

## Terms of delivery for ista SE in Gladbeck and Au in der Hallertau

### 1. Persons of contact

#### Logistic Center Gladbeck

Email: [logistik@ista.com](mailto:logistik@ista.com)  
Phone: +49 (0) 2043 / 98 38 - 35 or -42  
Fax: +49 (0) 2043 / 98 38 - 40

#### Plant Au in der Hallertau:

Email: [logistic\\_au@ista.com](mailto:logistic_au@ista.com)  
Phone: +49 (0) 8752 / 8655 -108 or -107  
Fax: +49 (0) 8752 / 8655 - 122

### 2. Arrival times

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

#### Logistic Center Gladbeck:

Monday - Friday from 07:00 - 11:00 a.m.  
(Except on public holidays in North Rhine-Westphalia).

#### Plant Au in der Hallertau:

Monday - Thursday from  
07:00 - 12:00 a.m. and  
13:00 - 16:30 p.m.  
Friday:  
08:00 - 12:00 a.m.  
13:00 - 15:30 p.m.  
(Except on 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 paletts

If there are different articles on a single pallet, then these items have to be separated from each other with cardboard insert and the quantities of items on a pallet have to 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 has to 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

In order to avoid transport damage the pallets have to be wrapped into a polyethylene film or any other appropriate safeguard measurements to avoid slipping (no metal strips).

### 4. Dispatch Notification

#### Logistic Center Gladbeck:

All deliveries have to be announced **two** days in advance with a copy of the delivery note per fax number or Email.

#### Plant Au in der Hallertau:

All deliveries have to be announced **one or two** days in advance with a copy of the delivery note per fax number or Email.

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

Our terms of delivery are valid until recalled.

Update: 21.06.2021

