

# General delivery specifications

## 1. Scope of validity and purpose

- 1.1 The Windmüller & Hölscher (W&H) delivery specifications guarantee an efficient goods delivery process. This serves to avoid waiting times for freight carriers and W&H employees as well as disagreements and delays during delivery.

The W&H delivery specifications apply in connection with the general purchasing conditions of W&H.

## 2. General information

- 2.1 The adherence to the delivery deadlines, the quality requirements and the delivery specifications form the basis for the W&H supplier evaluation.
- 2.2 If not otherwise agreed, all goods/parts must be delivered complete and ready for assembly along with all specified surface treatments.
- 2.3 In accordance with item 6.2 of the W&H general purchasing conditions, the supplier shall be informed of any quality and quantity deviations found during the goods acceptance process in writing as a delivery fault.

## 3. Delivery addresses

The postal delivery address specified in W&H orders and subcontracts must be complied with.

The DIRECT incoming delivery to our factory WHM Prostějov, CZ must be made to following address:

**Windmüller & Hölscher Machinery k.s.**  
**Háj 357**  
**CZ-798 12 Kralice na Hané**

## 4. Goods acceptance hours

- 4.1 Goods acceptance hours, work days:

Monday to Friday                      6.00 am - 4.00 pm

- 4.2 Deliveries outside the goods acceptance hours specified in 4.1 are only possible after prior agreement with the responsible W&H procurer/materials planner.

## 5. Delivery condition

- 5.1 Carriers and packaging are only accepted when in good order and condition. In the event of verifiable damage to the carrier and packaging, W&H reserves the right to refuse to accept the delivery.
- 5.2 It must be possible to unload the vehicle safely and efficiently. Unloading without a (truck) ramp must be guaranteed. Unloading via fork lift is the standard procedure. Unloading is

only possible from the left-hand side of the vehicle (in the driving direction). Our factory incoming goods department has available front forklift. In the event of deviating unloading requirements, the carrier should expect longer unloading times.

## 6. Definition for differentiating between part sizes

The differentiation between part sizes arises from the container sizes which W&H utilizes for the small parts store (KTL) and pallets for the high-bay warehouse (HRL). This differentiation is necessary for the trouble-free collection of the goods/parts.

### 6.1 Small parts

max. container dimensions (LxWxH) : 440 x 275 x 200 mm  
min. number parts per container : 3 pieces  
max. weight per part : 3 kg  
(L=length, B=width, H=height)

### 6.2 Large parts

Parts which are no longer covered by 6.1 as a result of their size /weight with  
max. dimensions per part (LxWxH) : 2600 x 1200 x 810 mm  
max. weight per part : 1.5 t

### 6.3 Open area parts

Parts which do not fulfill the specifications of 6.1 and 6.2 as a result of their size/weight.

## 7. Packaging

- 7.1 Goods must be packaged and preserved in such a way that there is no possibility of damage through transport and storage.
- 7.2 The packaging of goods deliveries must take into account the waste management goals of the environmental laws in accordance with the following ecological priorities:

### - Avoidance

Restriction to the necessary packaging for the weight and volume (resource saving and reduced transportation).

### - Minimization

Use and continuous improvement of re-usable packaging made of recyclable materials.

### - Recycling

Use of environmentally friendly, recyclable materials for all packaging types;  
Recycling as close to the point of generation as possible in order to avoid return via the delivery chain and the associated transportation.

The packaging must be made on a part-specific basis taking into account the logistics, quality assurance, environmental compatibility and economy.

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7.3 Goods and their packaging aids may not protrude beyond the exterior contours of the carrier utilized by the supplier.

7.4 The goods must be appropriately preserved at points at risk of corrosion. The corrosion protection must be effective at room temperature and dry storage in the W&H warehouse for 6 months. Phosphated parts must always be oiled. The preservatives used must be compatible with the Cortec VCI 329 preservative.

7.5 The goods must be delivered in packaged units separated by part size. Small, large and open area parts may not be mixed within a packaging unit. This does not apply for multi-part components as per Section 11.1.

7.6 In order to prevent parts from being mixed, different articles must be sorted / packaged separately.

7.7 Parts which W&H will subject to phosphate treatment must be packaged separately and labeled as such.

7.8 Upright format parts must be secured on their load carriers to prevent them from tipping over.

### 8. Accompanying papers / documents

The following documents must be attached in a clearly visible location on each load carrier (handling unit). Alternatively, they can be handed over to the employees in the W&H incoming goods department before unloading.

