

DELIVERY TERMS

Goods delivery from Monday to Friday after notification and during the goods acceptance time confirmed in writing by Daily Service.

Written notification via E-Mail for delivery at least two business days (Saturday is not considered a business day) before the indicated delivery date with a specified time (approximately during the day) to **Avisierung@Daily.at** (Tel. No. +43 7224 67391 Ext. 82). Upon examination, Daily Service confirms the delivery date of the binding goods with an approximate time during the day. Deviating deliveries can only be accepted if there is free storage capacity in accordance with the service price list and according to the notified deliveries.

Please submit item master records for new articles in good time, two weeks before the first delivery.

Delivery documents address

**Daily Service GmbH
Gewerbstraße 6
4481 Asten**

**Daily Service GmbH
Haideäckerstraße 16
2325 Himberg**

After unloading, the goods are taken over by the driver at the ramp. Daily provides the carrier with hand pallet trucks or pedestrian-controlled electric pallet trucks. Pallets must be wrapped to protect and stabilise the goods. If such protection is not provided, the pallets will be wrapped according to the service price list without consultation.

Declaration of the pallet:

GS1 128 barcode (size, placement and structure of the pallet label according to GS1 definition; further information is at www.GS1.at). If the GS1 128 barcode is missing or incorrect, a charge will be made according to the service price list.

Declaration of the picking unit:

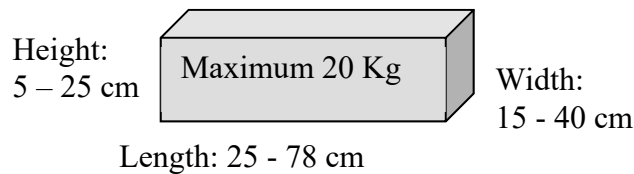
Article number manufacturer, product name with end consumer units – weight, quantity end consumer, best-before date or batch.

Delivery of Goods on EPAL-Euro pallets according to DIN EN 13698 1

- No lateral overlighting
- Maximum pallet height **1950 mm incl. pallet**
- Maximum pallet weight **1000 kg**
- Industrial pallets are not accepted
- No mixed pallets/no different best-before dates
- Pallets that do not meet the exchange criteria of DIN EN 13698 1 will not be exchanged.

Picking unit dimensions:

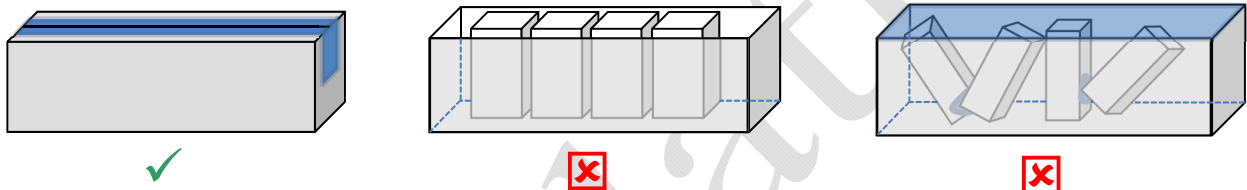
- Maximum weight: 20 kg
- Minimum dimension: Length = 25 cm, Width = 15 cm, Height = 5 cm
- Maximum dimension: Length = 78 cm, Width = 40 cm, Height = 40 cm



Picking unit packaging – goods protection:

The following requirements must be met for semi-automated precision order picking:

- Protect the picking unit on all sides with taped outer cartons or freezer-safe film
- Do not strap the picking unit with loose straps or leave it open
- Non-destructive indoor storage of goods
- Tight packaging, no leakage of flour, sugar etc., from the carton



No liability is accepted for damage caused by inadequate packaging.

Temperature:

On acceptance, the goods to be accepted are checked for the legally prescribed temperature of -18°C .¹ Goods with a delivery temperature of warmer than -17°C to -15°C will be re-refrigerated at the manufacturer's expense without consultation according to the service price list. (Confirmation by the driver on the delivery bill). The distributor will not accept items with a temperature higher than -15°C .

Delivery damage:

Daily Service only accepts visually flawless goods. Damaged cartons that do not permit marketability will be corrected on the delivery bill and will not be accepted as inventory. Daily Service accepts no liability for hidden defects in goods.

Operating the refrigeration units with diesel:

On the company premises, operating the refrigeration units is only permitted with electricity, and diesel is prohibited! The customer of the freight forwarder or carrier is liable for administrative penalties.

¹ According to Section 1 para. 1 no. 1 of the Ordinance on Frozen Food, Federal Law Gazette No. 201/1994

Operating instructions for external personnel and external companies:

In accordance with Section 8 of the Occupational Health and Safety Act, the current version of our operating instructions applies to external personnel and external companies for your company's information and for passing it on to your transport service providers. The operating instructions with the described rules of conduct have been drawn up to protect the health of the persons involved.

These operating instructions apply to external company personnel who carry out loading, unloading, maintenance and temporary work at Daily Service in order to avoid hazards between you as the contractor and the employees of our company (client).

- Only visit the parts of the company where you have to carry out the agreed work.
- Ask your manager to inform you about the possible risks at your workplace in our company. Follow the instructions given to you in this context to avoid hazards.
- Avoid working in the same place and at the same time while our company is working, as this could cause a mutual hazard.
- Strictly adhere to the time agreements made for certain activities; in the event of time shifts, an agreement must be reached with the coordinator.
- Load securing activities during loading and unloading are the responsibility of the driver, as are loading and unloading activities.
- Follow the regulations for intra-company traffic, which must be given priority within the company premises. Pay attention to existing traffic signs and adhere to them.
- Please observe the safety signs on our premises (mandatory, prohibition and warning signs). They apply to all persons and vehicles on our company premises.
- Familiarise yourself with the locations of fire extinguishing equipment, first aid facilities, and evacuation and rescue routes within the premises.
- Do not use any of our work equipment on your own unless expressly agreed upon. If use has been agreed with us, have yourself instructed in the safe handling of this work equipment and confirm to the person responsible for instruction by signing that the instruction has been given and understood in full.
- Lifting equipment and industrial trucks, especially forklifts, may only be used if you are in possession of a written authorisation (forklift, crane, or driving license) and have a driver's license from our company.
- Use the prescribed protective equipment for your work. This applies in particular to work in deep-freeze areas and workplaces at heights. Use fall protection, safety harnesses or fall arresters.
- Ensure that work and traffic areas are cordoned off in consultation with our coordinator in the area of work on elevated work sites if components, tools or other objects could fall during this work.
- If you detect any irregularities for any reason during your deployment in our company, promptly notify the coordinator or department manager and, subsequently, the supervisor responsible for your work performance within the company.
- If you have any questions or doubts regarding the safe execution of the work, please contact your supervisor or our department manager.

To ensure swift and efficient processing, we kindly request compliance with our delivery terms.

This English translation is provided for informational and comprehension purposes only. In the event of any inconsistencies or discrepancies between the English translation and the original version in German, the original version in German shall prevail and shall be authoritative for the interpretation and enforcement of this Agreement.

Translation