

Publishers Distribution Centre Delivery Instructions

1. Delivery address: Important see appendix

KOCH, NEFF & OETINGER

Verlagsauslieferung GmbH

Wareneingang (Departement for incoming goods)

Management Mr. Schlüter

Deputy Supervisor: Mr. Gerber

D-70565 Stuttgart (Vaihingen)

Industriegebiet

Am Wallgraben 110

Telephone: +49 711 7899-1611

Fax: +49 711 7899-1618

E-Mail: Wareneingang@kno-va.de

2. Business Hours / Hours of acceptance

Monday to Thursday

7.30 - 12.00 am and

1.00 - 3.30 pm

Friday 7.30 - 12.00 am

3. KNO – External Warehouse

Supervisor: Mrs. Saier/Mrs. Schmidbauer

D-72221 Haiterbach

Industriegebiet

Metnitzer Straße 55

Phone: +49 7456-6004

Fax: +49 7456-6003

**Deliveries only by arrangement with the
department for accepting goods in
D-70565 Stuttgart (Vaihingen)**

4. Notification

We reserve the right to accept consignments in Vaihingen or in the external warehouse in Haiterbach, therefore larger consignments must be notified at least one day before delivery, subject to information or coordination of a time frame. Preference is given to booked punctual consignments. A delivered consignment that has not been booked can result in waiting times or a further trip to the external store, which shall be charged to the consignor. **The consignment must be delivered at least 48 hours before the demand (coordination with the customer or publisher).**

5. Delivery note

Each consignment must be accompanied by a delivery note and a waybill.

The following details are required:

- Exact delivery address
- Supplier, date of delivery
- Name of publisher
- Exact title number and title text
- Edition
- Total quantity of each title
- Number of pallets for each title
- Number of units per pallet.

The driver is asked to hand over all required document to the KNO VA in the department for incoming goods.

6. Freight charges

The delivery must be freight paid.

7. Custom clearance:

All goods from outside of the EU must be cleared by customs before delivery. This may be done by one of our Custom agents after consultation with department for incoming goods.

8. Loading of trucks

Trucks must be loaded in such a way that they can be unloaded from the back by an electric pallet truck safely. A space for a loading bridge must be kept free. The goods for KNO VA must be freely accessible and they are not allowed to be delivered with foreign goods or overloaded. It is generally impossible to unload from the side. It must be expected that the acceptance will be refused if there are major obstacles to unloading.

9. Control of consignments

KNO VA accepts goods with reservation only. The driver will be given a receipt for the number of items delivered. Any external damage will be noted on the waybill. The consignment will be accepted subject to a further check of quantity and condition of contents by KNO VA, based upon the delivery note, at a later date.

