

# **Delivery guidelines of** **DEHN SE + Co KG**



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## **1. Principle**

As a result of the constantly growing competitive pressure, ever greater importance is being attached to the timely provision of goods and the associated reliable supply of customers.

The quality of the logistics has an increasingly strong influence on competitiveness and is becoming a major success factor.

In view of this, the constantly increasing demands necessitate the continuous improvement of processes and the partnership-based cooperation between DEHN and its suppliers.

Automatic warehousing systems and conveying equipment and a computer-assisted warehouse management system are used at DEHN for optimum stock management and the subsequent processes.

In order to ensure the smooth and reliable operation of these systems, it is absolutely essential to comply with the specifications.

These delivery guidelines from DEHN therefore form the binding basis for the active integration of suppliers in the logistic processes and the targeted improvement of internal processes and flows of goods.

They are, however, also an important prerequisite for the fast and smooth flow of goods from our suppliers via our Incoming Goods Department to the internal points of use or on to our customers.

The following delivery specifications are to be considered binding supplementary agreements to our General Terms & Conditions of Purchase and Ordering Specifications (HGB, ADSp) irrespective of the agreed terms of delivery (INCOTERMS® 2020).

Suppliers are generally obliged to deliver goods from non-EU countries according to the delivery conditions stated on our order.

## **2. Area of application**

Applicable to the respective delivery location of DEHN (see point 6).

## **3. Packaging**

All shipments handed over to a freight forwarding company must be securely packed to make them safe for transport and prevent unauthorised access.

As a matter of principle, all goods are to be delivered on flawless loading aids.

Each supplier must ensure that the goods reach their destination in proper condition by using appropriate goods carriers, packaging and suitable loading aids.

### **3.1. Pallet deliveries**

Delivered pallets must meet the following specifications:

- **general delivery only on Quality Class A Euro pallets**
- **maximum height per pallet: 1400 mm incl. pallet**
- **max. weight per pallet: 800 kg**
- palletised goods may not be loaded beyond the edge of the pallets, if the goods permit this
- the cardboard boxes are to be packed with the **label on the outside**
- care must be taken to distribute the weight of the packed pallet evenly
- in principle heavy articles must be packed at the bottom and light articles at the top (note about possible damage)
- the size of the cardboard box is to be matched as well as possible to the contents
- deformed and damaged packaging units will not be accepted

Note: DEHN accepts deviations only with express permission.

#### **3.1.1. Delivery of conductor material/wires, belts, cables**

Delivered pallets must meet the following specifications:

- **general delivery only on Quality Class A Euro pallets**
- **maximum depth/length of the pallet: 1350 mm**
- **minimum bottom deckboard length: 1200 mm**
- **max. weight per pallet: 1100 kg**
- the specified and agreed packaging/coil unit per pallet must be adhered to
- the single coils are to be labelled if specified
- the supplier must ensure the stability and the even distribution of weight on the packed unit
- deformed and damaged packaging units will not be accepted

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Note: DEHN accepts deviations only with express permission.

## **3.2. Delivery of long materials and bulky goods**

- the goods must be bundled/packaged as firm, stable units - solid wooden composites are also accepted
- **maximum length of the units: 6000 mm**
- **maximum height: 600 mm**
- **maximum width: 800 mm**
- **the bundles/packages must be forklift accessible (clearance of at least 100 mm)**

## **3.3. Delivery of cable drums**

- **maximum diameter of cable drums: 1200 mm**
- **by delivery on pallets, Quality Class A Euro pallets are standard**
- palletised goods may not be loaded beyond the edge of the pallets, if the goods permit this

## **3.4. Delivery in DEHN's own plastic containers / liftable metal boxes**

If a special agreement has been reached regarding delivery in DEHN's own containers/liftable metal boxes, it is mandatory to comply with the following directions:

- The specified container types and container quantities per article must be complied with. Deviations must be agreed with the Incoming Goods Department prior to delivery.
- External/other labels may not be affixed to DEHN's own containers.
- All containers must be filled in such a way that there is still sufficient space below the upper edge for the lid and/or that no components can fall out during transport on the conveyor.

|                       |  |
|-----------------------|--|
| Liftable metal boxes: | Maximum fill level to 10 cm below the upper edge |
| Plastic containers:   | Maximum fill level to 2 cm below the upper edge  |

If the specified quantities do not allow these directions to be followed, the Incoming Goods Department must be informed so that new quantity specifications can be formulated.



