

## Delivery instructions (Valid as of 15 July 2019)

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## 1 Delivery addresses

### 1.1 LKG

#### 1.1.1 for all publishers [except RAVENSBURGER Verlag GmbH]

Leipziger Kommissions- und  
Großbuchhandels-gesellschaft mbH  
Wareneingang VA1  
[Incoming Goods Department VA1]  
Manager: Michael Scholz  
Deputy: Dustin Witte  
An der Südspitze 1-12  
04571 Rötha (OT Espenhain)  
Germany  
Tel: +49 34206 65-249  
Fax: +49 34206 65-157  
E-mail: [wareneingang@lkg-service.de](mailto:wareneingang@lkg-service.de)

#### 1.1.2 for RAVENSBURGER Verlag GmbH

Leipziger Kommissions- und  
Großbuchhandels-gesellschaft mbH  
Wareneingang VA2  
[Incoming Goods Department VA2]  
Manager: Marcel Trinks  
An der Südspitze 1-12  
04571 Rötha (OT Espenhain)  
Germany  
Tel: +49 34206 65-263  
Fax: +49 34206 65-265  
E-mail: [marcel.trinks@lkg-service.de](mailto:marcel.trinks@lkg-service.de)

### 1.2 LKG external warehouse TAS Aschersleben

Delivery to the external warehouse can only take place by arrangement with the Incoming Goods Department at 04571Rötha.

#### Address:

TAS  
Transport-Logistik GmbH  
Siemensstraße 20  
D - 06449 Aschersleben

## 2 Receiving hours

Leipziger Kommissions- und Großbuchhandels-gesellschaft mbH  
Monday–Friday:  
7:30 a.m. – 9:00 a.m.  
9:15 a.m. – 12:30 p.m.  
1:00 p.m. – 03:30 p.m.

## 3 Notification

We reserve the right to accept deliveries in Rötha or at the above-mentioned external warehouse, depending on our requirements. Notification of pallet deliveries must therefore take place **at least 48 hours before delivery**, stating a time window. Punctual deliveries that have been announced ahead of time will be granted preferential treatment during processing. Deliveries that were not announced or that arrive late are given the next possible time window for unloading. We also reserve the right to forward deliveries that were not announced to our external warehouse (at the sender's expense).

Please send delivery notifications to:

#### for all publishers [except RAVENSBURGER Verlag GmbH]

Tel.: +49 34206 65-153  
Fax: +49 34206 65-157  
E-mail: [wareneingang@lkg-service.de](mailto:wareneingang@lkg-service.de)

#### for RAVENSBURGER Verlag GmbH

Tel: +49 34206 65-263  
Fax: +49 34206 65-265  
E-mail: [marcel.trinks@lkg-service.de](mailto:marcel.trinks@lkg-service.de)

**LKG charges a fee of € 100.00 for unannounced deliveries.**

**Announced deliveries will be preferably processed by Incoming Goods Department.**

#### 4 Delivery note

The following must be included with every shipment:

- a bill of lading
- a delivery note

One delivery note per truck is required.

The following information shall be required:

- exact delivery address (see page 2)
- Supplier, delivery date
- Publisher
- exact title number and short title/ISBN/EAN
- Print run
- Total quantity per title/item
- Number of pallets per title/item
- Quantity per pallet
- Concerning foods: best-before date/sell-by date
- Products under the designation “Bio”:
  - Either literal reference “Bio” on title/short term or printing of “Bio-Seal”/“Bio Siegel” on delivery note, if all listed goods are Bio-Products
  - Number of certification authority (DE-Öko-XXX) who certified the product(s)
- Products under the designation “FSC” (Forest Stewardship Council) or “PEFC” (Programme for the Endorsement of Forest Certification Schemes):
  - Name of forestry management certification (FSC or PEFC) and specification of the suppliers CoC certification number. Alternately an attached document confirming the certification status will be accepted.
  - Formal declaration of material used for manufacturing of the products in accordance with the requirements of FSC or PEFC for each shipment line (for example „FSC-Mix“ or „PEFC zertifiziert/certified“).

The delivery note must be presented by the carrier at the Incoming Goods Department of LKG before unloading.

**If the delivery note and/or bill of lading is/are missing, or in the event that any information is missing from the delivery note or bill of lading, a fee of € 50.00 will be charged.**

#### 5 Freight cost

The delivery must take place free to Rötha or the external warehouse, as the case may be.

