Conrad Electronic SE
Logistics Terms and Conditions

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1. Scope of Application

These Logistics Terms and Conditions apply to all deliveries to and collections from Conrad's warehouses in Wernberg-Köblitz and Geiselhöring and to returns of surplus stock and customer returns under an agreement on the return of goods.

Upon delivery on site, the instructions given by the staff at Conrad must be followed. In cases where a logistics service provider is contracted, the supplier must ensure that that provider complies with the Logistics Terms and Conditions as well.

Provisions within these Logistics Terms and Conditions which do not objectively apply to the product range supplied by the supplier are not relevant (delivery to branches, specific packaging requirements, ESD etc.) and are not explicitly excluded for each individual case. If the supplier delivers products in future that relate to a point has not been relevant to date, this shall be deemed to have already been known and accepted.

2. Breaches of the Logistics Terms and Conditions

Deviations from these Logistics Terms and Conditions result in additional work for Conrad in terms of reworking, clarification and the need for non-standard goods handling.
If breaches of the Logistics Terms and Conditions are established, the following **consequences** may apply, depending on the circumstances:

- acceptance of the delivery may be refused
- flat-rate administration fees in accordance with the catalogue (Annex 1) for any additional costs incurred
- charges for any additional costs exceeding the respective flat-rate administration fee resulting from the rectification of the defect
- inclusion in the supplier evaluation

3. Consignee / Delivery Address

The addresses of Conrad's warehouses are as follows:

Conrad Electronic SE
Warenannahme
Klaus-Conrad-Str. 2
92530 Wernberg-Köblitz
Germany

and

Conrad Electronic SE
c/o TransRegina Spedition GmbH
Hadersbacher Str. 16
94333 Geiselhöring
Germany

4. Notification

Every freight forwarder delivery must be registered electronically using the time slot management tool no later than three (3) days before the scheduled delivery date. Changes to booked slots are only possible up to 24 hours before the booked delivery date.

The supplier must take into account that there may no longer be any capacity available for the desired date in the case of short lead times. In the event of unforeseen circumstances arising at short notice that prevent (on-time) delivery, Conrad must be notified prior to the time slot booked at the latest.

The confirmed delivery date is the time at which unloading begins. A delivery is therefore considered late if the driver has not registered the HGV at the HGV gatehouse at least 15 minutes beforehand.

Details regarding the transmission and specification of the "Serial Shipping Container Code" (SSCC) can be found in Annex 2 to these Logistics Terms and Conditions.

4.1 Wernberg site

Deliveries to the Conrad warehouse in Wernberg must be registered using Lotraco's "Time Slot Control" system.
Login details and registration for the time slot management system must be requested via the Conrad notification centre by sending an informal email. Time slots requested via the portal will be approved and confirmed by Conrad following verification.

4.2 Geiselhöring site

Deliveries to Conrad's external warehouse at the TransRegina freight forwarder in Geiselhöring must be registered using Cargoclix Slot.

If you do not yet have access to Cargoclix, you must apply for this from Cargoclix SLOT at https://start.cargoclix.com/de/login/
If you already have Cargoclix access, you must apply for authorisation for the TransRegina warehouse and the Geiselhöring site at Hadersbacher Str. 16 in CargoMarket. Once confirmed, time slots can be booked for the warehouse.

The on-site staff can be contacted by email regarding any other questions regarding deliveries or information on Cargoclix (see No. 8).

5. Delivery

5.1. General Requirements

5.1.1. Vehicles and loading

- The HGV must be suitable for ramp access, i.e. the HGV's loading area must be at least 2.00 m wide and have a ground clearance of 1.00 m – 1.10 m.
- It must be ensured that the HGV can only be unloaded from the rear.
- Side **un**loading is not possible; cross-loading is therefore not permitted.
- Stacking of pallets and double-deck loading are not accepted. Justified exceptions must be agreed with Conrad's notification centre in good time prior to delivery.
- Goods intended for Conrad must be directly accessible for unloading. For safety and liability reasons, no third-party goods will be unloaded or temporarily stored.
- Partial deliveries of palletised goods caused by the freight forwarder will not be accepted.
- Pallet deliveries by van (e.g. transit van) are prohibited. Exceptions require the prior written approval of Conrad's notification centre. If approval has been granted, vans must be unloaded by the freight forwarder themselves and the goods must be handed over on Euro pallets.
- The loading area of the delivery vehicles must be clean and dry, and it must be possible to unload the pallets safely.

