



## SKW delivery guidelines

Dear Supplier,

In order to ensure smooth goods acceptance and warehousing, and to keep the unloading process as short as possible in your own interest, adherence to our new delivery guidelines is imperative. This is the only way in which we can guarantee that your products will be ready for distribution as quickly as possible and without incurring additional costs. Please pass on our delivery guidelines to your forwarding agents (and any sub-contracted agents) in the form of binding instructions. When on SKW company premises instructions given by our personnel must be followed.

To keep truck unloading as short as possible, suppliers or their agents must give notification of each delivery **at least one day prior to delivery, by fax or email** (fax: +431 70170 99111, [leopold.matuschitz@skw.at](mailto:leopold.matuschitz@skw.at)). Deliveries arriving without prior notification will be given lower priority and/or may lead to a refusal to accept the goods.

### Acceptance times for receiving goods:

Mon - Thu: 6:00 to 15:30 (gates are only open from 6:00 onwards)  
Fri: 6:00 to 12:00

Deliveries outside these times may only be made with prior agreement – any additional costs will be charged.

### Contact persons:

Mr. Vasiljevic Tel. +43 664 60 290 168  
Mr. Dragic Tel. +43 664 60 290 163

In addition, on the day of delivery the forwarding agent must **call one of the contact persons above 1 hour prior to arrival**. For drivers who speak neither German nor English, the supplier/forwarding agent must ensure that advance notice is given in German or English, and also that any specified deadline, together with the corresponding waiting time, has been understood. Entry onto SKW company premises and unloading are only permitted after clearance is given by our employees. Otherwise the truck must leave the company premises, still loaded, and wait for clearance.

Although we deliberately do not issue definitive time slots for delivery, we still need to coordinate incoming goods deliveries in order to avoid bottlenecks. Where our personnel has not yet given clearance to enter (because other deliveries are in the process of being unloaded), trucks may wait in the following parking areas:





### **Exchanging pallets**

The EUR pallets being employed must meet EPAL quality standards. Only pallets from the European Pallet Pool which meet EPAL standards for dimension, load capacity and condition will be exchanged on a one-for-one basis. We do not accept exchange and usage fees for transport packing (e.g. EUR pallets and pallet cages). Exchange is made on the basis of the pallet note.

### **Checking the delivery / notification of defects**

SKW GmbH only accepts the delivery under reservation. After acceptance the goods will be inspected for any visible defects within a suitable time limit. The driver will only be given acknowledgement of receipt for the number of delivered packages (drums, pallets, etc.). Evidence of external damage will be noted on the consignment note and must be initialled by the driver.

### **Consequences of failing to adhere to the delivery guidelines**

Where the delivery guidelines have not been adhered to, SKW GmbH is authorised to charge the supplier for any additional costs incurred as a result of this non-compliance. The supplier declares that he consents to this regulation. SKW GmbH will itemise the billed charges. Where individual exceptions to the guidelines have been agreed, these must be documented in writing and confirmed by the responsible purchaser / customer manager (e.g. delivery outside the times listed above).

**In order to ensure the smooth acceptance of goods, adherence to our new delivery guidelines is imperative. This is the only way in which we can guarantee that your products will be accepted, warehoused and made ready for distribution as quickly as possible and without incurring additional costs.**