



ZWILLING

Delivery Instructions and Processing Fees

ZWILLING Trading GmbH

September 2021

DELIVERY INSTRUCTIONS

Dear Sirs / Madams

In order to ensure a safe, smooth and effective process flow in the fully-automated warehouse area of our company and to avoid unnecessary costs, subsequent queries, delays or unwanted returns, we request that you fully comply with the following instructions for each delivery.

Any agreements deviating from these instructions must be made in writing and must also be agreed by the ZWILLING goods-in department. The respective current version of our delivery instructions shall apply.

The current version of our delivery instructions is available under

<https://group.zwilling.com/liefervorschrift-delivery-instructions.html>

or may be sent to you upon request.

1. DELIVERY ADDRESS

ZWILLING Trading GmbH C/O Kerry Integrated Logistics (Viet Nam) Co., Ltd
(Kerry Bonded Warehouse)
20 Thong Nhat, Song Than Industrial Zone II
Di An City., Binh Duong Province
Vietnam

The relevant delivery address is included in the order and must be used.

2. GOODS ACCEPTANCE TIMES

Mon. – Fri. 08:00 – 17:00 PM
Sat. 08:00 – 12:00 PM

Deliveries made outside these specified acceptance times, must be arranged in advance by telephone with the goods-in department.

In principle, we ask for notification two working days in advance for a delivery volume of more than 4 Euro-pallets in order to agree on a delivery date.

No goods are accepted without the express consent of the goods-in department.

3. GOODS-IN INSPECTION

The goods-in department compiles inspection reports and fault lists.

We hereby expressly point out that we reserve the right to invoice you for any costs, damages and losses incurred due to the non-observance of these delivery instructions in the form of processing fees and in accordance with the itemization attached as Appendix 1.

We further reserve the right to totally refuse acceptance of deliveries with serious faults which are identifiable for us upon delivery.

PACKAGING, DELIVERY NOTE AND LABELLING

In principle, delivery on undamaged and exchangeable Euro pallets is desired. Alternatively, delivery on slip-sheets is also possible for container deliveries. In the case of delivery of entire containers, loose master carton loading may also be possible.

For delivery on pallets:

- The load must not protrude either in height or over the palette surface and must not be packed so that it slopes.
- All pallets must be wrapped in transparent film and additionally secured with plastic straps to avoid the goods tilting or slipping during transportation by HGV or during any materials handling processes.

Please also note that no film edges or similar should jut out.

- For piece good shipments, in order to protect the goods, every package must be wrapped in plastic strapping bands in order to avoid unauthorized access.
- Every pallet and every other package must be delivered as single-product types and be furnished with a pallet slip (see the example in Appendix 4). Here the number of packages should be kept as low as possible through efficient packing. However, as a rule the weight of each package may not exceed 25 kg.
- Mixed pallets are only permitted if, for quantity reasons, a single-product type delivery is not economic.

Example: For delivery of 1 pallet with 3 different items, see Appendix 4.

- The same packaging units must contain equal quantities of individual items.
- Small quantities can be consolidated into one packaging unit provided that each sub-packaging unit is labelled accordingly.
- Each sub-packaging unit must be labelled with a content list and the ZWILLING item number and number of pieces.

Example: Package contains 300 pieces of Item XXXXXXXX, packaged in 25 smaller cartons each with 12 pieces. The large package must display: Item Number XXXXXXXX Total Number of pieces 300 consisting of 25 x 12 pieces. The internal smaller packages must then be labeled with Item Number XXXXXXXX 12 pieces.

- The pallet must be packed so that it can be easily counted from the outside.
To do this, the **item numbers must be arranged so, that they face outwards of the packaging.**
- Identical items should be distributed over as few packages as possible. For example: order quantity 150 pieces, carton quantity: 68 pieces → 2 full cartons and one break-open carton. For volume reasons, it is permitted to fill up this break-open carton with additional items.

