Logistics and Delivery Instructions

1. Delivery Times

Monday to Friday: from 7 a.m. until 4 p.m.

All deliveries and pickups are handled exclusively through our central warehouse.
Please always address all deliveries to our receiving department and inform your logistics provider/parcel service about our delivery times.

The delivered shipments are accepted with reservations. Only the number of the delivered packages (packets, pallets etc.) will be confirmed to the driver. The quantity and title control shall occur later with the delivery note.

2. Notification

Deliveries with more than six pallets must be notified at least 48 hours in advance by email to avis@kopp-verlag.de. This also applies to next-day deliveries, for which only the 48-hour notice period is waived.

The delivery note for the respective shipment is part of the notification.

3. Delivery and Unloading

- Deliveries have to be effected at the designated unloading area.
  The staff is obliged to comply with the safety regulations during the loading and unloading process.
- Pallets must be loaded in a way that a safe unloading from the back with electrical lift trucks will be possible.
  The goods destined for Kopp must be freely accessible and may not be blocked through third party goods.
- Deliveries must be made on vehicles that are suitable for a ramp; side unloading is not possible.
  Any deviations from this must be agreed upon in advance with the responsible buyer for the product or with the logistics manager.
- Palletized goods may only be delivered on certified, undamaged Euro pallets in accordance with DIN EN 13698/1. Acceptable are EPAL- and UIC-certifications. Any deviations from this **must** be agreed upon in advance with the responsible buyer for the product.
- Euro pallets will be exchanged immediately upon delivery.
  Those, that do not comply with DIN EN 13698/1, or damaged Euro pallets, will not be exchanged.
- Pallets may not be overloaded at any place and may not protrude in any place.

4. Packaging and Labeling

- The goods must be packaged safely for transport, protected against damage. For fragile items in particular, respective packaging must ensure undamaged delivery and secure handling in the warehouse.
- Shape and stability: Only high-quality, multi-wall cardboard boxes capable of withstanding the physical stresses of transport and storage must be used. The boxes must retain their rectangular shape. Boxes, that become deformed, rounded, or bulge due to their contents or top-load pressure, will not be accepted.
- Cartons/pallets must be packed according to product type, batch, and best-before date.
- Each item (unit) must be labeled with a scannable barcode. This must be agreed upon in advance with the responsible buyer.
- Deliveries of mixed pallets are only permitted for small quantities. Larger quantities must always be packed on pallets containing only one title.

- Different items must be clearly separated on a pallet and stacked flush.
  A single title may not be distributed across multiple mixed pallets.
- Each pallet must have a pallet label with a contents list (product name, item number, and quantity).

5. Pallet Height and Weight

- The maximum pallet height is 120 cm.
- The maximum weight per pallet is 600 kg.
- The maximum weight per carton is 25 kg.

Any deviations from these guidelines must be agreed upon in advance with the responsible buyer.

6. Documentation

- A delivery note must be included with every delivery.
- For parcel deliveries, there must be one delivery note per parcel.
- Requirements for the delivery note:
  - Delivery address
  - Supplier
  - Order number (Kopp Verlag)
  - Item number (Kopp Verlag) and description
  - Best before date, if relevant
  - Total quantity of each item
  - Number of packages/pallets

7. Customs

All shipments from abroad must be cleared though customs before delivery.

8. Cost Charges

- We reserve the right to invoice you for any costs incurred due to non-compliance with our logistics and packaging guidelines.
- These instructions guidelines are an integral part of the delivery contract.