

SUPPLIER NUMBER



Terms & Conditions for delivery goods

Passion for
distribution
& fulfilment

VERSION 4.0

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a **DCC** business



Terms and conditions for incoming goods at DC of Amacom

In order to guarantee the efficiency of the logistics process at Amacom, The Amazing Company B.V., conditions and requirements have been set up, for the delivery of products ordered. These conditions and time slots are intended to organize the delivering of all goods in such a way that the shipments can be checked and processed quickly and thoroughly. This ensures us to provide our customers with the right stock. If the incoming goods do not meet the stipulated terms and conditions or are not delivered during opening times, or as instructed by Amacom, Amacom reserves the right to refuse the shipment completely.



PURCHASE PROCEDURE

1. PURCHASE PROCEDURE

- 1.1 Every purchase order created by Amacom must be confirmed immediately by the supplier to the responsible purchaser of Amacom and via mail: purchase@exertis.nl, within one day after receiving the order.
- 1.2 All relevant documents related to this purchase order, must always contain the purchase SAP number (45000XXXXX).
- 1.3 If the purchase order consists of several shipments or different delivery dates, this must be confirmed prior to the first shipment of this purchase order by e-mail: purchase@exertis.nl.
- 1.4 Partial deliveries of shipments can only be accepted after the approval of Amacom.
- 1.5 The amount of allowed deliveries each week depends on the product itself (turnover rate) and the form of distribution, and is decided up on by mutual agreement.
- 1.6 An up-to-date backorder overview must be provided at Amacom's first request. In order to share an up-to-date forecast with the customer, we require a weekly update. At preferably in the format below:

Amacom order number	Amacom article number	EAN code	Description	Number	Unit price	Expected delivery date

- 1.7 Amacom has the right to remove product lines (both regular and plan orders) from back orders if they are not delivered on the agreed delivery date, without any financial disadvantage to Amacom arising from this.
- 1.8 Any financial damage caused by missing the planned delivery date will be claimed and charged on the supplier.
- 1.9 Any deviations from described points above can lead to refusal of the shipment, without this causing any financial consequences to Amacom. Communication of changes to the delivery or the time of delivery must always be reported to purchase@exertis.nl. Amacom reserves the right to pass on all costs related to deviations on purchase orders to the supplier.
- 1.10 All deliveries must be registered via: purchase@exertis.nl. A confirmation and time slot for the delivery of the purchase order will be given latest 6:00 p.m. A confirmation with delivery number (180XXXXXX) and time slot for the delivery will be shared. Without a delivery number, the delivery will be refused.

At a minimum, the following information is required:

- 1. Packing slip with item description, EAN code(s), quantities, purchase document number and delivery location;
- 2. The number of (Euro) Pallets. If delivery on other format, please state when submitting;
- 3. Number of packages;
- 4. The number of items per pallet;
- 5. Particulars: THT goods, hazardous materials, etc.





REGISTRATION OF VARIOUS SHIPMENTS

2. REGISTRATION OF VARIOUS SHIPMENTS

2.1 Parcel delivery

The same procedure applies for parcel shipments as mentioned at paragraph 1.10, registration and confirmation is mandatory. For parcel shipments, please share the Track&Trace after shipment. A parcel consignment with more than 5 boxes from the same supplier may not be sent by parcel service. This should be delivered as a pallet shipment.

2.2 Delivery of pallet shipment

For this, please follow the procedure at paragraph 1.10 and the packaging conditions in point 3.

2.3 Container delivery

For containers and 'loose loaded' (white goods) a request of a delivery appointment at least two weeks before delivery is mandatory.

Amacom is not liable for any follow-up costs incurred as a result of the late registration of container shipments (including demurrage, detention and storage costs).

For container shipments, we ask you to share the 'loading plan' at the time of notification and use the 'snake loading' method for efficient handling of your shipment. Load the container with multiple SKUs in such a way that unique SKUs follow each other and unloading can be done SKU by SKU.