- The supplier must make sure that only clean and residue-free containers/liftable metal boxes are used when filling.
- Damaged containers / liftable metal boxes must be put aside. Further use is to be discussed with our Incoming Goods Department.
- DEHN's own containers and liftable metal boxes may only be used in traffic with DEHN.
- The supplier is responsible for ensuring that the appropriate and specified containers / liftable metal boxes / lids are available in sufficient quantities and quality to be able to complete the current purchase orders on time and in accordance with the specifications.

The supplier must ensure that empty containers, liftable metal boxes and lids are requested from DEHN in good time and in sufficient quantities.

- On principle, all containers should have lids.  
If necessary, the lids must be secured to the containers using stretch film or plastic straps.
- All enquiries regarding container types / container quantities and requests for empty containers should, if possible, be sent by e-mail to the employees in the Incoming Goods Department: **Wareneingang@dehn.de**

### **3.5. Parcel shipments**

The delivery of cardboard packages and parcels containing orders placed by DEHN is subject to the following guidelines:

- the delivery note and other documents must be visible from the outside and should be in a shipping document pouch
- the sender must be clearly identifiable
- the goods must be safely packed to prevent breakage and the cardboard box filled with bubble wrap or suitable paper/corrugated cardboard material
- foam polystyrene packaging is to be avoided
- delivery of damaged parcels will not be taken and acceptance will be refused
- the weight of the individual parcels may not exceed 20 kg

## **3.6. Returns and service management**

The Returns and Service Management team handles the following returns / service returns:

### **a. Returns**

- returns of goods
- complaints

The returns are handled at our location in Mühlhausen.

### **b. Service returns**

- repairs
- technical tests
- maintenance tests

The service returns are handled at our location in Neumarkt. To ensure smooth processing, please observe the following procedure.

- All packages should be marked on the outside with the returns number provided by our returns management team.
- Goods should be suitably packed and secured to ensure that they suffer no further damage during transit to DEHN.

## **3.7. Marking of the packages**

A delivery note must accompany each shipment. This is generally attached to the outside of at least one of the packages.

If a shipment consists of several packages, the package containing the delivery note must be clearly and visibly marked.

The number of packages that make up the shipment must be visible from the outside (package 1 of 4, 2 of 4, etc.).

The individual packages must be distinctly marked with our address, so that it is obvious, that they are intended for us.



## **3.8. Packaging of the transport units**

In the case of heavy and bulky goods, in particular, the pallets and packages must be adequately secured with foil and plastic or steel straps in accordance with the load securing regulations.

Whenever possible, different goods should be delivered in separate, unmixed packages/containers.

The supplier must ensure that the packaging is stable, especially in the case of cable material and long or bulky goods.

## **4. Documents**

So that fast entry in the warehouse management system is possible, the **delivery note must** contain the following details:

- DEHN purchase order number
- order item number
- DEHN part/material number
- your DEHN supplier number
- your delivery note number
- specification of the gross and net weight
- number of packages

## **5. Delivery**

Single-variety packages and individual packaging units must be labelled with our part/material number and the quantity.

Mixed packages should be avoided as a matter of principle. However, if mixed packages are necessary, they must be

- marked with all part/material numbers and quantities
- identified as mixed packages.

