



# General delivery specifications for Glen Dimplex Deutschland GmbH (GDD)

Version: 2019-07-01

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**Glen Dimplex Thermal Solutions**

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Am Goldenen Feld 18,  
95326 Kulmbach  
Managing director:  
Clemens Dereschkewitz  
Commercial register Bayreuth: HRB  
531 VAT Reg. No. DE 132 360 815,  
Tax ID 208/115/50168  
WEEE-Reg-No. DE 26295273

**Bank details**

HSBC Trinkaus & Burkhardt AG  
IBAN: DE80 3003 0880 0013 8590 19  
SWIFT/BIC: TUBDDE33

**Customer service**

Mon. - Thu. 7am - 5pm, Fri. 7am - 3pm  
Telephone: +49.9221.709.545  
service@gdts.one



General delivery specifications

## 1. Introduction

### 1.1. General information

The delivery specifications are an indispensable part of each order and are valid for all suppliers of Glen Dimplex Deutschland GmbH (and its contractual logistic partners), hereinafter referred to as GDD. For this reason, we ask you comply in general with the "General delivery specifications" and to inform all relevant departments of your company, as well as your suppliers and your contracted transport companies, of these specifications and require that they be implemented. With each purchase order received, the supplier must ensure that he / she has a copy of the GDD "General delivery specifications" which are to be found on the internet and that he / she has fully complied with these for the pending deliveries. The most current version can be downloaded from the following links:

<https://gdts.one/bestellbedingungen> (Version in german language)

<https://gdts.one/en/conditions-purchase> (Version in english language)

Over and above these general instructions, the respectively valid national and international laws, standards and instructions naturally apply. These are to be heeded and observed fundamentally for each delivery of goods.

### 1.2. Objective

The aim of these uniform delivery specifications is to optimise the flow of goods in the supply chain. Targets such as supply reliability, flexibility, stability and continuous improvement of processes, as well as the total economic optimum in the delivery chain, arising from the cooperation between the supplier and GDD have the highest priority for logistics. A smooth flow of logistical processes across all stages in the supply chain is to be guaranteed with identical processing in the packaging standards area and with information and data handling.

### 1.3. GDD conditions of purchase / changes and deviations

These delivery specifications are part of our conditions of purchase, independent of the respective conditions of delivery.

Changes to and deviations from these specifications must be agreed in a special written agreement with the respective contact partner.

Individual agreements already in existence shall remain unaffected by this!

### 1.4. Requirements of suppliers

GDD seeks to maintain a fair, long-lasting partnership with its suppliers. We expect the highest degree of the following from our suppliers:

- a.) Quality of delivery service
- b.) Adherence to quantities and delivery schedules
- c.) Flexibility
- d.) Communication (obligation to inform GDD for everything that has an effect on the delivery process, e.g. the relocation of the supplier's manufacturing facilities, changes in the supplier's purchasing situation with his / her presupplier etc.)
- e.) Customer-friendly and efficient claims
- f.) Protection of the goods, packaging and shipping documents against mechanical and environmental effects and against loss of contents during transport and when handling
- g.) Product-specific packaging instructions are to be observed and implemented

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h.) Collection of several GDD orders into one shipment in order to ensure optimum utilisation of the loading area of the transport vehicle and to minimise transport costs

**2. Delivery specifications**

**2.1. General delivery conditions**

The delivery specifications for deliveries to GDD are **DDP** as standard. Exceptions and special agreements such as **FCA** are only possible in justified cases and upon written agreement from GDD.

**2.2. FCA shipments**

If no agreements have been made to the contrary, "FCA" deliveries are, as a matter of course, to be carried out by the following package and transport delivery service companies, as named by GDD:

2.2.1. Standard parcel shipments

Parcel shipments are to be solely delivered as "Standard deliveries" by our contractual parcel service partner United Parcel Service (UPS). The shipment's registration is to be carried out by telephone using the GDD customer number. Please be aware that multiple GDD delivery addresses, and therefore multiple GDD customer numbers, exist.