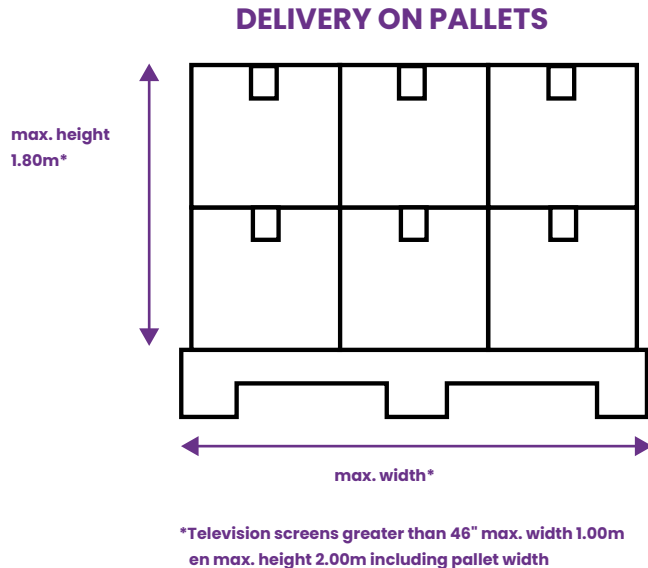
Containers with destination Amacom should not contain products with no destination Amacom.



PACKAGING CONDITIONS

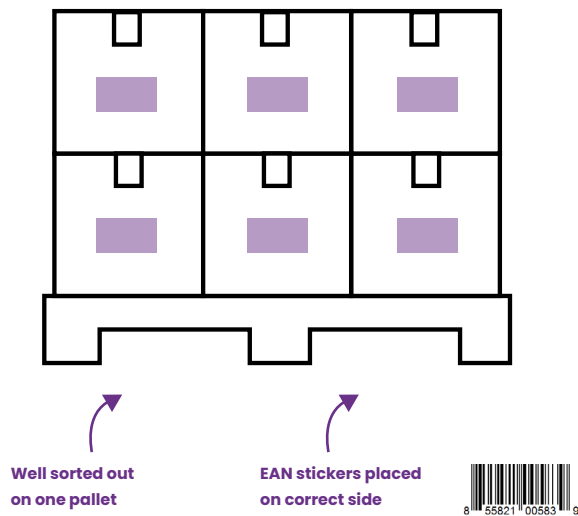
3. PACKAGING CONDITIONS

- 3.1 Maximum allowed pallet dimensions are: 120 x 80 x 180 cm (LxWxH).
- 3.2 Television screens wider than 46" must be delivered on industrial pallets with a maximum width of 1 meter and a maximum height of 2 meters including the pallet itself. In case of deviations, please indicate at the registration.



- 3.3 Amacom suggests that suppliers conform themselves to collo-modularity, which means adjusting the size of the product packaging to the size of the pallet.
- 3.4 Supplier should comply with "Packaging Covenant" and continuously adapt it's packaging to the most recent environmental requirements.
- 3.5 In case of cardboard usage, packaging must be of such quality that it will not collapse and it has the possibility to easily stack with equal and other articles.
- 3.6 All goods must be properly packed and placed on an undamaged and easily movable Euro Pallet and/or Euro Format and should be provided with clear and readable stickers. The pallet must be wrapped in transparent wrapping foil.
- 3.7 Only undamaged goods/boxes/packaging are accepted.
- 3.8 Hidden damage to the supplier's products that becomes apparent at Amacom or its customers reveals, shall be at the supplier's expense and must be resolved by the supplier to the satisfaction of Amacom or its customers.
- 3.9 Euro Pallets can be exchanged, if they are available at Amacom.
- 3.10 Products of the same type should be packed in cartons as much as possible, stacked together, dry and dust-free, and properly and transparently wrapped to prevent transport damage.