#### 6 Customs

All shipments from abroad must be cleared through customs before delivery.

#### 7 Loading of trucks / unloading of goods

The goods destined for LKG must be freely accessible and must not be delivered with third-party goods. In the event of serious obstacles to unloading, refusal to take delivery should be expected.

**A fee of € 45.00 per pallet will be charged for any additional work that is necessary (e.g. reloading).** Unloading will take place via forklift and pallet truck with the help of the truck driver.

## 8 Checking of shipments in the Incoming Goods Department

LKG accepts shipments subject to reservations. The only item that will be confirmed to the driver is the number of packages delivered (parcels, pallets etc.). Checks of quantity and titles are performed later, based on the delivery note. External damage to the shipments will be documented in photographs, and LKG will ask the freight forwarder to confirm the damage in the bill of lading.

## 9 Pallet exchanges

Deliveries must take place on **flawless, exchangeable** original Euro-Pool-Pallets (Euro pallets). These will be returned in the Incoming Goods Department **in the quality “used, exchangeable.”** If the respective number of empty pallets is not in stock, the return or setoff of charges will occur in an appropriate time frame. In this case, the difference will be confirmed to the driver in a pallet note. Pallets will only be returned in exchange for presentation of the original loading equipment note at the issuing location. Any defective or single-use pallets or other loading equipment that is delivered will not be exchanged.

If, contrary to our delivery instructions, deliveries are made on single-use pallets, the costs of procuring Euro-Pool-Pallets (Euro pallets) will be charged to the publisher at the rate of € 12.00 per pallet.

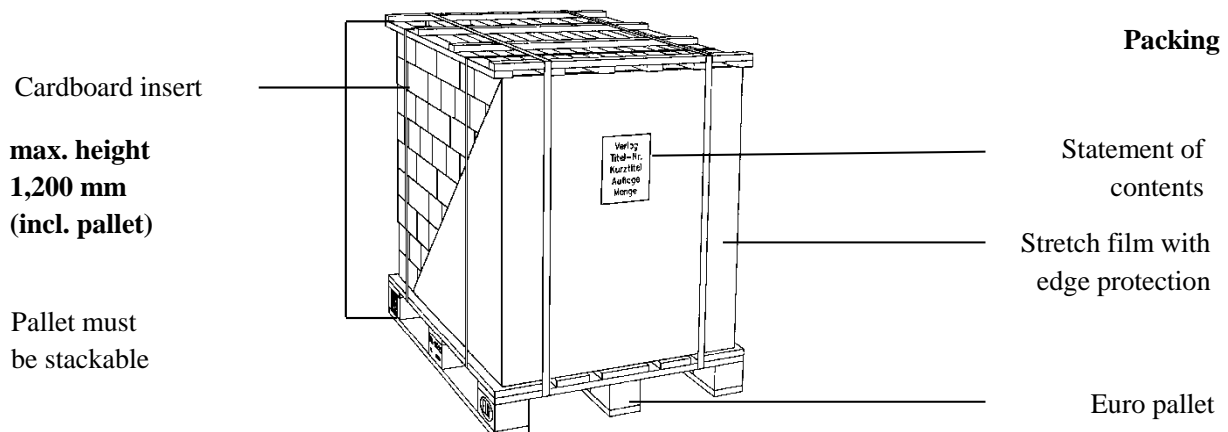
In case of rejecting the pallet exchange by the driver, the quantity of empty pallets will be kept upon collection at the earliest opportunity (pallet account). Financial compensation is not possible.

## 10 Packing

Only materials according to paragraph 11 “Packaging Materials” may be used.

### 10.1 Pallets

**Fig.: Delivery of a packed pallet**



- All items must be delivered on original Euro-Pool-Pallets (Euro pallets) (1,200 x 800 mm).
- The pallets must be packed at a maximum height of 1,200 mm incl. pallet and lid.
- The total weight of a pallet must not exceed 800 kg.
- Only one title may be placed on each pallet.
- The layers must be stacked crosswise. The same number of books/items must be stacked in each layer. The layers must be secured against any slippage with inserted cardboard sheets (3 to 5 pieces per pallet).
- The pallets must not be over-packed anywhere. A minimum distance of 3 cm must be observed between the book block/carton and the pallet's outer edges.