5.1.2. Goods sent carriage forward

Goods sent carriage forward will not be accepted.

5.2. Delivery times

Wernberg-Köblitz warehouse
Monday – Friday continuously from 7:00 am – 4:00 pm

Geiselhöring warehouse
Monday – Friday continuously from 10:00 am – 3:00 pm

Deliveries cannot be made on public holidays in Bavaria.

5.3. Transport damage

If damage to the pallet, packaging or goods is discovered during unloading, this may result in the shipment being refused. This may also affect undamaged goods that form part of this delivery.
Any damage discovered is documented photographically by staff on site, noted on the delivery note and confirmed by the HGV driver's signature.

5.4. Acceptance of the goods

Any defects discovered upon acceptance of the goods as well as hidden defects shall be reported according to the relevant provisions in the applicable General Terms and Conditions for Purchases from Professional Sellers (B2B).
Conrad's acceptance and inspection of the goods occurs in two stages:

- Preliminary inspection: An inspection is carried out upon unloading to ensure the correct number of packages in accordance with the freight documents and to identify any obvious damage. The acknowledgement on the waybill or the carrier's handheld scanner solely serves as confirmation of the preliminary inspection and does not constitute an acknowledgement that the goods delivered are complete and free of defects.
- Detailed goods receipt inspection: Inspection of the goods and their conformity with the delivery note and order.

6. Delivery Documents

At least one waybill and all delivery notes must be included with each delivery.

6.1. Waybill / CMR

The waybill must contain the following information:

- CE booking number
- Waybill no. and date
- Supplier's address details
- CE's address details
- Freight forwarder's address details
- Number of pallets
- Total number of packages
- Shipment weight
- List of delivery note number(s) assigned to the waybill

6.2. Delivery note

For all shipments, each delivery note must be clearly visible in a document pouch on the outside of the packages or pallets. If the shipment comprises several pallets or packages, the delivery note must be attached to the first package. For shipments involving multiple HGVs, one delivery note must be attached for each HGV.

For goods with a limited shelf life, the date of manufacture, shelf life and expiry date must be specified on the delivery note and the goods themselves.

6.2.1. Content of the delivery note

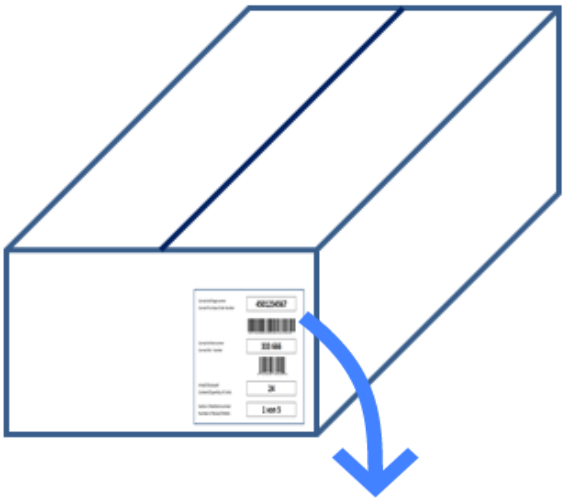
The delivery note must contain the following information:

- Delivery note no. and date
- Supplier's address details
- CE's address details
- CE Purchase Order No. (PO No. - 45.....)
- Order lines assigned to the Purchase Order No.
- CE SKU no.
- Item GTIN
- CE item description
- Supplier SKU number
- Order quantity
- Delivery quantity
- Indication of whether it is a partial or residual delivery
- Number of packages (number of pallets or packages)

6.2.2. Paperless goods receipt

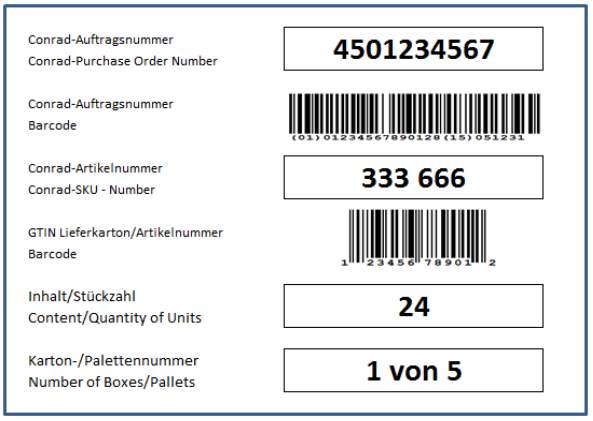
For paperless processing, all packages must bear a label containing the Conrad order number and SKU number in numerical form and as a barcode.

