.
- Deviations from this constitute a defect.

## 7. Loading equipment

The following loading equipment is permitted where necessary:

- EURO pallets, dimensions (LxWxH): 1200x800x144 (mm) if necessary with pallet frame and cover
- EURO mesh box pallets, dimensions (LxWxH): 1240x835x970 (mm)

The loading equipment must be in faultless, undamaged condition in accordance with the “Exchange Criteria for the Euro Pallet Pool” applicable to EURO pallets and EURO mesh box pallets, and must be identified in accordance with the criteria (EPAL, EUR marking, etc.).

The costs of repacking works that are necessary due to damaged or incorrect loading equipment shall be borne by the supplier. Defective loading equipment will not be exchanged.

Deviating loading equipment is permitted if the aforementioned loading equipment does not provide sufficient protection per point 4 (packaging instructions).

## 8. Vehicle loading

For insurance reasons, please note that vehicle loading must be carried out such that Palfinger is not required to unload or repack external goods. In the event that an external partner is commissioned with transport, this partner must be informed accordingly.

## 9. Collection of exchange goods and complaints

The collection of exchange goods and complaints must be announced at least **2 days in advance**. Provide the following data:

- Name of the freight forwarder
- Date and time of collection

## 10. Scope of application

These packing and marking instructions are valid for all goods consignments to Palfinger Tail Lifts GmbH.

Unless agreed in writing in a separate supplier or framework agreement, deviations from these instructions shall constitute a defect and shall be subject to a claim by Palfinger in accordance with the valid provisions.