

Delivery guideline for returns



Company	Wenko-Wenselaar GmbH & Co.KG Im Hülsefeld 17 Tor/Gate 3 40721 Hilden Germany
Notification of Shipments	<p>Notification of pallet deliveries must be provided <u>at the latest 24 hours prior to arrival</u>. Unadvised pallet shipments will be rejected.</p> <p>The following information is required:</p> <ul style="list-style-type: none">• Complete address data of the sender.• Complete contact details of the sender (in case of problems or questions)• Returns/RMA number, which is assigned in advance by the customer service or sales representative when the return is registered.• Details of the forwarding agent commissioned for the transport.• Total number of pallets to be delivered
Notification contact	Tel.: +49 2103 573281 E-Mail: Avisierung@wenko.de
Acceptance hours Incoming goods	Monday – Thursday: 07:30 AM to 3:00 PM Friday: 07:30 AM to 2:00 PM Saturday/Sunday/Bank Holidays: no returns accepted

General requirements	<ul style="list-style-type: none"> • Delivery of approved returns must take place within a period of 4 weeks. • The driver must notify the warehouse upon arrival • For health and safety reasons, the driver must not enter the warehouse. • All vehicles must be able to be unloaded from the rear (applies to pallet deliveries only) with electrically and manually operated forklift trucks. • Vehicles with damaged floors and / or side panels will not be accepted for safety reasons. • The goods must be packed separately <u>for each reason for return</u> and the corresponding return delivery note must be attached <u>to each</u> package of the consignment so that it is clearly visible from the outside.
Safety Instructions for delivery	<p>Before unloading the delivery, the unloader checks that the load does not pose a health and safety risk. Not allowed are:</p> <ul style="list-style-type: none"> • Pallets that have fallen over in a domino effect • Pallets stacked in a pyramid <p>All pallets must be in good condition with no broken boards or protruding nails.</p> <p>All vehicles for which any of the above points apply are rejected on site for safety reasons and the papers are signed accordingly. Wenko-Wenselaar GmbH & Co. KG accepts no liability for rejected deliveries.</p>

General delivery guideline

- Cartons must be stacked on Euro pallets, vertically aligned and not protruding beyond the edges of the pallet. Carton corners should be properly aligned to maximise stacking strength.
- It is the shipper's responsibility to ensure that the product is adequately secured and wrapped using a combination of stretch wrap, edge protectors and/or straps to prevent damage during transit.
- The maximum height of delivered pallets must not exceed 180 cm.
- The maximum pallet weight must not exceed 500 kg.
- The standard Euro pallet size 80 cm x 120 cm must be used.
- Packages must not be heavier than 30 kg; packages weighing 15 kg or more must be clearly marked as "heavy".

Not permitted are:

- Shipments with individual items completely without outer packaging.
- Shipment of loosely stacked goods without sufficient securing by an outer carton or stretch film

Revision status: 01.11.2022