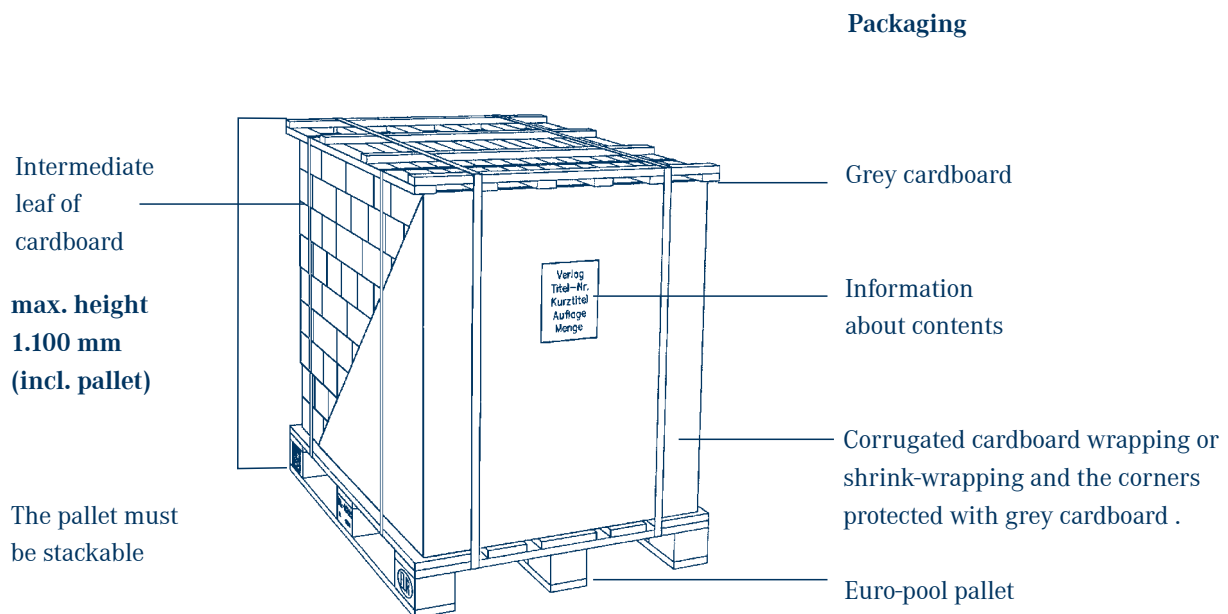
10. Exchange of pallets

The delivery must be on Euro-pool pallets in perfect condition. They will be exchanged by the department for incoming goods. If there are not sufficient empty pallets available, a voucher will be given for the difference. Redemption will be made on presenting the voucher to the issuer.

11. Packaging

- All articles must be delivered on perfect Euro-Pool pallets (1.200 x 800 mm)
- **Only one title per pallet.**
- **One free sample copy of each title must be packed separately.**
- **Maximum height 1100 mm (incl. pallet and lid).**
- The books must be packed in alternating layers. There must be the same number of books on each layer. Place cardboard between layers to improve stability (3-5 sheets per pallet).
- Care must be taken not to overlap the contour of the pallet. A distance of at least 3 cm must be maintained between the book blocks and the outer edges of the pallets.
- Between the pallet, and the lid, the books must be protected by card board.
- The pallet must be protected with a lid secured with plastic bands. The sides and corners must be protected with cardboard and (or) shrink-wrap.
- The pallet must be shrink-wrapped, in order to prevent the goods from sliding on the transport route.
- Pallets must be stackable.
- A label with: publisher, title number, edition, title and quantity must be affixed on one of the small sides of each pallet.
- Only use materials mentioned in section 13.

Illustration. Delivery of the packed pallet



12. Deliveries in special packaging / delivery of small quantities on „mixed pallets“

Promotion material, single copies, complete collective works, handicraft-sets:

- Each item must be marked separately and clearly with publisher, title number and short title .
- Each package of the same title must contain the same quantity of that title.
- A consignment of several volumes with one title number must be packed or shrink-wrapped together and outwardly properly labeled.
- Advertising material must also be provided with a title number.
- Items with banderoles: title numbers and quantities should be marked on the banderole.
- Only use packing material as per section 13.
- Each individual package should not exceed a total weight of 18 kg.
- All consignments sent by Post or Parcel delivery services must be marked with „Wareneingang“ and the name of the publishing house.

13. Packing material

The following material may be used:

- Pallets: only Euro-Pool pallets, no one-way pallets.
- Lids: only Wood; no chipboard, no plastic, no euro or one-way pallets.
- Bands: Only PP-Plasticbands will be excepted – **no metallbands.**
- Pack filling: only corrugated cardboard; no styrofoam, no plastics, no popcorn-chips etc.
- Shrink-wrap: only transparent PE plastic without any labels attached; therefore the labels must be placed under the film.
- Cardboard and Cardboard boxes only with RESY Symbol.

14. Non-compliance with the delivery instructions

We reserve the right to charge the publisher for the costs of extra outlay, in the event of non-compliance with the delivery instructions.

We would like to thank you in advance for complying with these instructions.

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