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1 Basics

1.1 Scope of application

The guideline in its current version (available at www.komsa.com) is the basis for all deliveries to the companies of the KOMSA Group (in accordance with §§ 15 ff. AktG), hereinafter referred to as KOMSA.

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1.2 Area of application

The guideline must be applied to all consignments (goods deliveries, returns, agreed collections) that are delivered to KOMSA. Deviations from this delivery guideline must be agreed with KOMSA's Supply Chain Management. In case of non-compliance with the guideline, KOMSA reserves the right to charge processing fees according to point 6.2.

1.3 Deliveries due to a return order

In the event of delivery due to a return order, KOMSA will commission a forwarding agent to arrange the return transport. The modalities will be coordinated with the respective customer in advance. In general, these guidelines are also binding for packaging and processing, i.e. returns are to be handled in the same way as general deliveries.

1.4 Notification of shipments

The 12-digit order number must be stated in all correspondence with KOMSA, in particular in order confirmations, notifications, delivery bills, package contents lists and invoices/credit notes. Every delivery of goods must be notified in advance by e-mail or EDI interface. When notifying via e-mail, the e-mail address of the object to which the delivery is to be made must be used (overview under point 1.5). In order to notify via EDI interface, a prior connection is required. This can be done via the KOMSA EDI team: EDI@komsa.de. For deliveries of 10 pallets or more or container deliveries, the notification must be made 5 working days before delivery. All other deliveries must be notified at least 48 hours before the planned delivery. Deliveries made without prior or untimely notification will lead to considerable delays in the collection processes and will be accepted and unloaded at our reasonable discretion and according to the available incoming goods capacities and will be included in the supplier evaluation accordingly. In these cases, prompt unloading cannot be guaranteed. We will not accept demurrage invoices for any resulting waiting times.

1.5 Acceptance of goods subject to reservation

The delivery to KOMSA's incoming goods department is in no case considered as transfer or acceptance. The acceptance of goods is always subject to a subsequent incoming goods inspection. Upon acceptance of the goods, only the number of delivered packages (pallets, cartons, etc.) and the external integrity of the shipping packaging are acknowledged. The delivered goods are deemed to have been accepted by KOMSA if they have been subjected to an incoming goods inspection by authorized KOMSA employees. Only then do the goods pass into the responsibility and custody of KOMSA. Insofar as damage to the goods is already recognizable upon delivery, this will be recorded in a damage report as well as in the consignment note and confirmed by the carrier. If the carrier refuses to do so, acceptance of the goods will be refused.

1.6 Delivery addresses and delivery times

The delivery must be made exactly to the delivery address (destination) that was specified by KOMSA (or its partner) in the order or a return order. Acceptance will not take place if the delivery address is different. Deliveries outside the

Delivery and Packaging Guidelines

of the KOMSA Group, revised version 2024

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delivery times are only permitted if a delivery in accordance with the guidelines was not possible due to the fault of KOMSA.

Delivery addresses	Delivery times	Contact us
KOMSA AG Object Beta KOMSA Allee 1 09232 Hartmannsdorf ILN 4029164000004	Monday-Friday 6:00 - 16:00; thereafter by arrangement	✉ Avisierung@komsa.de ☎ +49 (3722) 713-358
KOMSA AG Object Gamma Ernst-Lässig-Str. 5 09232 Hartmannsdorf ILN 4029164092320	Monday-Friday 7:00 - 16:00; thereafter by arrangement	✉ Avisierung@komsa.de ☎ +49 (3722) 713-1398
w-support.com GmbH Ernst-Lässig-Straße 7 09232 Hartmannsdorf	Monday-Friday 6:00 - 16:00; thereafter by arrangement	✉ Avisierung@komsa.de ☎ +49 (3722) 713-358
KOMSA AG Object Eta An den Froschäckern 24 99098 Erfurt (OT Büßleben) ILN 4029164990985	Monday-Friday 7:00 - 16:00; thereafter by arrangement	✉ WareneingangErfurt@komsa.de ☎ +49 (3722) 713 7623

Table 1 Overview of delivery addresses and delivery times KOMSA

2 Documents

The following points must be taken into account to ensure that orders are processed quickly in the incoming goods department:

At least 1 copy of the shipping documents must be enclosed with the delivery.

