

General delivery guidelines

**pfm medical mepro gmbh
Am Söterberg 4
D – 66620 Nonnweiler**

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1. General data

1.1 Principles

The strict compliance with the following “delivery guidelines” set out below is required to ensure smooth logistical operations in our order processing procedure.

1.2 Delivery address

For deliveries to pfm medical mepro gmbh, the following address must always be used on the documents accompanying the goods:

pfm medical mepro gmbh
Am Söterberg 4
66620 Nonnweiler - Germany

1.3 Receiving times:

Goods receiving:	Monday to Friday	8 am to 1 pm
		1.30 pm to 4 pm

We are closed on the following days: public holidays, bridging days, between Christmas and New Year.

Deliveries at other times are only permitted by prior agreement

2. Delivery information

2.1 Notification

Each pallet must be notified by the supplier or its agent at least 24 hours before delivery to obtain a time window so that the truck can be unloaded promptly. This will ensure that your delivery can take place as smoothly as possible.

The notification must be provided using:

Tel. + 49 (0) 68 73 9011 -63

or

Mail: wm.mepro@pfmmedical.com

The notification must contain the following information:

- Forwarder
- Supplier
- Number of pallets
- pfm medical mepro gmbh order number
- Requested delivery date

Deliveries with no notification may result in our refusing to accept the goods and will always be dealt with as a secondary priority. Extra costs will be charged as we will have to provide the appropriate personnel for scheduled deliveries.

2.2 Conduct on the factory site

The driver will be granted access to our company site after he has reported using our bell. At this point, he will receive instructions for unloading on the site.

The driver must obey the rules of conduct on the site.

These essentially include the following:

- Wear safety shoes
- Wear a high-vis jacket
- Absolutely no smoking anywhere on site

2.3 Deliveries

- 2.1.1 Pallets must be loaded so that they can be unloaded safely from the rear of the vehicle using an electric pallet truck.
- 2.1.2 If they cannot be unloaded properly, pfm medical mepro gmbh will not accept any liability for damage which occurs during unloading.
- 2.1.3 If you plan to deliver the goods using small vehicles which cannot be unloaded on the ramp, the driver must complete the unloading work.
- 2.1.4 No unloading must be carried out outside the specified unloading zones (e.g. forklifts on the yard).
- 2.1.5 pfm medical mepro gmbh must be provided with transport documents for every shipment (shipping order, etc.) which contain all the data relevant to the shipment.
- 2.1.6 Details of the batch must also be provided for every supplied article. This does not include materials such as the following: machines, spare parts, office materials, etc.
- 2.1.7 An appropriate transport document must also be provided for hazardous goods as specified in the ADR regulations. The delivery driver must have suitable qualifications to transport hazardous goods (ADR certificate). The vehicle must have a special ADR licence for transporting hazardous goods.
- 2.1.8 Excess deliveries must not exceed the 10% tolerance.

2.4 Unloading

The load space of the delivery vehicle must have the following minimum dimensions:

- It must be wide enough for a 1.5 m loading floor to be placed on the load space.
- The minimum height of the loading sill of the delivery vehicle must be 1.10 m.
- The height of the cargo area of the delivery vehicle must be at least 1.90 m.

2.5 Accompanying documents

2.5.1 Delivery note

Every delivery must be accompanied by a delivery note in duplicate containing the following information.

- Recipient
- Supplier with address and contact name
- Order number of pfm medical mepro gmbh
- Item name and item number of pfm medical mepro gmbh
- Total quantity of each supplied item and details of outstanding quantity if applicable
- Note of the pallet number on which an item is placed
- Goods with a use-by date must be specified with their production date and expiry date.

The delivery note must be on the first unloaded palett.

2.5.2 Freight documents

The commissioned contractor and the sender must be named on the freight documents.

2.5.3 Invoices

The invoice must not be attached to the goods. Please send it separately by mail to pfm medical mepro gmbh or digitally to invoice.mepro@pfmmedical.com

3. Packaging

It must be ensured that the packaging is sturdy enough to prevent transport damage. In addition, the delivery note must always be affixed to the outside of the goods using a shipment pocket.

3.1 Pallet deliveries

- 3.1.1 Pallet units must be packed in such a way that they can be delivered in perfect condition.
- 3.1.2 Unless otherwise expressly agreed, the delivery must take place on interchangeable standard EURO pallets (1200 x 800 x 144 mm).
- 3.1.3 The load on the pallet must not project over the dimensions of the pallet unless expressly agreed.
- 3.1.4 An order must generally be delivered in full, i.e. part shipments will only be accepted by prior agreement.

- 3.1.5 If mixed pallets are used, an item must not be spread over multiple pallets.
- 3.1.6 Each pallet must contain a single type of goods or a single batch of goods.
- 3.1.7 The total height of the pallets must not exceed 1.85 m.
- 3.1.8 The weight of the pallets must not exceed 1.5 tonnes.
- 3.1.9 The additional costs for goods not delivered correctly will be invoiced.
- 3.1.10 The pallet must at least be in Class A condition.
- 3.1.11 Damaged or non-original Euro pallets shall be deemed to be disposable pallets and will not be replaced. The disposal of such pallets will be invoiced separately.
- 3.1.12 The fork space in the palette must not be covered by foil or other material.

3.2 Delivery in cardboard boxes

If the shipment consists of multiple shipment units, this must be indicated on the outside of each shipment unit. All the shipment units must be delivered in full. For parcels in particular, it must be ensured that the packaging is sturdy enough to prevent transport damage.

- 3.2.1 The packaging specifications for individual items must be complied with. The materials must be packed in double-bags to meet the requirement in the medical technology industry.
- 3.2.2 Each box must contain a single type of goods or a single batch of goods.
- 3.2.3 The pfm medical mepro gmbh item number, batch and quantity must be noted on the front of each box.

4. Shipment checks

Delivery to the central incoming goods department at pfm medical mepro gmbh shall never be regarded as a handover or acceptance of the supplied goods.

- pfm medical mepro gmbh shall confirm the receipt of the delivered shipment to the driver and shall conduct a visual inspection.
- The quantity and properties of the individual items shall not be checked at the handover.
- The receiving goods inspection (random inspection) will generally take place within five working days.
- We reserve the right to lodge later compensation claims due to conceal defects or incorrect quantities.
- In the event of obvious transport damage, a thorough inspection will be organised immediately by pfm medical mepro gmbh and documented.

5. Failure to comply with the delivery guidelines

5.1 Returns

If an internal inspection finds quality defects, Purchasing will prepare a return order for the returning goods and the quantity. The collection will be organised by agreement with Purchasing and Logistics.

5.2 Transport damage

If damage to the pallets is found when the goods are delivered, the damage will be noted on the freight note and confirmed by the driver. The damage will be documented internally by photographs. pfm medical mepro gmbh will accept the goods subject to a later inspection.

We reserve the right to refuse to accept the goods in the event of obvious/visible defects.

The damage will be documented by Purchasing in the form of a quality notification which will be sent to the supplier.

Additional costs incurred by failing to comply with these delivery guidelines will be invoiced on the basis of the current hourly rate charged by pfm medical mepro gmbh.

6. Cessation of deliveries for inventory work

All deliveries are stopped during our inventory. Our annual inventory always takes place in December of each year. You will be notified separately around two months in advance of the precise period. We would therefore be grateful if you would deliver all shipments early. We will refuse to accept all shipments which are nevertheless delivered during this period.

We will not pay any costs incurred as a result. Deliveries at other times are only permitted by prior agreement.