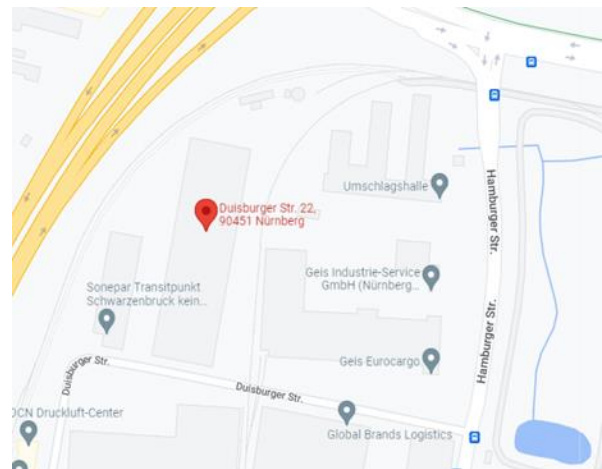


# General delivery instructions

## A.W. Faber-Castell Cosmetics GmbH

Version March 2022



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## Scope of application

These General Terms and Conditions of Delivery are part of our Terms and Conditions of Purchase. Unless otherwise agreed in writing, they apply to all deliveries to the Faber-Castell Distribution Center Erlangen, the Stein plant, the Geroldsgrün plant, and the Elgin plant for the companies:

A.W. Faber-Castell Cosmetics GmbH  
A.W. Faber-Castell Cosmetics, LLC

Our regulations must be strictly observed. All additional costs arising from non-compliance shall be borne by the Supplier (see Appendix).

By submitting a quotation, by sending an order confirmation or by accepting an order to the above-mentioned companies or delivery to these companies at the sites in Erlangen, Stein, Geroldsgrün and Elgin, the Supplier agrees to abide by these Terms and Conditions of Delivery.

If you have any questions regarding the delivery conditions, please contact your responsible purchaser at the above-mentioned companies.

## General rules

### Customs goods

No customs goods may be delivered. We only accept duty-free goods. In the case of customs goods, acceptance shall be refused for corresponding processing (customs clearance).

### Gassing

No gas-laden containers may be delivered, which means that they must either be delivered without gassing or, if gassing is necessary due to the import regulations, the container must be completely degassed before delivery.

### Dangerous goods

Delivery of dangerous goods in DCE not permitted. For Geroldsgrün, Stein and Elgin, the relevant regulations must be observed accordingly.

## Transport packaging and transport aids

### Pallets

Faultless (new or as-new) approved Euro pool pallets must be used as means of transport. 48 x 40- 4 way GMA Heat Treated pallets are used for the exclusive delivery to the plant in Elgin.

The maximum weight of the pallet should not exceed 700 kg / 1540lbs and a total height (incl. pallet) of 1.95 m (for the DCE) and 1.80 m (for Stein,

Geroldsgrün and Elgin). Deliveries of special containers for plastic granules at the Geroldsgrün plant are excluded.

The load of the pallet must be designed in such a way that it does not protrude beyond the defined maximum dimension over the entire height, width and length, i.e. the load must not have any bulges even when fully utilised. Exceptions, such as oversized stand display deliveries, their raw materials, deviating pallets, etc., must be agreed with us prior to delivery.

This also applies to pallet weights greater than 700 kg / 1540lbs, which must also be marked accordingly.

The maximum weight per pallet is 700 kg / 1540lbs.

Disposable pallets are only accepted in exceptional cases (e.g. overseas shipments).

### Mixed pallets

Please pay particular attention to the following guidelines when making deliveries.

- Mixed pallets must be avoided as far as possible
- If necessary, please clearly mark as a mixed pallet...



- the goods must be physically separated, e.g. separation by corrugated cardboard pre-cuts
- and the individual SKUs must be clearly distinguished.
- The label should not be directed inwards, but should be legible from the outside.
- As far as possible, do not separate in layers, but "in piles":



richtig



falsch

### Labelling of consignments

Envelopes, boxes, etc. that are sent "for the attention of XYZ" must be clearly labelled (sender, recipient).

### Multiple parcel shipments

Multiple parcel shipments must be clearly marked as such:



### Packaging

The packaging must be neutral or with the agreed brand logos (which must be approved).

The sender information should be affixed via labels.

Pallet loads must be secured with stretch film. Ensure that the film is not tied around the pallet feet. The forklift pockets must also remain at least seven centimetres free.



### Package weights

The total weight per single-category carton must not exceed 15 kg / 33lbs. In terms of quality, it must be designed to withstand the usual stresses that occur during shipment by packing services or forwarding agents.

### Box packaging properties

The units should be based on the modular system of the European Packaging Federation in order to make optimal use of the transport capacities and adapt to our storage space requirements. Other dimensions may apply in the case of exclusive delivery to the US plant in Elgin.