Site specific delivery instructions for pallets:

ZWILLING Trading's mean of transport	Max. height* (incl. pallet)	Max. weight (incl. pallet)	Pallet type**
FCL	2,2 m*	1000 kg (Exception: Staub, glassware)	,EUR 2' pallet (LxW=120x100cm)
LCL	1,75 m*	1000 kg (Exception: Staub, glassware)	,EUR 2' pallet (LxW=120x100cm)

* Corresponds to the optimum loading height (including pallet) for storage at the site. After consultation, a loading height of 2.20 m is possible in order to achieve optimum container utilization.

** In case of delivery on a 'EUR 2' pallet:

- this may only be made on flawless, undamaged and exchangeable Europool wooden pallets.
- the pallets have to be heat-treated fumigation to lower risk of mold and harmful insects
- **Zwilling does not maintain a separate pallet account for individual suppliers.**

4. DELIVERY NOTE AND LABELLING

A separate delivery note must be created for each delivery and attached in a delivery pouch on the outside of the goods.

Ideally, the delivery note uses the layout as shown in our sample attached as Appendix 6. However, it **must necessarily** contain the following information:

1. The full name and address of the supplier and the name and direct dial of the contact person.
2. The ZWILLING supplier number.
3. The delivery note number.
4. The ZWILLING purchase order number and purchase order date.
5. The ZWILLING purchase order items.
6. The ZWILLING item description and ZWILLING item number.
7. Delivery quantities.
8. Number of Euro pallets, packages, grid boxes etc.
9. The dispatch date.
10. Batch number where available.
11. In the event of differences between the original order quantity and the actual delivery quantity, the label must state the following:

- „T“ for partial delivery
- „R“ for remaining delivery
- „M“ for short delivery
- „UE“ for over-delivery

In the near future it is planned to map the delivery as DESADV (Despatch Advice). The description of the EDI exchange requirement will be provided shortly. Any suggestions from suppliers are welcome and should be sent to the following mail address: nadja.malewski@zwilling.com.

5. PROOF OF ORIGIN

For all delivered goods, you need to provide a proof of origin.

Accepted documents are:

Proof of origin for goods of the Federal Republic of Germany as well as for goods from the EU Member States

- Supplier's declaration / long-term supplier's declaration for products having preferential origin status according to regulation (EC) No. 1207/2001 (without cumulation).
- Certificates of origin for products without having preferential origin status, issued by an authorized agency.
- (Long-term) declaration IHK (CCI) for the non-preferential origin as per Council Regulation (EC) No. 2913/92 (CC) and Commission Regulation (EC) No. 2454/93 (IPC).

Proof of origin for goods of preference-giving countries (www.zoll.de)

- Original of preferential documents (e.g. movement certificate EUR.1/EUR-MED - without cumulation, declaration of origin on commercial document, GSP/certificate of origin Form A).
- Supplier's declaration / long-term supplier's declaration Turkey according to decree No. 1/2006 of the EC-Turkey Customs Co-operation Committee of 26 September 2006 Annex VI.
- Certificates of origin issued by an authorized agency.
- (Long-term) declaration IHK (CCI) for the non-preferential origin as per Council Regulation (EC) No. 2913/92 (CC) and Commission Regulation (EC) No. 2454/93 (IPC).

Proof of origin for goods from other third-party countries

- Certificates of origin issued by an authorized agency.

Please note that desired documentary proofs of origin have to be present before delivery.

Please forward these delivery instructions to the relevant areas in your company. We ask for your understanding of our urgent request to comply precisely and in full with these points listed above.

Should any individual aspects of these delivery instructions still appear unclear to you, please contact:

Telephone: + 84 28 5410 2634

Fax: + 84 28 5410 2635

E-Mail: zt-asiahub@zwilling.com.vn

PROCESSING FEES

The minimum processing fee for the following faults is € 100. In addition, the extra work will be charged based at an hourly rate of € 50.

FAULTS

1. The delivery note is missing / the delivery note does not match the consignment and the packaging label is missing.
2. The details on the delivery note are missing or are incorrect relating to the
 - Supplier
 - Delivery note number
 - ZWILLING purchase order number and order date
 - Purchase order item
 - Item description and item number
 - Delivery quantity
 - Number of Euro pallets, packages, grid boxes etc.
 - Delivery method
 - Dispatch date
3. The information on the package label is incomplete or incorrect.
4. Delivery on disposable pallets (unless specified by ZWILLING).
5. Delivery on defective pallets.
6. Euro Pool pallet is overpacked (weight, height, width etc.)
7. Euro Pool pallet is not secured or not stably packed.
8. Deliveries are not of a single-product type (depending on delivery volume).
9. Other infringements of the delivery instructions as from Status 2020.

