



Delivery Instructions for Returns for KNV Logistik in Erfurt

KNO VA Delivery Instructions for Returns

Valid from 01/06/2015 for deliveries at KNV logistics in Erfurt.

Important information

Return goods must be registered for delivery by the sender or the carrier at the latest 48 hrs before the actual delivery.

It is mandatory that you please read the following information about the exact procedures before you register goods for return in Erfurt!

1 Notification of the delivery

In order to prevent delivery spikes and unnecessary waiting times, the time slot for a timed delivery must be coordinated with our receiving department. That is why it is necessary for you to notify us of your delivery at the latest 48 hrs before delivery. Deliveries for which no notification was given or deliveries which are not punctual shall be assigned the next available time slot for unloading.

Please send your notification via email to avis-wareneingang-kno-va@knv-logistik.de or via fax to: + 49 711 7819-83 999 71.

Please use our notification form.

You will find it at www.kno-va.de/downloads under the "Anlieferanweisungen" link.

After notifying us you will be assigned a delivery slot and a slot number.

Attention: Only in cases of deliveries of small quantities in individual packages by parcel delivery services is no notification necessary. No notification is necessary also in cases where return goods are delivered by the KNV book truck service. It is mandatory for you to register the delivery of pallets if they are not delivered by a parcel delivery service or the KNV book truck service.

2 Delivery

2.1 Delivery address for goods

The following addressing scheme is to be used for all deliveries of returns:

**KNO VA < Publisher Name >
Remittendenabteilung VA
c/o KNV Logistik
Ferdinand-Jühlke-Str. 15
99095 Erfurt**

For Distribbook publishers (arsEdition, Aladin, Carlsen, Piper, Thienemann-Esslinger, Ullstein book publishers) please use the following fixed address:

**Distribbook
Remittendenabteilung VA
c/o KNV Logistik
Ferdinand-Jühlke-Str. 15
99095 Erfurt**

2.2 Delivery hours

Goods are received only Monday to Friday from 6:00 a.m. – 4:00 p.m.

Late unloading after 4:00 p.m. is possible in exceptional cases only after prior consultation and approval.

After driving onto the grounds a ramp will be assigned to the carrier by the personnel of the KNV logistics department.

2.3 Delivery vehicles

Deliveries in jumbo trucks, mega-trailers or sprinters are only possible after prior written authorization. A fee of 150.00 € per vehicle is due, which is to be paid before delivery.

2.4 Truck loading

Principally, for goods that are delivered on Europool pallets only ramp unloading is possible from the rear of the vehicle using an electric forklift. For that reason the pallets must not be loaded crosswise. Unloading from the side is not possible.

- The goods destined for KNO VA must be freely accessible and must not be blocked by goods from a third party. A refusal to accept the goods will be issued to you in cases where there are major obstacles to unloading.
- A support surface must be available for a dock leveller. Likewise, a remaining height of a minimum of 10 cm is necessary to be able to lift the pallets.

3 Delivery on pallets

Pallet bundles

- Since we operate automated storage and conveyor systems, the stability of the pallet bundles must be assured at all times, even when not secured by strapping and covers. For deliveries of mixed pallets we recommend the use of pallet containers or boxes.

Pallet dimensions

It is mandatory that the following stipulations are complied with:

- The maximum pallet height (goods and pallet) permitted for deliveries is 1,200 mm.
- A total pallet weight (goods and pallet) of a maximum of 1,000 kg may not be exceeded.
- Pallets must not be overfilled in any place and must not protrude in any place. From the body of the book to the outer pallet edges a minimum gap of 3 cm must be maintained. (exception: pallet containers).

Pallet type, quality and exchange

We accept the following pallets and exchange these:

- Deliveries may only be made on Euro pallets. EPAL or UIC certifications will be accepted.
- The pallet dimensions must be 1,200 mm (length) x 800 mm (width).
- It must be possible to use the pallets in accordance with the quality standard UIC 435-2 /GS1.
- When pallets are exchanged the returns given back will be in appropriately usable quality. If the required number of empty pallets is not available in stock, returns will be given back in a

commensurate period of time and the balance recorded in a pallet account.

- Euro pallets which are unusable (rotten, missing parts, broken, visible nails, impurities which could soil or damage the loaded goods, etc.) cannot be exchanged.

Securing pallets

It is mandatory that pallet goods are secured against sliding or falling down:

- The goods must be tied securely to the pallet, so that they cannot slide or shift.
- A strong cover (solid wood or robust corrugated cardboard, no plastic), stretch film, edge protectors for the sides and surrounding strapping should be used to secure the pallet goods.
- If the cardboard box size is the same as the pallet (pallet container), then surrounding strapping made of plastic is to be used; film is not necessary in this case.
- Metal straps are not permitted for the surrounding strapping.
- Any other methods of securing for transport must be arranged and agreed upon in advance.

Stacking of pallets

The stacking of pallets is welcome if the following criteria are met:

- The bottom pallet must be packed in such a way that safe stacking is possible.
- There must be no possible way for the goods to be damaged. The use of a wooden cover is recommended.

4 Address label

Each delivered package unit and each pallet must have an address label that includes the following information:

KNO VA < Publisher Name >

Remittendenabteilung VA

c/o KNV Logistik

Ferdinand-Jühlke-Str. 15

99095 Erfurt

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99095 Erfurt

Identifiers for pallets:

- For pallets there must be an address label on a lengthwise side and one on a widthwise side, so that the address label is always clearly visible, even when stacked.
- The cording of a surrounding cardboard box must not cover the address label.

5 Inspection of deliveries in the goods receipt department

The delivered shipments are received subject to reservations. Ordered and delivered goods are inspected on the ramp for damages and proper delivery only on their outside. Outer damages to the deliveries are to be confirmed by the carrier on the consignment note. Otherwise only the quantity of delivered package units (individual packages, pallets, etc.) will be acknowledged for the driver. The inspections of quantities and titles will take place later, using the attached return slip.

6 Contact person

In case of questions, please send us an email to Lieferantenmanagement@knv-logistik.de.

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70565 Stuttgart