- 3.11 The homogeneity of the pallet load must be in such a way that after removal of any transport packaging materials, the commercial products remain as a "block" on the pallet, e.g. by stacking in connection.
- 3.12 Products must be stacked within the pallets' surface without any protruding edges outside of the pallet.
- 3.13 Products must be stacked on the pallet according to a fixed pattern, with each layer containing the same number of packages.
- 3.14 Printed labels with EAN codes must be attached to the products in such a way that they remain attached to the products at all times and to such a degree they can be scanned properly.



3.15 **Mixed pallets**

When delivering mixed pallets, a visual indication should be placed on these pallets. This makes it clear on which pallets multiple items are packed. Preferable the bill of lading per pallet with an indication of product references should be shared before or on the shipment.

3.16 **Outer box**

If several items are delivered in an outer box, no barcode should be visible on the outer box. Only the individual sales units in the box will have a visible barcode. This is to prevent the outer box being seen as a sales unit and the wrong barcode being scanned during the receiving process, resulting in the customer receiving an outer box instead of the sales unit.

Existing barcodes should be removed/covered or made unscannable. For example, cover existing barcodes with opaque tape or a sticker to prevent the wrong barcode being scanned during the receiving process. Covering the barcode by means of a marker is insufficient.

3.17 **Set or multipack (do not separate/unpack)**

For sales units consisting of several identical items, these items must be packed together so they cannot get loose or sold as single items.

There must be a visible and scannable unique barcode on the outer carton or outer packaging that is different from the barcode of the single item. There must also be a sticker on the packaging that clearly states that it is a set. This can be done by using one of the following texts "Do not separate", "Do not unpack" or "Sold as single unit". This makes it clear for the Amacom employee that it is a set. It also states that the barcode on the set should be scanned instead of the barcode on the individual item.

3.18 **Sales unit consisting of multiple packages or multiple different items**

Sales units consisting of several parcels or several different articles must be delivered bundled and have one barcode on the entire unit. The barcode must be the same as the GS1 barcode reported before.

As regards the method of packaging and the barcode, the same conditions apply as for sets: the items must be packaged together, be physically identifiable as one unit and have a visible and scannable barcode on the packaging.

3.19 Items not ordered, must be collected by the supplier on first demand.

3.20 Notifications of defect products should be deducted directly from invoices.

3.21 Damaged goods, including goods with an unscannable barcode, will be refused or reported to the supplier for compensation.

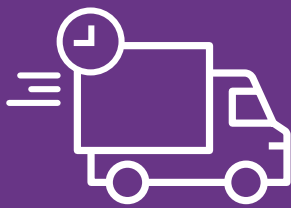
3.22 Damage to product and/or packaging shall be exchanged by the supplier within 48 hours after notification of damage exchange. Costs for this exchange shall be borne by the supplier.

3.23 Items containing hazardous substances must be reported before shipment and visually marked on the pallets.

3.24 Amacom reserves the right to reject any goods that do not meet the specified requirements or to claim or to recover the costs for handling, return and recourse from the supplier, without resulting in any financial consequences for Amacom.

3.25 **Declaration of packaging materials**

In connection with waste charges, Amacom has the legal obligation to submit an annual declaration of product packaging materials. If necessary (to be determined by Amacom), the supplier will provide Amacom with a statement of the quantity of grams of packaging material per article. Declaration of these numbers takes place via the format used by Amacom.



DELIVERY CONDITIONS

4. DELIVERY CONDITIONS

4.1 Slot time warehouse 's-Hertogenbosch

Monday through Friday: 7:30 a.m. – 1:00 p.m.

Slot time warehouse Rosmalen: Kievitsven

Monday through Friday: 7:30 a.m. – 1:00 p.m.

Slot time warehouse Rosmalen: Biestkampweg (white goods)

Monday through Friday: 7:30 a.m. – 1:00 p.m.

Slot time warehouse Brouwers Transport B.V.

