

## 1 Delivery specifications of naturamus GmbH

To ensure that incoming goods and storage processes run smoothly, the following delivery and labelling specifications must be observed and complied with. Naturamus GmbH reserves the right to reject goods that do not meet its defined delivery and labelling specifications, or to deduct additional processing costs incurred upon delivery in full from the invoice amount. Additional costs in excess of this amount will be charged based on the actual work involved.

Exceptions or deviations from these delivery specifications are only permitted if agreed upon with the relevant buyer/dispatcher.

### 1.1 Delivery addresses

Deliveries must be made to the address specified in the order. Delivery addresses include

- **naturamus GmbH Headquarter**, Weilheimer Straße 3, 73101 Aichelberg, Germany
- **naturamus GmbH Oil Mill**, Otto-Hahn-Straße 15, 73235 Weilheim/Teck, Germany
- **naturamus GmbH, c/o Spedition Karl Raff GmbH**, Carl-Benz-Straße 29, 73235 Weilheim/Teck, Germany
- **Hanse Service Intern. Fachsped. GmbH**, Dratelnstr. 18, 21109 Hamburg  
(The truck journey is via Thielenstraße and before the bridge turn left into Rotenhäuser End, drive up to the barrier and report to the registration desk)

### 1.2 Delivery times, contact data

- **naturamus GmbH Headquarter:**
  - Mon-Thu 8.00 a.m. to 3 p.m.
  - Fri 8.00 a.m. to 12.00 noon
  - Telephone: +49 7164 9499150
- **naturamus GmbH Oil Mill:**
  - Mon-Fri 9.00 a.m. to 12.00 noon and 1.00 p.m. to 3.00 p.m.
  - Telephone: +49 7164 9499179 or +49 7164 9499171 only with telephone notice (min. 1 hour before). **No delivery on Tuesday morning!**
- **naturamus GmbH, c/o Spedition Karl Raff GmbH:**
  - Mon-Fri 8.00 a.m. to 12.00 noon and 1.00 p.m. to 4.00 p.m.
  - Telephone: +49 151 58813978 (Mrs. Stolorz), please advise
- **Hanse Service Intern. Fachsped. GmbH:**
  - The booking of a time window for unloading and loading your vehicles with Hanse-Service is mandatory via <https://hanse-service.com/cargoclix/>
  - If you have any questions please contact: [biologicisticsteam@hanse-service.com](mailto:biologicisticsteam@hanse-service.com)

### 1.3 Order confirmation/delivery notification

At the latest one week before delivery we must have an order confirmation with information on the delivery date.

### 1.4 Postponement of delivery deadlines

If the actual delivery time is later than the delivery deadline agreed upon in the order confirmation, the new delivery deadline is to be agreed upon with the responsible buyer/dispatcher beforehand.

On-time deliveries are given priority in incoming goods. Accordingly, if deliveries are late, there is likely to be a delay in unloading them.

## 1.5 Delivery form

### 1.5.1 Instructions for delivery vehicles

- The loading area must be clean and in perfect condition

### 1.5.2 Instructions for load carriers

- Delivery must take place on wooden Euro-pallets which are clean and unbroken. Naturamus GmbH reserves the right to reject goods that do not meet its defined delivery (e.g. protruding nails, split hollow)
- For the transport and delivery of hazardous goods the statutory provisions and labelling regulations must be complied with.


### 1.5.3 Instructions for containers

- Containers must be complete and unbroken
- Each container must be labelled in accordance with 1.6
- Sealings must be unopened
- Packages must be undamaged

## 1.6 Goods labelling (minimum requirements)

Minimum requirements for container labelling:

- Supplier material description
- Supplier material number
- Supplier batch number/description
- Quantity
- Organic label (if applicable)
- Eco control number of the organic certification body (if applicable)
- Designation of origin

<b>Naturamus GmbH</b>		
Specification	<b>Delivery specifications of naturamus GmbH</b>	
<b>L-80000-VA-036</b>	<b>Version 01</b>	Valid from: 24.02.2020

- 

1.7 Delivery note (minimum requirements)

The following information must be included in the delivery note:

- Name of supplier
- Delivery address
- Supplier batch number
- Supplier material description
- Date of delivery
- Number of containers
- Quantity
- Naturamus order number
- Organic label (if applicable)
- Eco control number of the organic certification body (if applicable)
- Designation of origin

If the delivery of a material consists of several batches, this must be specified on the delivery note with the amount per batch. Additionally, the specifications on the deliver note must correspond tot he labels on the boxes/trading units.

**Delivery notes are absolutely mandatory. Should the delivery note be missing or incorrect on delivery, naturamus reserves the right to reject the delivered goods.**