

## Delivery guidelines (as at 30 November 2023)

### 1. delivery address for parcel and pallet deliveries

The corresponding delivery addresses can be found in our order, if none is available, the following applies:

Ruthmann Holdings GmbH  
Ruthmannstr. 4  
48712 Gescher

### 2. goods receiving times

Head office: 48712 Gescher

Monday to Thursday from 7:00 - 15:00 & Friday from 7:00 - 12:00

Other delivery addresses may have different acceptance times.

### 3. contact person for incoming goods

Ruthmann Holdings GmbH

Mr Markus Gasseling  
Logistics management  
02863/204-395

[Markus.Gasseling@ruthmann.de](mailto:Markus.Gasseling@ruthmann.de)

### 4. deliveries

For each consignment, RUTHMANN must be provided with the relevant transport documents (forwarding order) showing all data relevant to the consignment. In the case of customs deliveries from third countries, the corresponding customs documents must be enclosed with the goods.

Obvious differences or damage will be noted on the transport documents and must be countersigned by the driver.

**Pallets** must be loaded in such a way that they can be safely unloaded from the rear or side of the vehicle using forklift trucks. The pallets must be clearly labelled with the consignment references. The goods should be delivered separately at order level. If proper unloading is not possible, RUTHMANN accepts no liability for any damage that may occur. Euro pallets may only be supplemented with wooden stacking frames (diagonally foldable) and frame dividers. **The delivery of palletised goods is only permitted on undamaged Euro pallets in accordance with DIN 14156-3.**

Damaged or non-original Euro pallets are considered disposable pallets and will not be exchanged. **Delivery on disposable pallets is only permitted after consultation and explicit approval by RUTHMANN.** The pallet height (incl. pallet) must not exceed 2.0 meters. Furthermore, the permissible total weight per pallet must not exceed 500 kg. The goods must not protrude laterally beyond the Euro pallet. The supplier will be charged separately for the disposal of the pallet.

**Parcels:** The weight of the individual parcels must not exceed 30 kg. Parcels should be packed as unmixed as possible. Mixed cartons must be labelled accordingly. Particular care must be taken to ensure that parcels are packed securely for transport to avoid transport damage. Damaged parcels will not be accepted, and acceptance will be refused.

**Special load carriers** are to be handled in an exchange procedure.

**Steel structures** without load carriers must be secured separately. In this case, anti-slip mats, separating/squared timbers and tension belts must be used to ensure smooth unloading using a forklift truck. Deviating loading or delivery must be notified to RUTHMANN in advance. We reserve the right to reject the goods in the event of improper loading, taking into account the securing of the load.

**Painted components must be** specially protected and packed separately from each other using protective film or packaging materials intended for this purpose.

## 5. packaging

Packaging is preferably carried out in standard returnable load carriers such as Euro pallets, Euro mesh boxes and cardboard boxes. If the component dimensions and weight do not allow it or the Euro pallets are not large enough, special pallets can be used **after explicit approval by RUTHMANN.** Processed surfaces must be specially protected. If these or other means of transport cannot be used for reasons such as inadequate securing of the goods, etc., the packaging must be agreed with RUTHMANN.

In general, care must be taken to ensure that the packaging is designed in such a way that it can be loaded and unloaded using standard industrial trucks. The goods must also be protected against external weather influences. Outer and transport packaging made of cardboard boxes must bear the RESY symbol or the labelling of a comparable recycling system.

No chips or plastic filling materials may be used. The use of corrugated cardboard, corrugated paper or crushed paper is permitted if it can be recycled.

## 6. load safety

All materials must be packed in such a way that no damage occurs to the transported goods (for the type of transport assigned). It is imperative that the supplier avoids risks to people, life or the environment due to inadequate load securing. Care must be taken to ensure that the materials are immobile within the packaging or on the load carrier. In addition, the materials must be protected from damage by the lashing strap during lashing. The load must be secured using a minimum amount of packaging material. The material used to secure the load must always be made of environmentally friendly and recyclable material.

## 7. delivery notes

A delivery note must be enclosed with each delivery (if possible per shipping unit). Handwritten delivery notes will not be accepted. The delivery note must be clearly visible on the goods/consignment in a delivery note pocket and must contain the following information:

1. Delivery address
2. Sender / supplier with address and contact person
3. Delivery note number and delivery date
4. Order number / order item number
5. Ruthmann part number & part designation
6. Manufacturer part number, batch number, serial number
7. Total quantity per part
8. Number of pallets per part

In order to clearly allocate the delivered goods at RUTHMANN and to ensure traceability, all parts or packaging units must be labelled themselves and on the corresponding delivery note. If several order items are packed on one load carrier, the individual items must be packed separately again. We reserve the right to reject deliveries without complete paperwork or incorrect packaging and labelling at the supplier's expense.

#### **8. consignment inspection / incoming goods inspections**

Acceptance of the objects of performance shall be subject to inspection for freedom from defects, in particular for correctness, completeness and suitability. Ruthmann shall only check incoming products for identity, quantity, transport damage and obvious material defects. RUTHMANN shall notify the SUPPLIER in text form of defects in the objects of performance immediately after becoming aware of the defect. The SUPPLIER waives the defence of late notification of defects according to §377 HGB (German Commercial Code). In the event of damage, we shall immediately arrange for and document any subsequent claims for damages due to the recording of facts in the event of obvious transport damage.

#### **9. hazardous substances / dangerous goods**

The goods or outer packaging must be labelled in accordance with the applicable Hazardous Substances Ordinance. It must be ensured that the labelling on the packaging is not obscured at any time by other labels or information accompanying the goods (e.g. pallet tags).

Shipments of dangerous goods whose load carriers and packaging contain the dangerous goods must comply with the applicable dangerous goods and packaging regulations during transport. The delivery of hazardous goods must be specially labelled on the delivery documents. The supplier undertakes to provide RUTHMANN with a safety data sheet before delivery. If this is not available, acceptance can be refused.

#### **10. incoming invoices**

Incoming invoices are not to be enclosed with the consignment. Please send your invoice digitally to the following e-mail address: [rechnungseingang@ruthmann.de](mailto:rechnungseingang@ruthmann.de)

#### **11. works certificates**

Tooling must not be enclosed with the delivery of goods. Tooling must be sent digitally to the following e-mail address before the goods are delivered: [qw@ruthmann.de](mailto:qw@ruthmann.de)

#### **12. violation of this directive**

Deliveries that deviate from these guidelines cause considerable effort in the incoming goods department. Additional costs, for which the supplier is responsible and which arise due to non-compliance with these delivery guidelines, will be invoiced according to expenditure and charged at RUTHMANN's applicable hourly rate. In the event of an unacceptable deviation, RUTHMANN reserves the right to assess the consignment as defective and to refuse acceptance of the goods. The defective deliveries are also included in the annual supplier assessments of the purchasing department.