The module dimensions are calculated including the cardboard bulge.

Module dimensions                      L 590 x W 390 x H 290 mm  
    L 590 x W 390 x H 190 mm

L 390 x W 390 x H 290 mm  
L 390 x W 390 x H 190 mm

are accepted.

You can obtain boxes adapted to our order picking from our supplier. If you decide on this variant, please consult us. In the case of shipments with several boxes, only the same quantity may be packed at a time; any remaining quantities may only be packed in a separate box.

The label or imprint indicating the remaining quantity must be marked clearly marked as such with a red cross bar or in accordance with individual product specifications.

In general, the transport packaging must not contain any metallic parts.

#### Filling material

Wood wool, polystyrene chips, plastic air cushions or oil, wax and tar papers must **not** be used as filling material. Use paper or cardboard filling material according to the products.

The cardboard packaging must also be delivered sorted by type, i.e. **without** metal clips, plastic labels or foil.

#### Labelling

Labelling in accordance with the requirements of modern merchandise management systems is now a matter of course and complete labelling of all materials is mandatory.

This includes clear label classification, multilingual product description and sender description, and EAN code-compliant labelling.

As a branded goods manufacturer and distributor, we also place high demands on the outer packaging, including the label, in order to take into account product and manufacturer identification, so we expect precise compliance with our regulations, especially with regard to the labels on the neutral outer and transport packaging.

The labels must be affixed to the front side at the top right.

Example:



A sample created by you must be submitted together with the acceptance of the product packaging.

Please find enclosed an extract from our label manual, detailed design and system samples.

Each delivery box must be marked according to the diagram in Appendix 1.

If a transport packaging is also a sales or outer packaging, it must also be appropriately labelled.

## Outer packaging, product packaging

Changing the outer packaging sizes and quantity content or the material used is not permitted without our consent and leads to cost-intensive repackaging (see Appendix).

## Packaging agreement

All goods must always be delivered in such a way that a smooth internal process is guaranteed under normal stress and the goods are not damaged during goods handling and transport.

## Transport damage

Transport damage that is not recognised by insurers due to inadequate packaging and where the supplier is responsible for the inadequate packaging shall be borne by the supplier (see Appendix).

If there are any ambiguities in the packaging agreement, it is essential to consult the incoming goods department before dispatching the goods.

## Incoming goods Distribution Center Nürnberg

Contact person

Tel: +49 152/01604161  
E-mail: [dce-wareneingang@faber-castell.com](mailto:dce-wareneingang@faber-castell.com)

or

Mr Jung  
Tel.: +49 911 / 9965-5823  
E-mail: [eduard.jung@faber-castell.de](mailto:eduard.jung@faber-castell.de)

Incoming goods times

**Mon - Fri 7 a.m. - 2 p.m.**

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Incoming goods Stein

Contact person

Tel: +49 011/9965 5821  
E-mail: [wareneingang@faber-castell.com](mailto:wareneingang@faber-castell.com)

or

Mr Robert Hoffmann  
Tel.: +49 911 / 9965-5565  
E-mail: [robert.hoffmann@faber-castell.de](mailto:robert.hoffmann@faber-castell.de)

Incoming goods times

**Mon - Thurs 7 a.m. - 2 p.m.**  
**Fridays 7 a.m. - 10 a.m.**

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Incoming goods Geroldsgrün

Contact person

Tel: 09288/957-2245  
E-mail: [wareneingangGG@fc-cosmetics.de](mailto:wareneingangGG@fc-cosmetics.de)

Incoming goods times

Mon - Fri 7 a.m. - 2 p.m.  
**Fridays 7 a.m. - 12 a.m.**

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## Incoming goods Elgin

### Contact person

Tel: 1-224-828-0633

#### Mr Keith Bottom

E-mail [keith.bottom@fc-cosmetics.com](mailto:keith.bottom@fc-cosmetics.com)

#### Ms Laura Besler

E-mail: [laura.besler@fc-cosmetics.com](mailto:laura.besler@fc-cosmetics.com)

### Incoming goods times

**Mon - Fri 7 a.m. - 3.30 p.m.**

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The following applies to all plants: Closed on Saturdays, Sundays, public holidays, and on 24 December and 31 December.

### Delivery notes

Delivery notes should be attached with a transparent delivery note pocket. For pallets without a delivery note, acceptance shall be refused.

### Notification

In the case of delivery of more than 3 pallets, notification of the goods by fax or e-mail is necessary, ideally 48 hours (2 working days) before the planned delivery.

### Other items

Damaged pallets will be repacked for a fee (see Appendix).