EXAMPLES

APPENDIX 1 - PRODUCT PACKAGING

The sender's details on the product packaging are crucial in terms of identifying the specific company (see example shown)




APPENDIX 2 – MASTER BOXES / OUTER PACKAGING

Please note and comply with the following labelling for master boxes/outer packaging.


No other information is permitted!

Labelling on front and on side:

Master Carton Label



MATERIAL 1006353

DESCRIPTION:	BALUC10 Wok28S	
QTY PER CTN:	6	
ZWILLING BATCH ID:	0000026702	
SUPPLIER BATCH ID:	123123	
PRODUCT LABELLING CODE:	12KD12	
PURCHASE ORDER NO:	45XXXXXXXX	
NET WEIGHT:	5,2 KG	
GROSS WEIGHT:	5,2 KG	
MEASUREMENTS:	44 x 30,5 x 35 CM	
PRODUCTION DATE:	24.07.2021	


MADE IN ITALY

GTIN / EAN-Code
Master Carton



8 003150 493199

UPC-Code
Master Carton



0 31504 93199 6

Plain Writing

- Material number / item code
- Description
- Quantity per carton
- Zwilling batch ID → This information will be available for pre-shipment inspection process; Zwilling batch ID is created by purchase order creation
- Supplier batch ID – **mandatory field**
- Product labelling code – **mandatory field**
- Purchase order number (PO)
- Net weight
- Gross weight
- Measurements (L x W x H)
- Production Date
- Country of origin: Made in ...
- GTIN/EAN-Code of master carton
- UPC-Code of master carton (for USA)

2D-DataMatrix-Code (content divided by data identifier (DI)):

- (02) Item code
- (37) Quantity per carton
- (3301) Gross weight
- (10) Zwilling batch number
- (90) Supplier batch number
- (240) Product labelling code/Additional ID
- (400) Purchase order number



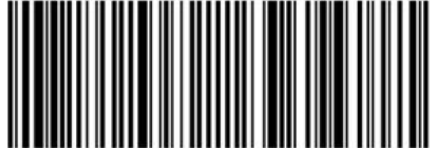
3


APPENDIX 3 – SSCC LABEL FOR PALLETS / PACKAGES

If a delivery consists of several pallets or packages, an SSCC label corresponding to the sample below must be affixed to each package to ensure clear reference.

Example of an SSCC label for a pallet with **one item**:

SSCC-Transport Label – Pallet with one SKU

Sender: SUPPLIER	Receiver: ZWILLING J.A. Henckels Deutschland GmbH Grünwalder Str. 14-22 42657 Solingen Germany
Delivery: 80070405	
NVE/SSCC: 3 40098390002619174	
Material number / description: 1006353 – BALUC10 Wok 28S Frypan	
GTIN / EAN: 8003150486818	Quantity: 108 PCS
Purchase Order Number: 45XXXXXXXXX	Gross Weight: 116 KG
Batch: 0000026702	Best Before Date:
Product labelling code: 12KD12	
Consecutive No. of Pallet: 00001	
<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">S S C C</div>  </div> <p style="text-align: center; margin-top: 5px;">(00)340098390002619174</p>	


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Structure of SSCC Number (18 digits):


1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
GS1 Company Prefix >>>											<<< Serial Reference						

■ Check Digit ■ start of GS1 Company Prefix <<< variable start position
■ numeric ■ Extension Digit >>> variable length

GS1 approved 2D barcode „GS1 DataMatrix“ contains following Information:

(02) GTIN, (37) Quantity, (400) PO Number, (3301) Gross weight, (10) Batch (240) Product labelling code (15) BBD

Encoded Data Content	Data Identifier (GS1 Standard)
SSCC (Serial Shipping Container Code)/ NVE	(00)
GTIN of the included trading unit	(02)
Quantity (on pallet)	(37)
Purchase order number	(400)
Gross weight	(330*) (* = number of decimal places)
Zwilling batch number	(10)
Product labelling code/Additional ID	(240)
Best before date	(15)



