

Delivery guidelines for materials provided for assembly

To ensure fast, trouble-free receipt of the delivered goods, we request that you observe the following rules:

1. Delivery address

Delivery must be made to the following address:
Topac GmbH
Warenannahme 11, Tor 4
Carl-Bertelsmann-Str. 161 T
33332 Gütersloh

2. Receiving times

Monday through Friday 7 a.m. to 3 p.m. Outside these times, delivery is possible only through prior appointment.

3. Delivery

3.1 Delivery note

The following information must be provided on the delivery note:

- Supplier address
- Ordering customer
- Your contact person in Customer Service at Topac
- Catalog number / title number, material description, material type, pallet number as per order to Topac
- Number of units per material
- Number of pallets
- Number of packing units
- Title number regarding the associated carton product (e.g. DPac, folding box) in order to ensure correct identification (visible on the order confirmation received from us)
- Topac order number if available

3.2 Additional documents

- Dangerous goods need to be supplied with their safety information sheet
- FSC materials need to be marked as such on the delivery note and the palette marker flag

3.3 Packaging

The following applies generally for all packaging:

- All items must be carefully packed in cartons or – for larger quantities – must be delivered on EURO pallets or one-way pallets (800*1200 mm).
- We recommend that the maximum carton weight of 10 kg not be exceeded for pallet delivery.
- The maximum package height including pallet must not exceed 1800 mm.
- The pallets must be packed uniformly; all carton labels must be visible from the outside.

- When delivering different materials on one pallet, we ask you to bundle the items.
- The pallets must be secured by shrink wrap foil or plastic straps.
- For reasons of occupational safety, NO steel bands may be used to secure packages.
- A pallet slip must be attached to each pallet. (Information see 3.3.1)
- Each packaging carton must have a label. (Information see 3.3.2)

3.4. Labeling the packaging

3.4.1. Pallet slip

The pallet slip must be attached to the pallet in a clearly visible position and contain the following data:

- Pallet number
- Supplier
- Material type

3.4.2 Carton label

The carton label must be attached in such a way that each carton on the individual pallet can be identified precisely:

- Supplier
- Ordering customer
- Catalog number / title number as per order to Topac
- Quantity in carton
- Material type

5. Checking the shipment

Topac accepts the shipment only with reservations. It will give the freight carrier a receipt for the number of delivered packing units ("colli", pallets, etc.). If any discrepancy is discovered during the check, e.g. a missing delivery item, the customer will be informed of this within 24 hours. The check on quantities and titles will be done later using the delivery note. The shipping employee will have the carrier indicate any external damage on the freight slip.

6. Deviations

Any deviations from the guidelines indicated under 1-3 and in the appendix must be confirmed by Topac before delivery. In the case of noncompliance with these guidelines, the receipt of goods may be associated with substantial additional costs due to manual processing. In special cases, Topac reserves the right to refuse delivery.

7. Delivery and processing of insert information media (CD/DVD)

Topac assumes no liability for compliance with technical and cosmetic specifications of inserted information media.