### Vehicles with pallet goods

Vehicles that deliver pallet goods must be suitable for use with a ramp. In the case of delivery on Euro pool pallets, exchange takes place step by step, with the same number and quality. The Euro pallets must be standardised (EUR stamp on the middle foot of the long side) in accordance with DIN EN 13698-1. 48 x 40- 4 way GMA Heat Treated pallets are used for the exclusive delivery to the plant in Elgin.

### Acceptance of delivery

The delivery is always accepted subject to proper delivery with regard to quality, condition and quantity. Defects that are not recognisable on the external packaging are considered hidden defects within the meaning of Sections 377 and 378 of the German Commercial Code; this applies to quality defects as well as quantity and dimensional discrepancies. In the event of externally visible defects, acceptance may be refused or a notice of defects must be sent within 10 days of receipt of the goods. US law regulates deliveries exclusively to the Elgin plant.

### Delivery and subsequent delivery

For each delivery and subsequent delivery, an invoice shall be issued separately stating the order number or subsequent delivery number. The Supplier shall bear any additional costs in the event of additional time expenditure due to missing information on the delivery note and invoice in the area of incoming goods and invoice verification (see Appendix).

### In the event of repeated late delivery

If deliveries are repeatedly not made on time, we reserve the right to proceed as follows:

A written reminder will be issued for the first and second shipment; for the third shipment, either acceptance will be refused or a flat-rate fee will be charged (see Appendix).

### Incorrect delivery

In the event of overdelivery or incorrect goods, the supplier will be informed immediately after the inspection. Overdeliveries or incorrect goods must be collected within 2 working days.

In the event of deviations from our Terms and Conditions of Delivery, we reserve the right to pass on any additional costs incurred (see Appendix).

## Delivery addresses

Faber-Castell Distribution Center Europe  
Duisburger Str. 22  
D-90451 Nürnberg

A.W. Faber-Castell Cosmetics GmbH  
Faber-Castell Str.17  
95179 Geroldsgrün, Germany

A.W. Faber-Castell Cosmetics GmbH  
Nürnberger Str. 2  
D- 90546 Stein

A.W. Faber-Castell Cosmetics, LLC  
2555 Decade Ct.  
ELGIN IL 60124

## Appendix 1 Labels detailed view

The following information is required (however, the arrangement may vary):

**1. Quantity**

Specification of the items in the packaging  
Quantity (item units).

**2. Article designation or product information**

Line 1: Product name  
If necessary, the colour number is also specified.  
The product name can be continued in line 2.  
Other lines: Multilingual text of the product designation or description

**3. Item number and EAN**

A.W. Faber-Castell Cosmetics item number  
Quantity of single item x EAN of single item  
EAN barcode for the corresponding packaging unit

**4. Supplier and country of origin**

Manufacturer with address  
Country of origin in multiple languages

**5. Order number**

Specification of A.W. Faber-Castell Cosmetics internal order number

**6. Batch number, if applicable**

Specification of the batch number of the item

Appendix 2 Sample labels "Target state"

Supplier:	XYZ
Faber-Castell – item number:	xxx-xxx-xxx
Faber-Castell order number:	45xxxxxxx / <u>xxxx</u>
Supplier batch:	<u>xxxxxx</u>
<b>Order number</b>	
<b>Item number</b>	
<b>Batch</b>	

## Appendix 3

	<b>Designation</b>	<b>Costs in € / \$</b>
<b>1.0</b>	<b>In the event of early delivery:</b>	<b>€25 / \$30</b>
<b>1.1</b>	If the pallet needs to be stored due to early delivery, these shall be charged per pallet/day:	
<b>1.2</b>	Storage site management per pallet/day:	<b>€5 / \$6</b>
<b>2.0</b>	<b>Incorrect delivery:</b>	<b>€20 per pallet /</b>
<b>2.1</b>	Further processing work per Euro pallet; this further processing is necessary for deliveries of Euro pallets that are damaged:	<b>\$24 per pallet</b>  min. €50 / \$ 60 per operation
<b>2.2</b>	For delivery on one-way pallets per pallet:	<b>€50 / \$60</b>
<b>2.3</b>	Repositioning of goods for storage per pallet:	<b>€50 / \$60</b>
<b>2.4</b>	Due to transport damage caused by inadequate packaging:	<b>at cost</b> <b>min. per operation</b> €50 / \$60
<b>2.5</b>	Repacking work due to incorrect quantity contents or incorrect packaging sizes:	<b>€50 / \$60 per pallet</b> min. €100 / \$120 per operation
<b>2.6</b>	Non-compliance with the correct packaging labelling leads to re-labelling of the goods:	<b>€50 / \$60 per pallet</b> min. per operation €100 / \$120
<b>3.0</b>	Due to missing information on the delivery note:	<b>€50 / \$60</b>
<b>3.1</b>	As well as missing information on the invoice:	<b>€50 / \$60</b>