Each package must have a unique GTIN code; its placement, content and layout are shown below:
The label is attached to the package in the bottom right-hand corner on both narrow ends of the package.



Layout and content

The label should ideally measure 15 x 10 cm. The information may also be presented on other standard labels. This layout is intended as an example.



6.3. List of package contents

If a shipment consists of several packages or pallets and is accompanied by only one delivery note, each package (parcel/pallet) must be accompanied by at least one packing list detailing the contents and containing the following minimum information:

- Conrad SKU number
- Conrad Purchase Order Number
- Quantity in the package

6.4. Shipment of dangerous goods

If the delivery contains dangerous goods, the accompanying documents required under ADR must be carried and handed over. The waybill or delivery note must be marked with the relevant dangerous goods information (including UN number, dangerous goods class and packaging group) according to ADR.

7. Packaging / Labelling

7.1. General

If a shipment consists of more than one pallet or package, the packages must be labelled (numbered) in such a way that the total quantity is clearly evident.

Sharp-edged and pointed objects must not pierce the packaging.

Packaging (e.g. windows) or retail packaging that is partially open is not permitted as shipping packaging.

The size of the individual packaging and the outer packaging must be limited to the space required to protect the goods, and the use of filler material must be restricted to the required minimum. The use of packing peanuts and shredded paper is prohibited.

Specific transport and stacking instructions must be clearly displayed on the packaging, e.g.:



The Delivery Quality team must be notified by email of any changes to product packaging prior to the first delivery, particularly changes to the contents of packages or packing units submitted to Conrad for ordering purposes.

Each individual item / sales unit must be labelled with its unique EAN/GTIN as a barcode.

7.2. Dangerous goods

When delivering dangerous goods, the packaging and its labelling must comply with ADR requirements (rules concerning the Carriage of Dangerous Goods by Road).

7.3. Pallet shipments

7.3.1. General requirements

Deliveries must be made on sound, reusable wooden EURO pallets measuring 1200 x 800 mm in accordance with DIN 13698-1.

Exceptions to the above rule may only be made on the basis of product specifications (e.g. 60" TV sets) or exclusively for the Geiselhöring warehouse.

The goods on the pallet must be secured with pallet stretch film to prevent them from moving or shifting, so that the contents are protected against tipping both during transport and later in the warehouse when partial quantities are removed. The film should cover the pallet and the goods. It is prohibited to fasten the film with a knot at the base of the pallet.

The side of the package to be opened must always face upwards.

Partial deliveries of palletised goods made by the freight forwarder will not be accepted.

Pallet deliveries by van (e.g. transit van) are prohibited.

7.3.2. Labelling

The shipping label must be displayed clearly on the front of the pallet.
Delivery notes and packing lists must be displayed clearly on the outside of the pallet.

7.3.3. Pallet dimensions

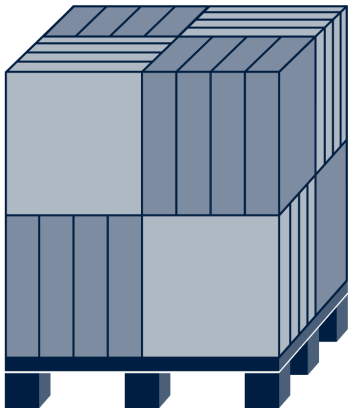
The height of a single-product pallet must not exceed 1,700 mm (including the pallet) and its weight must not exceed 600 kg (including the pallet).

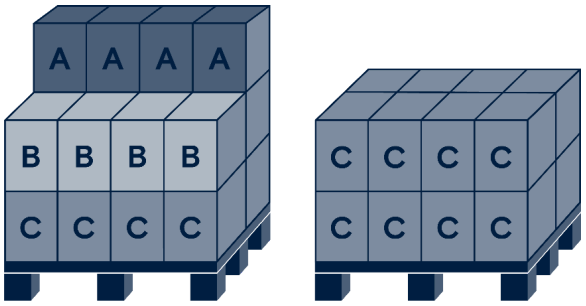
If pallet stacking is authorised, or in the case of mixed pallets, the height must not exceed 1,800 mm.

7.3.4. Sorting and stacking of items on pallets

As a general rule, pallets must be packed according to a single-variety or single-item method to avoid the time and effort involved in sorting and repacking. If a single-variety delivery is not possible or practical due to order quantities, the items may also be grouped together on a mixed pallet. This must be clearly labelled as a “mixed pallet”.
Heavy packages must be placed below light packages, and large packages below small ones. The groupage of items on a mixed pallet is not permitted if the delivery also includes cross-docking items as defined in clause 7.5.