105 mm (width), 148 mm (height), 32 mm (barcode height)



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Example of SSCC label for a pallet with **more than one item**:

SSCC-Transport Label – Mixed Pallet

Sender: SUPPLIER	Receiver: ZWILLING J.A. Henckels Deutschland GmbH Grünwalder Str. 14-22 42657 Solingen Germany
Delivery: 80070405	
NVE/SSCC: 3 40098390002619259	
Material number / description:	
GTIN / EAN:	Quantity:
Purchase Order Number: 45XXXXXXXX	Gross Weight: 218 KG
Batch:	Best Before Date:
Product labelling code:	
Consecutive No. of Pallet: 0002	
<div style="display: flex; align-items: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); margin-right: 5px;">SSCC</div> </div> <p style="font-size: small; margin-top: 5px;">(00) 3 40098390002619259</p>	

Structure of SSCC Number (18 digits):

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18

GS1 Company Prefix >>>
<<< Serial Reference

■ Check Digit numeric
 ■ start of GS1 Company Prefix
 <<< variable start position
 >>> variable length
 ■ Extension Digit

GS1 approved 2D barcode „GS1 DataMatrix“ contains following Information:

(400) PO Number, (3301) Gross weight

Encoded Data Content	Data Identifier (GS1 Standard)
SSCC (Serial Shipping Container Code) / NVE	(00)
Purchase order number	(400)
Gross weight	(330*) (* = number of decimal places)

105 mm

32 mm

148 mm

APPENDIX 4 – CONTENT LIST FOR MIXED PALLETS / MIXED PACKAGES

If it is a mixed pallet or a mixed package with several items, a contents list with the following details / information is required for each pallet or package:

Content List				
Supplier:				
Supplier adress				
Receiver:				
ZWILLING J.A. Henckels Deutschland GmbH				
Grünwalderstraße 14 - 22				
42657 Solingen				
<hr/>				
Delivery:	80070405			
Purchase order:	45XXXXXXXX			
Packing material:	8000977			
Handling Unit:	340098390002619259			
Gross weight:	218 KG			
Net weight:	191.5 KG			
<hr/>				
Packing List:				
	ZWILLING material number (if necessary: old material			
Delivery position:	number)	Material description	Quantity	UoM
000010	1009300	BASAI20 Fryingpanset 2 rnd Alu	60	PC
	75003-067-0			
Lower-level HU	340098390002619181	BALUC10 Wok 28 StonGy md	6	PC
900001	1006353	Alu		
	75000-052-0			
Lower-level HU	340098390002619198	BALUC10 Wok 28 StonGy md	6	PC
900001	1006353	Alu		
	75000-052-0			
Lower-level HU	340098390002619204	BALUC10 Wok 28 StonGy md	6	PC
900001	1006353	Alu		
	75000-052-0			
Lower-level HU	340098390002619211	BALUC10 Wok 28 StonGy md	6	PC
900001	1006353	Alu		
	75000-052-0			
Lower-level HU	340098390002619228	BALUC10 Wok 28 StonGy md	6	PC
900001	1006353	Alu		
	75000-052-0			
Lower-level HU	340098390002619235	BALUC10 Wok 28 StonGy md	6	PC
900001	1006353	Alu		
	75000-052-0			
Lower-level HU	340098390002619242	BALUC10 Wok 28 StonGy md	6	PC
900001	1006353	Alu		
	75000-052-0			

APPENDIX 5 – PACKING LIST

Each delivery must be accompanied by a packing list containing all relevant packing information. This includes, if applicable, the assignment of the handling units to the corresponding container number (in case of delivery of more than one container) as well as the listing of all delivered handling units with SSCC numbers and their detailed contents with article number, batch information, delivery quantity and weight.

