

## Terms of delivery for ista SE

### 1. Contact details

#### Gladbeck

E-Mail: [logistik@ista.com](mailto:logistik@ista.com)

Phone: +49 (0) 2043 / 98 38 - 35 or -42

Fax: +49 (0) 2043 / 98 38 - 40

#### Au in der Hallertau:

E-Mail: [logistik\\_au@ista.com](mailto:logistik_au@ista.com)

Phone: +49 (0) 8752 / 8655 -108 or -107

Fax: +49 (0) 8752 / 8655 - 122

### 2. Goods receiving times

Provided that a fixed delivery day is not agreed our general arrival times are:

#### Gladbeck:

Monday - Friday from 07:00 - 11:00 a.m.

(Except on public holidays in North Rhine-Westphalia).

#### Au in der Hallertau:

Monday - Thursday from

08:00 - 12:00 and 13:00 - 15:00

Friday:

08:00 – 12:00 and 13:00 - 14:00

(Except for public holidays in Bavaria).

### 3. Loading device

#### EURO-Pallets:

- According to DIN 1.200 mm x 800 mm. We do not accept industrial, one-way-pallets or iron boxes.

#### Loading height

- Max. Standard height incl. Euro pallet is 1.600 mm.

#### Weight of pallet

- Max. Weight incl. Euro pallet is 700 kg.

#### Sandwich pallets

- If there are different articles on a single pallet, then these items must be separated from each other with cardboard insert and the quantities of items on a pallet must be stacked from bottom to top.

Quantities which are larger than a single pallet, meaning several pallets are needed, then these items are to be, as far as possible, "article-pure" packed pallets.

### Weight and measurements of packages:

- Max. weight of a package is 15 kg
- Max. Measurements of a package are 380 x 395 x 580 mm.

### Labelling of packaging

#### Single Packaging

The single packaging must be labelled according to the ista specifications.

#### Outer packaging

- Contents per package unit (quantity according to agreement with ista)
- ista article no.
- If necessary year of attestation and serial-no.

#### Pallets

- quantity of covering boxes
- quantity/piece per covering box
- ista article no.
- contents per package unit
- If necessary year of attestation and serial-no.

The packaging material must be recyclable and should carry the appropriate marking of the recycling association (e.g., RESY)

#### Load Securing

To avoid transport damages, the pallets must be wrapped into a polyethylene film or any other appropriate safeguard measurements to avoid slipping (no metal strips).

### 4. Dispatch Notification

All deliveries must be announced one or two days in advance with a copy of the delivery note per fax or E-Mail.

Suppliers, who deliver to our specified carrier, announce their deliveries only to this carrier. The carrier will inform ista about the delivery.

Our terms of delivery are valid until recalled.

Update: September 2024