Monday through Friday: 8:00 a.m. – 3:00 p.m.

4.2 Delivery on Saturday is possible, but has to be mutually agreed up on.

4.3 Goods must be delivered in accordance with pre-notification in the time slot when issued by Amacom. If a supplier delivers at a different time than the indicated time slot, Amacom is entitled to refuse the shipment.

4.4 The Amacom site cannot be entered without pre-registration.

4.5 All instructions of Amacom staff must be followed at all times.

4.6 Early Arrival

If the supplier arrives on the Amacom site before the specified slot time, the driver will be asked by an Amacom employee to wait in the designated area. The driver will be informed when a time slot is available.

4.7 Late Arrival Approved

When the supplier arrives after the agreed time slot, but he notified Amacom ahead of this issue, Amacom can decide to place the driver at the end of the queue and to unload the goods when a time slot is available.

4.8 Late Arrival

If the driver arrives after the agreed time slot, without informing Amacom, then Amacom reserves the right to make a new mandatory agreement.

4.9 No Show

In case of a no show, Amacom reserves the right to charge all costs related to not appearing on time on the supplier.

4.10 Amacom does not have a secured, overnight stop for driver and truck. Parking is at own risk of the carrier/supplier.

4.11 Amacom does not accept any costs that are charged for waiting.

4.12 Deviations to a delivery can only take place after consultation via e-mail: purchase@exertis.nl.

- 4.13 All costs made for collecting goods arriving outside of the agreed timeslot, can be charged on the supplier.
- 4.14 Goods should be placed in the truck in such a way that they can be unloaded without shifting of other cargo can be unloaded.
- 4.15 After unloading the load from the supplier/transporter, an inspector from Amacom will check the cargo (for correctness, completeness, timeliness and quality). Amacom is not liable for any follow-up costs incurred as a result of checking.
- 4.16 The driver is not allowed to leave until the cargo has been signed for approval by Amacom and the driver.
- 4.17 If it is not possible to inspect the cargo, only the number of pallets will be signed for receipt. Any discrepancies in numbers will then be communicated within 48 hours and passed on to the supplier.
- 4.18 Products not accepted by Amacom (not in accordance with agreements) are regarded as not delivered when determining the KPI delivery completeness.
- 4.19 Deliveries that do not meet the KPI requirements will be included as not timely included in the KPI delivery completeness.
- 4.20 Amacom will unload shipments with its own employees at all times. Drivers or employees of other parties are not authorised to enter the warehouse without permission.



CONTACT DETAILS LOGISTICS

Warehouse Amacom, The Amazing Company

(Location 's-Hertogenbosch)

De Tweeling 24-A
5215 MC 's-Hertogenbosch

Opening hours warehouse Amacom 's-Hertogenbosch:

's-Hertogenbosch: Monday through Friday: 7:30 a.m. – 1:00 p.m.

Warehouse Amacom, The Amazing Company

(Location Rosmalen)

Kievitsven 102
5249 JK Rosmalen

Opening hours warehouse Amacom Rosmalen:

Rosmalen: Monday through Friday: 7:30 a.m. – 1:00 p.m.

Warehouse Amacom, The Amazing Company

(Location Rosmalen Biestkampweg)

Biestkampweg 5-7
5249 JV Rosmalen

Opening hours warehouse Amacom Rosmalen:

Rosmalen: Monday through Friday: 7:30 a.m. – 1:00 p.m.

Warehouse Brouwers Transport B.V.

(Location 's-Hertogenbosch)

Rietveldenkade 13
5222 AJ 's-Hertogenbosch

Opening hours warehouse Brouwers Transport B.V. 's-Hertogenbosch:

's-Hertogenbosch: Monday through Friday: 8:00 a.m. – 5:00 p.m.

Contact details warehouses:

Phone number: +31 (0)78 88 00 700 (choose option 3).

Version and changes:

Any changes or updated versions of this manual will be provided to you by e-mail.