The packing list can be based on the following example:

Packing List					
Sender:					
Supplier address					
Receiver					
ZWILLING J.A. Henckels Deutschland GmbH Grünwalderstraße 14 - 22 42657 Solingen					
Information					
Delivery Note No. / Date:	80070405 / 2021/07/26				
ZWILLING Supplier No.:	4200				
Contact person (with telephone no.):					
Purchase order date:	26.07.2021				
Page:	1/2				
Terms of delivery:	FCA Solingen				
Number of colli:	2 Palleten				
Gross weight:	334.000 kg				
Net weight:	283.300 kg				
Supplier order number / Zwilling purchase order number	Zwilling material description Zwilling material no. / EAN Supplier material no.	Supplier batch Product labelling code Zwilling batch (if necessary)	Delivery quantity	UoM	Weight KG / net
Container No. 1					
0001 / SSCC: 340098390002619174 brutto (KG) 116.000 netto (KG) 92.880 120.0 x 80.0 x 180.0 CM					
62898 / 45XXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminium, round 1006353 / EAN: 80031504868 18 Supplier material no.: 1000538	Supplier batch: 123 123 Product labelling code: 12KD12 Zwilling batch: 0000026702	108	PC	92,88
0002 / SSCC: 340098390002619259 brutto (KG) 218.000 netto (KG) 190.920 120.0 x 80.0 x 180.0 CM					
62898 / 45XXXXXXX	BALLARINI, Salina, Frying pan set, 2pcs., Aluminium, round 1009300 / EAN: 80031505151 35 Supplier material no.: 1009120	Supplier batch: 323 323 Product labelling code: 06RW25 Zwilling batch: 0000036478	60	PC	154,80
62898 / 45XXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminium, round 1006353 / EAN: 80031504868 18 Supplier material no.: 1000538	Supplier batch: 123 123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6	PC	5,16



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ZWILLING J.A. Henckels Deutschland GmbH Grünwalderstraße 14 - 22 42657 Solingen		Delivery note no. 80070405	Date 26.07.2021	Page 2/2	
Supplier order number / Zwilling purchase order number	Zwilling material description Zwilling material no. / EAN Supplier material no.	Supplier batch Product labelling code Zwilling batch (if necessary)	Delivery quantity	UoM	Weight KG / net
62898 / 45XXXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 80031504868 18 Supplier material no.: 1000538	Supplier batch: 123 123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6	PC	5,16
62898 / 45XXXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 80031504868 18 Supplier material no.: 1000538	Supplier batch: 123 123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6	PC	5,16
62898 / 45XXXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 80031504868 18 Supplier material no.: 1000538	Supplier batch: 123 123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6	PC	5,16
62898 / 45XXXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 80031504868 18 Supplier material no.: 1000538	Supplier batch: 123 123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6	PC	5,16
62898 / 45XXXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 80031504868 18 Supplier material no.: 1000538	Supplier batch: 123 123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6	PC	5,16
62898 / 45XXXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 80031504868 18 Supplier material no.: 1000538	Supplier batch: 123 123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6	PC	5,16
Container No. 2					
...					

APPENDIX 6 – DELIVERY NOTE

Each delivery must be accompanied by a delivery note containing all relevant information of the delivered goods in relation to the order.

The delivery note can be based on the following example:

Delivery note					
Sender:					
Supplier address					
Receiver:					
ZWILLING J.A. Henckels Deutschland GmbH					
Grünewalderstraße 14 - 22					
42657 Solingen					
Information					
Delivery Note No. / Date:		80070405 / 2021/07/26			
Zwilling Supplier No.:		4200			
Contact person (with telephone no.):					
Purchase order date:		26.07.2021			
Page:		1/1			
Delivery type:					
Total / Residual / Partial / Short / Over-Delivery					
Terms of delivery:		FCA Solingen			
Number of colli:		2 Palett(s)			
Gross weight:		334.000 KG			
Net weight:		283.800 KG			
Supplier order number / Zwilling purchase order number	Zwilling material description Zwilling material no. / EAN Supplier material no.	Delivery quantity	Sales Unit	Weight in KG (net)	
62898 / 45XXXXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 8003150486818 Supplier material no.: 1000538	150	PCS	129,00	
62898 / 45XXXXXXXXX	BALLARINI, Saliny, Frying pan set, 2 pcs., Aluminum, round 1009300 / EAN: 8003150515136 Supplier material no.: 1009120	60	PCS	154,80	