The following stacking patterns are permitted:





7.3.5. Pallet exchange

The 1200 x 800 mm wooden EURO exchange pallet according to DIN 13698-1 is a basic requirement for palletised goods. The pallets used for delivery must be in sound condition (at least quality class B).

At Conrad, pallet exchange primarily takes place on a like-for-like basis upon delivery. If, at the freight forwarder's request, no exchange is made, Conrad is released from its obligation to return the pallets. Conrad does not cover exchange or hire charges for loading equipment, such as mesh stillages. Invoices for pallets that have not been exchanged will not be accepted. Damaged pallets cannot be exchanged.

Conrad shall note on the waybill whether the loading equipment has been exchanged or not and also any other comments concerning the loading equipment, or document this information on a pallet note.

7.4. Parcel consignments

7.4.1. General requirements

- The shipping packaging must comply with International Safe Transit Association (ISTA) standards
- The packages must be sealed with adhesive tape
- The use of strapping (metal or plastic) and/or staples or clips on packages is not permitted. Should the nature of the goods necessitate their being secured in such a manner in exceptional cases, this must be agreed with the Delivery Quality team in advance

7.4.2. Labelling

The shipping label must be clearly displayed on the top of the pallet.

7.4.3. Package dimensions

The size of the package used must not be smaller or larger than the following dimensions:

Min	Length: 200 mm	Width: 150 mm	Height: 100 mm
Max	Length: 700 mm	Width: 500 mm	Height: 500 mm

One single package must not exceed the maximum weight of 20 kg

7.4.4. Sorting of items in the package

Extra work resulting from sorting and repacking goods must also be avoided in the case of package deliveries. In the case of consolidated shipments or mixed consignments in particular, it must be ensured that identical goods are kept together and that no additional time or effort is required.
As a general rule, pallets must be packed according to a single-variety or single-item method. If a single-variety delivery is not possible or practical due to order quantities, the items may also be grouped together in one package. This must be clearly labelled as a “mixed consignment”. The groupage of items in one mixed consignment is not permitted if the delivery also includes cross-docking items as defined in clause 7.5.

7.5. Cross-docking

If an item is listed as ‘cross-docking’, it is ordered as soon as a customer order for it is received. In order to identify these goods in relation to an existing customer order and give them priority when processing, packages/pallets containing cross-docking items must be clearly labelled as ‘cross-docking’. Mixing them with stock items on a mixed pallet or in a mixed consignment is not permitted.

7.6. ESD items

ESD items delivered must be packaged exclusively in packaging which shields against electrostatic discharge. For deliveries, the only packaging permitted (e.g. ESD package, shielding bags) is that which bears the following ESD material label containing the ESD classification symbol S or labelled as shielding packaging.



Unlike shielding packaging, delivery is only possible in multilayered packaging that provides protection against the risk of damage from the Charged Device Model (CDM) and shields against electrostatic discharge:

- Inner packaging in conductive packaging of protection category D (e.g. pink packaging, conductive rods)
- Additional packaging in conductive packaging of protection class C (e.g. black bags)

Referenced standards
Regardless of the above requirements, the supplier must ensure compliance with the specifications set out in standards DIN EN 61340-5-3 and DIN EN 61340-5-1.

8. Contacts

If you have any questions, please contact the following at Conrad:

Notification
Wernberg-Köblitz site: avis@conrad.de
Geiselhöring site: versand.v6@conrad.de

Logistics Terms and Conditions & SSCC
Delivery Quality team
both sites: delivery.quality@conrad.de

Annex 1

Administration Fees

	Reason	Amt. in €	per
1	- Delivery without prior notice - Delivery outside the booked delivery date / Failure to appear without providing information	150	case
2	Refusal of acceptance by Conrad due to breaches of the Logistics Terms and Conditions	400	case
3	Waybill not provided or incomplete	75	case
4	- Vehicle does not comply with the Logistics Terms and Conditions - Poor quality of the load / delivery	250	case
5	Delivery of goods sent carriage forward	500	case
6	Breach of the applicable statutory guidelines on dangerous goods	500	case
7	Retail packaging without transport packaging in parcel delivery	75	case
8	Damaged means of transport / no EURO pallet	75	Pallet
9	Requirements regarding labelling and marking not met	75	case
10	Requirements regarding packaging and sorting not met	150	case
11	The packaging is damaged or not in a condition suitable for sale	180	case
12	Breach of Conrad's safety policy	200	case
13	Defects in the delivery item / product identified during the detailed goods receipt inspection	100	case
If several breaches apply, the administration fees are charged cumulatively			

