



Revision: 26.02.2019

# **SUPPLIERS' HANDBOOK**

- Information for our Suppliers -

## **A) Suppliers:**

Suppliers are partners that supply products and warranty that such products

- are not in any way in violation of any laws or regulatory requirements in the country in which they originate, in any countries through which they transit or in the country in which they are used;
- are declared in compliance with their specifications and legal and regulatory requirements and will further, once a year and without being specifically requested to do so, provide us with confirmation thereof in writing in the form of a **certificate of compliance with regulations governing materials used in contact with food** and, if necessary, present test reports from recognized testing laboratories or other recognized organizations.

Orders will be placed exclusively by:

BUNZL Verpackungen GmbH  
Elbestrasse 1-3  
D-45768 Marl  
Germany

Invoice address:

BUNZL Verpackungen GmbH  
Elbestrasse 1-3  
D-45768 Marl  
Germany

Delivery address:

BUNZL Verpackungen GmbH  
Elbestrasse 1-3  
D-45768 Marl  
Germany



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## **B) Placement of orders:**

Orders will be placed by mail, facsimile or e-mail. Order forms will contain the following information:

- Order number
- Supplier's article number
- Our article number
- Designation of article
- Quantity
- Packaging unit
- Delivery date
- Delivery address
- Invoice address
- Prices
- EAN codes (if available)

The Supplier shall confirm receipt of orders without delay in writing, by facsimile or by e-mail.

## **C) Prices**

Price increase requests must always be discussed 8 weeks in advance with our Purchasing Director by phone or in person.

## **D) Shipment and delivery:**

The Supplier shall make delivery of all goods ordered on a timely basis.

### **1.) Timely delivery shall be understood to mean:**

- **that delivery will without exception be made on the day agreed;**
- that the quantities of goods delivered will without exception be the same as those ordered;
- that we reserve the right to claim damages equal to a flat 1% of the invoice amount per full week in the event delivery is not made on time, which damages shall, however, not exceed 10%, but will in any case be **no less than € 35.00**



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**for each follow-up shipment to our customers resulting from the delay in delivery by the Supplier.**

2.) Delivery to warehouse:

- Delivery shall be made DAP destination; the Supplier shall bear all costs and risks of loss or damage in transit to the destination; goods shall be shipped exclusively by means of trucks suitable for rear docking.
- **Reception of goods: Monday through Thursday between 6:00 a.m. and 2:00 p.m., Friday between 6:00 a.m. and 12.00 p.m.;**
- Acceptable handling materials: Europallets quality according to EPAL classification New, class A or B and one-way pallets;
- Supplier may not insist that pallets be returned outside the Europallet exchange pool.
- Pallet dimensions: 800 x 1,200 mm pursuant to DIN UIC 435-2 specification with adequate load-bearing strength.
- Damaged pallets shall be repacked by the Supplier or will not be accepted.
- Pallets shall be:
  - packed with no overhang
  - stacked to a **max. height of 190 cm**
  - packed with only a single type of product and with the same number of units per pallet and **only full boxes** (no odd lots);
- Smaller quantities shall be shipped on a single pallet and identified as "mixed pallets";
- Boxes must be strong enough so that the bottom layer can bear the weight of the upper layers;
- Pallets must be prepared for transport so that goods are reliably secured on the pallets.



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## **E) Identification of goods:**

Unless otherwise specifically agreed, goods shall be identified with the following information:

- Our article number
- Designation of article
- Dimensions
- Packaging unit
- Supplier number
- EAN code
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## **F) Bills of lading and invoices:**

- Merchandise will not be accepted without a bill of lading;
- If the bill of lading is not presented personally by the driver, it must be attached to the goods or the pallet so that it cannot be overlooked.

### Content of bill of lading:

- Our order number
- Our article number
- Quantity
- Number of boxes
- Quantity per pallet

### Content of invoice:

- Our order number
- Our article number
- Quantity
- Price per unit and total amount

### **Important!**

In the event a shipment consists of several orders, all goods must be clearly identified with the proper order number.



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**Invoices cannot be processed:**

- in the case of quantities in excess of or less than those specified prior to shipment;
- if bills of lading or invoices do not include order numbers or article numbers.

**G) Quality control:**

- Each shipment shall be inspected on a sample basis; depending on their nature, defects may be recognized either immediately or later (e.g., complaints by customers after receipt of goods);
- Depending on the nature and scope of complaints, costs incurred will be charged to the Supplier; such costs shall include:
  - Return shipment from customers
  - Storage and consignment costs
  - Costs for cancellation, safekeeping and availability
  - Administrative expenses such for reprocessing, issuance of credits, return advice, etc.

**H) Refusal to accept delivery:**

We may refuse to accept delivery for sufficient reason, e.g.:

- Late delivery
- Damage in transit
- Incorrect identification of goods
- Defects that make the goods unsuitable for resale
- Unauthorized quantity overruns, e.g., in the case of printed materials
- General delivery errors.

The Supplier will generally be informed by us in the event of refusal to accept delivery.

BUNZL Verpackungen GmbH  
- Purchasing -



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