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## **6. Transport**

### **6.1. Goods receiving hours**

The following delivery times are binding for both delivery points:

Monday - Thursday: 6.45 am - 12 noon and 12.30 pm - 3.00 pm  
Friday: 6.45 am - 12 noon

- Location 02

DEHN SE + Co KG  
Am Ludwigskanal 1  
92360 Mühlhausen

Phone +49 (0)9181 906 1131 or 906 1360  
Fax +49 (0)9181 906 1028 or 906 55 1131  
mailto: [Wareneingang@dehn.de](mailto:Wareneingang@dehn.de)

- Location 01

DEHN SE + Co KG  
Hans-Dehn-Straße 1  
92318 Neumarkt

Phone +49 (0)9181 906 1419 or 906 1760  
Fax +49 (0)9181 906 1518  
mailto: [Wareneingang@dehn.de](mailto:Wareneingang@dehn.de)

Note:

- The two delivery points are located within a radius of 10 kilometres
- We reserve the right to divert shipments from one of these two goods receiving points to the other





## **6.2. Transport damage/goods acceptance**

- the supplier must ensure that the transported goods reach their destination in perfect condition
- if goods are delivered in a damaged state, DEHN reserves the right to refuse acceptance of the goods at the supplier's expense
- the shipments are accepted conditionally, subject to subsequent checking of quality and quantity
- only the number of packages delivered (packages, pallets, parcels, etc.) will be acknowledged to the freight forwarder
- the qualitative and quantitative goods receiving inspection takes place in due course on the basis of the delivery note
- obvious packaging defects as well as deviations in the quantity of the packages must be confirmed by the freight forwarder on the way bill
- concealed transport damage not visible during acceptance of goods will be notified to the supplier within a maximum of 5 working days for adjustment

## **7. Exchange of pallets and loading aids**

The receipt of loading aids is documented.

If these loading aids do not meet the specifications set out in section 3, they will not be exchanged and acceptance may be refused.

DEHN generally exchange Euro pallets immediately. If the pallets are not exchanged immediately, then the pallet credits are to be claimed and collected within 6 months at the latest - later claims for loading aids can no longer be considered.

Special and/or returnable containers must be stated on the delivery notes and explicitly declared to the Incoming Goods Department.



## **8. Environment**

It is DEHN's declared goal to pack and deliver products in a way that is as resource and environmentally friendly as possible.

For this reason, we also attach great importance to environmentally friendly or environmentally compatible packaging for deliveries from our suppliers.

The type of packaging should allow environmentally friendly disposal and be free of harmful substances.

Foil and plastic packaging should be completely omitted whenever possible.

In addition to reducing the amount of non-recyclable materials, this ensures the environmentally friendly disposal of the packaging material used.

## **9. Safety on the factory site**

For reasons of industrial safety, wearing protective footwear and a safety vest is mandatory for all drivers on the DEHN SE + Co KG premises.

## **10. Deliveries from third countries (non-EU)**

Consignments of non-Union goods sent by normal post will neither be accepted nor temporarily stored by us. A renowned transport service provider should be commissioned with delivery.

If, as in the case of an agreed delivery condition such as "DAP: Neumarkt, Germany (INCOTERMS® 2020)", DEHN is responsible for customs duty, the delivering service provider must advise us of the shipment prior to customs treatment by e-mail to **zoll@dehn.de** to obtain corresponding customs clearance instructions.

The customs clearance info provided by our Customs Clearance and Export Control department communicates information on duty unpaid delivery in the New Computerised Transit System (NCTS) per T1 document within the scope of our Authorised Consignee status (normal case). Under special circumstances (e.g. inward/outward processing, or fallback procedure) the transport service provider, acting as a direct representative, is authorised to request the release for free circulation.

# **Delivery guidelines of DEHN SE + Co KG**



## **11. Special agreements**

Special agreements deviating from these delivery guidelines must always be agreed in advance in writing with the responsible employees at DEHN.