- The books/items must be protected on the bottom side of the pallet as well as on the top side with gray cardboard inserts.
- The pallet must be secured with a sturdy lid and strapping. The sides must be protected with edge protection and stretch film.
- The pallet and book block or cartons must be wrapped in the stretch film together with the base of the pallet in order to prevent the goods from slipping in transit.
- The pallets must be stackable.
- The publisher, title number, short title, EAN/ISBN, print run and quantity must be stated in a clearly visible manner on one narrow exterior side of each pallet.

### **10.2 Packaging units**

- The publisher, EAN, short title and quantity must be stated in a clearly visible manner on each packaging unit
- Packaging units must always contain the same quantity of one title.
- Partial cartons must be freely accessible and labeled in a clearly visible manner.
- One packaging unit shall contain 5, 10 or 20 copies of one title. Paperbacks shall be delivered in a bundle of 10 or 20 copies.
- One packaging unit should not exceed the weight of 10kg
- Each bundle shall be provided only with one sufficiently strong wrapping
- The copies shall not be packed with several cardboards or layers of foil. The foil should not be thicker than 25 micrometer.
- Different packaging units must not be strapped

### **10.3 Note regarding delivery of small-sized products**

- Products with small dimensions or limited stackability, such as CDs, greeting cards, mini books, notebooks or magazines, key chains, buttons and the like must be delivered in packaging units/sizes/cartons **not** exceeding 20 cm in height and 40 cm on the longest side, regardless of the size of the sales unit.
- This prevents time-consuming repacking of the packaging units in sizes that are necessary for use of the picking rack.
- The packaging units/cartons can be delivered on pallets/mixed pallets.

**LKG will charge a fee of € 40.00 per pallet if the specifications of point 10 are not observed.**

## **11 Packaging Materials**

The following may be used as packaging materials:

- Pallets: exclusively original Euro pallets
- Lid: wood (solid wood, no particle board) or sturdy corrugated cardboard, no plastic
- No single-use pallets
- Straps: only PP plastic straps, no metal straps
- Foil: exclusively PE (transparent, without dye)
- Cardboard: recyclable cardboard
- Filling materials: exclusively corrugated cardboard or paper, no polystyrene foam, no plastic waste, no popcorn chips, no bio-packs or similar materials

**LKG will charge a fee of € 25.00 per pallet if the specifications of point 11 are not observed.**

## 12 Delivery of small quantities

### 12.1 On mixed pallets

Delivery of mixed pallets is permitted only for delivery of small quantities. As a basic principle, larger amounts must be packaged in single-title pallets.

- In the case of mixed pallets, a pallet contents list with quantities and EAN/title numbers is to be fixed at the front of the pallets in addition to the delivery note.
- Different titles must be stacked on a pallet, clearly separated and combined.
- One title may not be distributed through several mixed pallets.
- Every package must be labeled with the publisher, EAN, short title and quantity on the outside, in a clearly visible manner and in legible script.

### 12.2 Parcels

- In the event that small quantities are sent via parcel service, the packages must be labeled with an additional line reading “Wareneingang VA1” (Incoming Goods Department, VA1) and the name of the relevant publisher.
- Packages must not exceed a total weight of 18 kg.

### 12.3 Mixed containers not permitted

- Delivery of bulk goods in mixed containers are not in accordance with the delivery instructions and are **not** permitted
- Mixed containers delivered contrary to our delivery instructions will be processed subordinated in Incoming Goods Department subject to the current hourly rate.

**LKG will charge a fee subject to the current hourly rate if the specifications of point 12 are not observed.**

## 13 Delivery of sales units

One sales unit is considered as one copy and must be labeled as such. Multiple-volume editions under a single EAN are considered as sales units and must be packed as a set (banded, shrink-wrapped, in retail slipcase) and must be delivered labeled as such.

## 14 Delivery of foods and hazardous goods

Delivery of foods and hazardous goods is possible in isolated cases only. LKG does not have a hazardous goods warehouse that meets the statutory standards. **If foods or hazardous goods should be delivered, LKG should be consulted even before these goods are produced to determine whether later placement in storage/delivery is possible. Presentation of a hazardous goods classification is required for this consultation.**

In case of delivery of hazardous goods without prior consultation or without presence of a hazardous goods classification, LKG may refuse delivery.

## 15 Non-compliance with delivery instructions

In the event of failure to comply with these delivery instructions, we reserve the right to charge the customer/publisher for the costs incurred or the stated fees as additional expenses, as the case may be.

**Thank you in advance for complying with our delivery instructions!**

Valid as of 15 July 2019