Annex 2

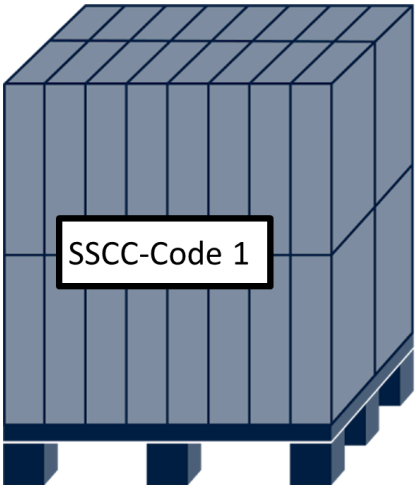
Logistics Guidelines for SSCC

1. General

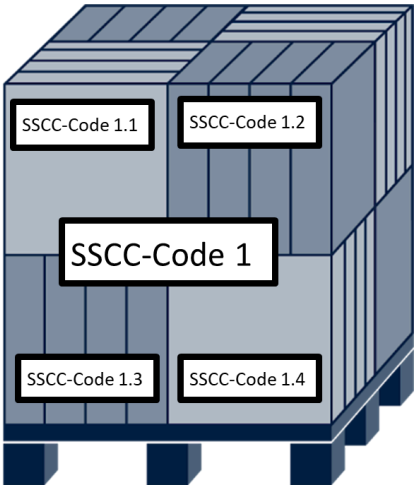
- The "Serial Shipping Container Code" (SSCC) uniquely identifies pallets or packages worldwide according to the GS1 standard. This facilitates the electronic transmission of all shipping details via a despatch note (DESADV) using EDI. Technical details are provided in the "Technical Guidelines" (DESADV with SSCC), which Conrad is happy to provide on request.
- The shipment data transmitted in advance via DESADV (SKU number, quantity, SSCC/ packaging details, etc.) must correspond to the labelling and packaging of the delivery.
- The process applies to single-variety and mixed pallets and packages.
- In the case of mixed consignments, if several SSCC packages are grouped together to form a single pallet or package, these are assigned a master SSCC to encompass the individual SSCCs.
- The Serial Shipping Container Code (SSCC) must be indicated on the shipping unit or shipping label in accordance with the GS1 standard. The details of the shipment's contents or of the SSCC in it and its contents must be transmitted to CE in advance via EDI in the despatch note (DESADV).

2. Labelling of the consignment

- (Shipping) Label with SSCC barcode:
  - SSCC code in the GS1 standard
  - If there is not enough space for a GS1 SSCC on package consignments, the package number/consignment number may also be used as a Unique Consignment Reference instead of the SSCC. In this case, a separate, unique "SSCC' marking on the package or shipping label is required for identification purposes.
- The SSCC label is to be displayed clearly on the transport unit.

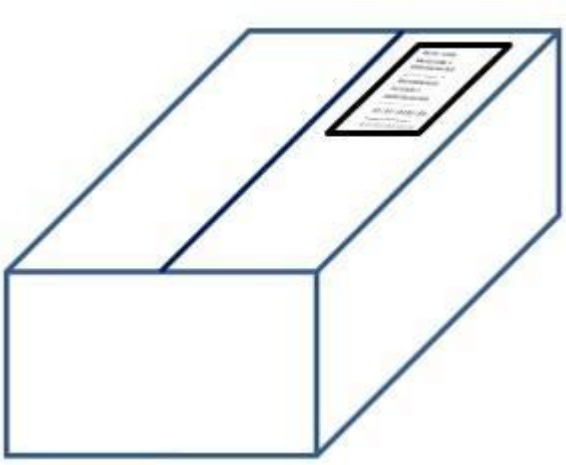


Labelling of single-variety pallet



Labelling of mixed pallet containing 8

different SSCC packages



Labelling of package/shipping label

- To avoid mix-ups, only one SSCC should be visible to the handler on a transport unit.
- The SSCC must not be covered or masked by the transport service provider.
- Each label layout must be checked and approved by Conrad prior to go-live. A sample is to be sent to Conrad's Delivery Quality team by email.
- In the case of pallets with a master SSCC and additional SSCCs in sub-units, these must be packed in such a way that the master SSCC is no longer visible on the sub-units.