## **12. Non-observance of the delivery guidelines**

In case of failure to observe the above guidelines, DEHN SE + Co KG reserves the right to inform you of the identified shortcomings.

In case of recurrence, you will no doubt understand that we have to invoice you for the expense of repackaging, identification or marking at a rate of €40.00 per hour. In the case of goods which need to be transported internally because they were delivered to the wrong location, we will charge flat-rate compensation to the amount of €30.00.

## **13. Validity**

These guidelines are valid as of September 2020 and binding for all suppliers and service providers of DEHN.

All previous versions thus lose their validity.

Please inform your Dispatch Department to ensure that these specifications are observed and implemented.

Thank you in advance for your support. Should you have any questions, please do not hesitate to contact us.

Yours sincerely

DEHN SE + Co KG

A handwritten signature in black ink, appearing to read "i.V. Christian Müller".

i.V. Christian Müller  
Director of Logistics

A handwritten signature in black ink, appearing to read "i.A. Matthias Nerlich".

i.A. Matthias Nerlich  
Head of Central Warehouse

Attachment 1:

Packaging guidelines for loading maritime containers

## **Attachment 1: Packaging guidelines for loading maritime containers**



- All individual packing units must be bundled so that they keep their shape and cannot move about under strain.
- This bundling should be performed with PET or stainless steel band (not steel strapping) and must bundle the whole packing unit together as tightly as possible – see photos.
- The bundling must be tight and sturdy enough to ensure that the bands do not come loose during transport and that the packing unit is compact and stable over the complete duration. Each packing unit must, as can be seen in the photos, be secured with 4 bands.



- When stacking in a container (2 packing units on the floor and two packing units on top) the four packing units must be secured to the end wall using lashing straps / steel bands / timber planks, or other suitable materials. Each packing unit must be secured individually.
- The next four packing units loaded must again be secured to the end wall at the front and so on.

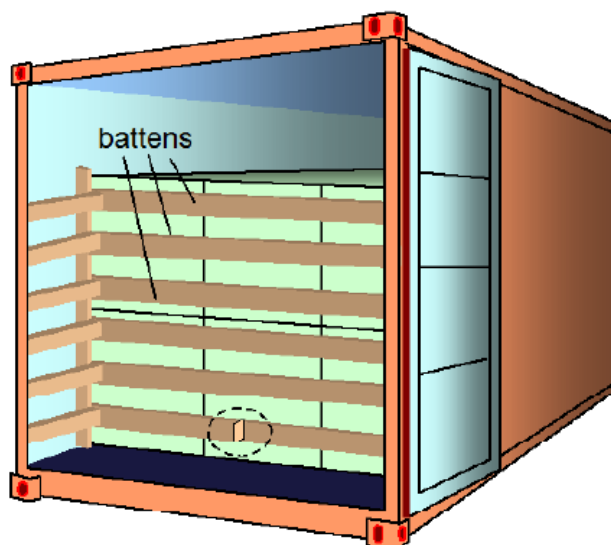
## Attachment 1: Packaging guidelines for loading maritime containers



- A suitable and sufficiently load carrying intermediate layer made of pallets, boards or similar must be provided between the bottom packing unit and the one piled on top. It is important that the upper packing unit has full contact with the surface. This intermediate layer should be constructed in such a way that the packing units are inclined forwards – see photos.



- In the final row it is essential that the last packing units loaded in the container are secured in such a way that they do not put pressure on the inside of the door of the container (danger when opening the door to unload) – see diagram



## **Attachment 1:**

### **Packaging guidelines for loading maritime containers**



- On principle containers should be loaded in such a way that it is possible to unload from the back using a forklift.  
Long material should therefor be palletized or equipped with suitable underlay woods.
- The technical fixtures and fittings of the container must be in functional condition, e.g. smoothly opening rear doors, safety devices etc.  
In the case of open top containers to be unloaded by crane, the covers, tarpaulins and canvas covers should be easy to handle and fix in place.