The handover documents listed below are required to uniquely identify each consignment.

2.1 Bill of loading

Minimum details are:

- Name of the carrier
- Sender
- Consignor (if the delivery is made by an executing carrier)
- Recipient (see 1.4)
- The usual designation of the type of goods and the type of packaging, in the case of dangerous goods their generally recognized designation
- Quantity, type and weight per loading aid used

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- Number of safety devices (e.g. seals)
- References such as order numbers

2.2 Supplier delivery bill

A delivery bill from the supplier must be enclosed with each consignment. If the delivery consists of several consignment items, each consignment item must be accompanied by a corresponding package contents list or a packing list for each pallet. This contents list relates directly to the respective consignment item or each pallet.

Minimum details are:

- Delivery address
- Delivery date
- Supplier
- Consignee; reference if applicable
- Order/call-off number of goods recipient or RMA in plain text and as a scannable code
- Article number and article description Recipient (see also ff)
- Item number supplier
- EAN
- Total quantity of the delivery, possibly still open quantity
- Contents (type & quantity) per delivery unit/sub-delivery unit/container quantity
- Number of packages/pallets
- Best before date, if required, e.g. perishable goods

3 Delivery

3.1 Parcel delivery

Parcels must be packed by type, mixed parcels are only permitted for small quantities or residual deliveries.

Individual deliveries are possible for consignments of up to a maximum of 20 packages. Please indicate how many packages the delivery consists of, e.g. 1 of 5 pieces. If the delivery volume reaches half a pallet (120cm x 80cm x 60cm, L x W x H), the delivery must be made on Euro pallets. Individual packages may only be packed up to a maximum weight of 20 kg. From a weight of >20kg to 30kg, parcels must be marked accordingly; items over 30kg must be delivered on a EUR pallet.

3.2 Pallet delivery

Deliveries on pallets must be made with ramp-compatible vehicles. Deliveries are to be made on undamaged Euro pallets in accordance with UIC standard 435-2 class B or better, integrated in DIN EN 13698-1, dimensions W x L x

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H mm: 800 x 1,200 x 144, load capacity: 1500 kg. The pallets must be loaded lengthwise on the vehicle. All pallets must be kept clean. A consignment consisting of several pallets can only be accepted in its entirety. The distribution of a consignment over several delivery days will not be accepted. The pallets of a consignment must be clearly assignable to a delivery note. Mixed pallets with correspondingly clear labeling are possible for residual quantities. In the case of mixed pallets, the larger quantity of items in terms of volume must be packed in the lower layers of the pallet. Packages must be prepared in such a way that access to the contents is not possible without leaving externally visible traces (wrapping with film or shrink-wrap, strapping, etc.) The film must not be knotted at the base of the pallet.

Packing dimensions:

Width: 800mm

Length: 1200mm

Height (incl. pallet): 1350mm

Max. Weight/pallet: 650 kg

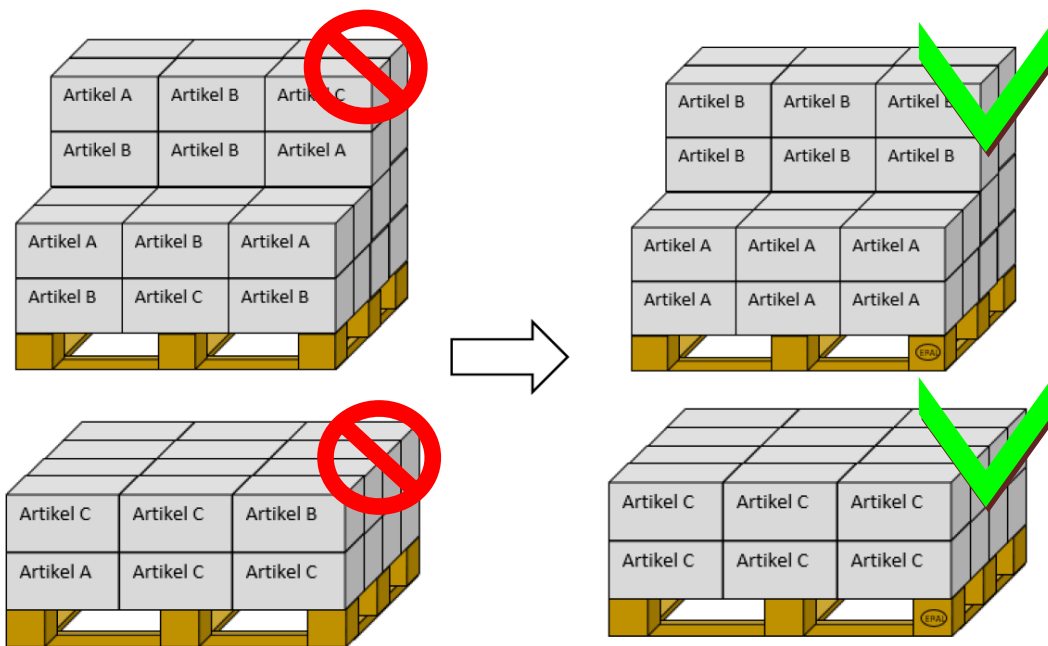


Figure 1: Packing single-variety pallets, single-variety layers

Pallets must not be overpacked at any point. Sufficiently thick cardboard must be placed between each layer within a pallet. A ban on stacking must be clearly marked on the pallet.

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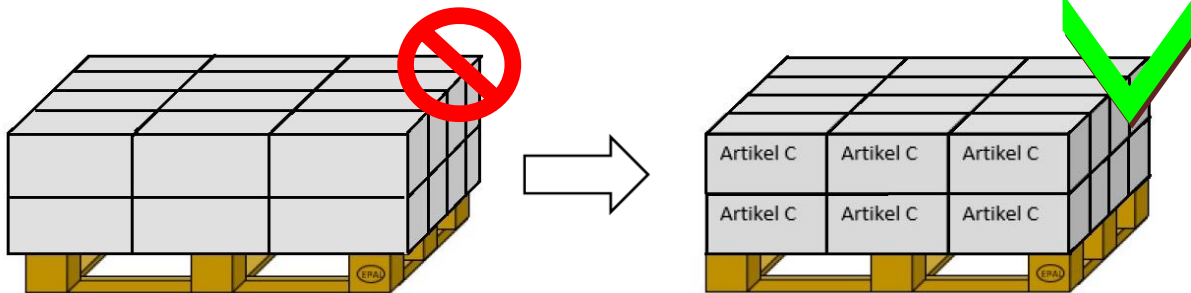


Figure 2: Example of overpacked/not overpacked pallets

NOTE: The cost of repacking onto Euro pallets may be charged!

4 Packaging and labeling

4.1 Packaging of packaging units/container quantities

Each delivery unit/sub-delivery unit must be protected from damage by outer cartons and secured against slipping. The goods must be delivered in constant, controllable quantities (delivery unit and sub-delivery units). The same number of individual items must always be packed and delivered in one carton. The respective content of a sub-delivery unit (type & quantity) is identified by a content list in the carton or by labeling on the carton.

4.2 Serial numbers

If the goods/articles to be delivered have serial numbers (including IMEI, MAC addresses), these must be clearly visible and recognizable on the side of the pallet and directly on the devices and outer packaging. The serial numbers must be unique (no special characters or duplications) and in the form of scannable barcodes or 2D codes including plain text. For deliveries of more than one package (pallet/carton), the serial numbers must be specified for each package. The serial numbers per delivery shall be transmitted by e-mail in the form of an Excel table or by EDI prior to delivery. The serial numbers must be clearly assignable to a pallet or a package.

4.3 Labeling of dangerous goods

In principle, deliveries of dangerous goods are to be packed according to the procedure for "limited quantities" (in accordance with Chapter 3.4 ADR/IMDG Code). We assume that packages are labeled in accordance with the applicable regulations and that suitable and permissible cardboard packaging is used. Packages with dangerous goods packed in limited quantities that are transported by road and sea must be marked on the side with the label in accordance with section 3.4.7 ADR/subsection 3.4.51 IMDG Code. In the case of upstream air transport, in addition to the prescribed markings (Part 7 IATA DGR), the mark for limited quantities in air transport must be applied to the side (in accordance with subsection 7.1.5.3 IATA DGR). The packaging must be labeled in accordance with the ADR/IMDG Code and the IATA DGR. In addition, the relevant documents must be prepared in accordance with the

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applicable regulations. Packages containing lithium batteries must be packed and labeled for road/sea transport in accordance with SV 188 IMDG Code/ ADR.