8.1 The delivery of **all goods** must include the following documents:

Suppliers without a WEB portal connection

- a) Delivery note exactly specifying:
  - W&H order number
  - W&H order item number
  - W&H material number
  - Delivered quantity
- b) Test certificates (if required in the order, the drawing or as part of a separate agreement)
- c) Safety data sheets (for hazardous materials)
- d) Declarations of conformity or of incorporation in accordance with the EC Machine Directive

Suppliers with a WEB portal connection

- a) Delivery note or a delivery note generated from the WEB portal precisely specifying
  - W&H order number
  - W&H order item number
  - W&H material number
  - Delivered quantity
  - Delivery notification number (for notified deliveries)
- b) Test certificates (if required in the order, the drawing or as part of a separate agreement)

- c) Safety data sheets (for hazardous materials)
- d) Declarations of conformity or of incorporation in accordance with the EC Machine Directive
- e) W&H shipping notification from the WEB Portal

Note: In the case of notified deliveries, the delivery note generated from the WEB Portal must also be included.

If the WEB Portal was not available, the supplier must include the delivery notes with the information specified in 8.1. These delivery notes must also include the additional information that shipping notification was not possible.

8.2 In the case of goods subject to customs duties, original copies of the NCTS dispatch note (New Computerized Transit System), the commercial invoice, the consignment note and all other customs documents must be included. The delivery must be labeled externally as goods subject to customs duties.

8.3 Supplier's declarations in accordance with the EC directive are required for all materials. In the case of goods from third countries, these must generally include the corresponding proof of origin. The documents are not provided with the goods but rather sent directly to the requesting department at W&H. In this case, the deadlines must be observed.

8.4 Parts which W&H must subject to phosphate treatment / coating, must include separate delivery notes and the relevant phosphating/coating order. See also 7.7 and 10.4.

8.5 Every packaging unit (e.g. box, carton) must also include a packing slip which contains the following information:

- W&H delivery note number
- W&H order number
- W&H order item number
- W&H material number
- W&H delivery note number
- Delivered quantity
- W&H delivery notification number (for deliveries notified via the WEB portal)

8.6 Required test certificates must also be sent to the e-mail address [whm.testprotocols@wuh-group.com](mailto:whm.testprotocols@wuh-group.com)

### 9. Part identification

9.1 It must be easy to allocate the goods to the corresponding delivery note items. The goods or their direct individual packaging must be labeled with the following information:

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- a) W&H material number
- b) W&H order number and order item
- c) Quantity

The surfaces must not be damaged by the shipping packaging. Adhesive labels must be removable without residue.

- 9.2 Small parts can be labeled for each packaging unit per order item.
- 9.3 Every part associated with a drawing must be permanently labeled with the W&H material number and with the supplier's company stamp by means of engraving or punch numbers after surface treatment and in accordance with W&H specifications. The size of the lettering must be appropriate for the size of the part. If the drawing does not provide a specific location then the supplier may select a suitable position. The surface properties must not be impaired by the labeling.
- 9.4 If a delivery item consists of multiple individual components then these must be declared as belonging together.

### 10. Delivery identification

- 10.1 Delivery notes must be included with the goods as described in 8.1.
- 10.2 If a delivery item consists of multiple packages then these must be clearly declared as belonging together.
- 10.3 Spare parts and urgent deliveries must be clearly labeled as such and delivered separately from other orders/jobs.
- 10.4 Parts which must be phosphate treated or coated by W&H must include the "for phosphate treatment/coating" note with the delivery note and the supplier's corresponding order. The order must specify the quantity and weight.

### 11. Complete deliveries

- 11.1 Multi-part components and assemblies must always be delivered as a single package.  
The parts of a component/assembly must be summarized as a unit (not by component type).
- 11.2 A partial delivery for set orders is only permitted in exceptional cases and after prior arrangement with the responsible W&H procurer/materials planner. The same also applies to multi-part components and assemblies
- 11.3 In the event of failure to comply with the W&H delivery specifications, we reserve the right to refuse to accept the delivery. Alternatively, we shall invoice the expenses incurred by W&H for the collection of the goods.

### 12. Special agreements

- 12.1 The specifications from orders and drawings must be complied with. The supplier must document any component deviations which we have expressly approved in writing (comments on delivery note and identification of the affected parts via tag, label etc.):
  - a) which special agreement/approval
  - b) was made between which of the supplier's contact partners and W&H.
- 12.2 Deviations from the W&H delivery specifications are not permitted without express written approval from W&H procurement. The supplier portal should preferably be used for communication.
- 12.3 The "General packaging specifications for purchased aggregates ready for dispatch" apply for the delivery of aggregates ready for dispatch.