4.4 Packaging materials, packaging method and labeling

The supplier must pack the goods in such a way that they are protected against loss and damage and that no damage is caused to third parties. Packaging appropriate to the product or the shipping route must be used. Perishable goods must be labeled with a best-before date and, if necessary, information on storage must be provided. In principle, packaging and filling material must be used sparingly and only the material absolutely necessary for the protection of the goods must be used. All materials used must comply with the legal requirements. This applies in particular with regard to licensing and labeling.

<p>Cardboard packaging:</p> <p>Corrugated cardboard/cardboard boxes with recycling guarantee, labeling only with environmentally friendly inks</p>
<p>Stretch film:</p> <p>PET, PP labeled</p>
<p>Strapping:</p> <p>PET, PP labeled</p>
<p>Deck boards / panels / crates:</p> <p>Natural wood untreated or treated with non-toxic substances for pest control</p>
<p>Fillers:</p> <p>Only recyclable materials, e.g. corrugated cardboard.</p> <p>Bubble wrap Foam plastics (e.g. polystyrene) are excluded.</p>

Figure 3: Overview of packaging materials

Stickers must not hinder the recycling of materials. Before using plastics, consider whether solutions made of corrugated cardboard, molded fiber padding made of waste paper, cardboard, etc. serve the same purpose.

4.5 Closure

All packaging for a delivery must be sealed in such a way that it cannot open by itself, even under heavy use. Goods, consignment and delivery vehicle security devices, e.g. seals, must be affixed in such a way that they are clearly visible and legible. Security devices must be documented with numbers on the consignment bills or bills of loading.

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4.6 Replacement of loading equipment

Pallets are exchanged in accordance with the "Cologne pallet exchange" regulations. This must be noted in the forwarding or freight contract when the transport order is placed. Delivered pallet cages are treated like a Euro pallet when exchanged.

5 Liability

Goods are always accepted subject to reservation. Only the number and condition of the delivered consignment items shall be acknowledged. Externally recognizable damage is recorded and must be confirmed by the carrier on the shipping documents and on the damage report (point 1.7). §Section 377 HGB is expressly waived.

6 Deviations from this guideline

For omissions or errors caused by the supplier or which do not comply with KOMSA's delivery guidelines and thus disrupt the associated processes, KOMSA reserves the right to charge the supplier the lump sums according to point 6.2 and, if applicable, additional demonstrable expenses. Depending on the deviation, one or more amounts can be applied.

6.1 Refusal of acceptance

We are entitled to refuse acceptance of the goods in the following cases:

- Transport damage and defects - goods are visually damaged, soiled or soaked
- Goods not intended for Komsa or for the respective location
- Deliveries outside the usual agreements
- Deliveries that were not previously notified or not notified on time in accordance with point 1.4
- Deliveries made outside our goods acceptance times without prior agreement
- Delivery outside the notified or agreed delivery date
- Freight documents are missing, incomplete or incorrect
- Pallets are damaged and therefore cannot be unloaded
- Due to their design, pallets cannot be unloaded by fork lifts
- Goods are blocked by third-party goods (not intended for KOMSA).
- Pallets that are built over
- Goods that are not delivered with ramp-compatible vehicles
- Incomplete shipment according to the consignment note
- Vehicle/consignment has safety defects or there is another reason within the supplier's area of responsibility that leads or can lead to a risk to the safety or health of KOMSA employees.

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- In an unacceptable deviation from this delivery guideline.

6.2 Fee amount

- Delivery outside the delivery times (per pallet): 100,- €
- Disposal of deviating loading aids (per item): 100,- €
- Non-compliant packed mixed pallets (per consignment item): 250,- €
- Exceeding the dimensions/number/weight (per item): 250,- €
- Defective packaging and labeling (per item): 250,- €
- Missing or defective data (per shipment) e.g. missing or defective consignment notes/
legitimation documents/ delivery notes/ parcel contents lists: 250,- €
- Serial numbers (per shipment): 250,- €
- Vehicle that cannot be unloaded: 250,- €