Supplier's location	Telephone hotline
Suppliers in Germany	01805 88 266 3
Suppliers outside Germany	Please ask for the respective UPS hotline number for your country
Delivery address	Customer number to be used
Glen Dimplex Deutschland GmbH Warenannahme F2 Am Goldenen Feld 18 D - 95326 Kulmbach, Germany	803926
Glen Dimplex Deutschland GmbH Warenannahme G Am Goldenen Feld 16 D-95326 Kulmbach, Germany	803926
Glen Dimplex EIO GmbH Otto-Bergner Straße 28 D - 96515 Sonneberg, Germany	0000E908V8
GDD GmbH Lager Hof c/o DACHSER SE Thomas-Dachser-Strasse 1 D - 95030 Hof, Germany	80392E

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Shipping instructions:

The supplier undertakes to provide a maximum package fill rate:

- Use of collective covering boxes
- Maximum package weight of 70kg
- Multiple-package deliveries are possible
- For load sizes of 1m<sup>3</sup> upwards, or for a complete EUR pallet, please assign the shipment to the DACHSER forwarding company (see item 2.2.2.)

2.2.2. Freight shipments - standard shipping



## General delivery specifications

Freight shipments are to be carried out exclusively by our contractual forwarding company DACHSER SE. Please use the GDD collection order form, which can be found at the following links:

<https://gdts.one/bestellbedingungen> (Version in german language)

<https://gdts.one/en/conditions-purchase> (Version in english language)

Please complete this form and send it by fax or e-mail to the Dachser contact person specified in the form.

### 2.2.3. Miscellaneous

- a.) Express shipment for parcel and freight deliveries is to be processed by the service provider specified in 2.2.1. and 2.2.2. Express shipments must in general be coordinated with the respective GDD contact person before shipping.
- b.) All shipments are to be handed over from the point of transfer of risk to the GDD contractual service provider according to the delivery specifications and with no up-front fees.
- c.) "Carriage forward" and cash-on-delivery shipments are not permitted.
- d.) Freight charges from external forwarding agents for FCA shipments will only be recognised by GDD if these have been approved in writing by GDD; these shall, however, not exceed the sum of transport costs agreed between GDD and its contractual service provider.
- e.) A separate packaging unit is to be made up for each article and delivery note. If multiple shipments have the same shipment date, these are also to be packed individually, labelled and assembled into one closed shipment.
- f.) If in doubt, please speak to your respective GDD contact person before shipping (see item 7.4.).

### **2.3. INCOTERMS / insurance**

The INCOTERMS 2000 form the basis of these delivery specifications. Until the point of transfer of risk, the supplier may determine the forwarding company and type of transport within the framework of the fulfilment of his / her contractual obligations (e.g. transport safety, handling, schedule reliability), provided that these do not and cannot have any negative effects for GDD. The supplier is free to insure, at his / her own cost, shipments for which he / she assumes the transport risks. This means that insurance costs which may be invoiced by the supplier will not be recognised by GDD.

## **3. Compliance with national and international standards and regulations**

### **3.1. Shipment of hazardous materials**

Hazardous goods are those that, when transported in public traffic areas (road, rail, water, air traffic), represent a specific danger to humans, animals, the environment or public safety and order.

The responsibilities of the supplier arise from the national and international regulations governing the shipment of hazardous goods. This means that the supplier must fulfil all requirements for a correct shipment of hazardous goods (e.g. necessary accompanying documents, information on danger to the water table). The hazardous goods included in the regulation are to be packed / filled, labelled and shipped according to these specifications. Labelling is to be entered in the accompanying documents according to the corresponding national and international regulations. The regulations on mixed loading prohibitions are also to be adhered to.

### **3.2. Customs law requirements**

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## General delivery specifications

The supplier is liable for any damages, claims or detriments incurred by GDD due to incorrect or missing documents. All documents required for cross-border traffic (e.g. certificates of origin, commercial invoices) must be furnished – completely and in good time – by the supplier at his / her own cost and sent to the respective GDD contact person or the address shown below before the goods are shipped:

Glen Dimplex Deutschland GmbH  
MWL – Zollstelle  
Am Goldenen Feld 18  
D - 95326 Kulmbach, Germany

GDD reserves the right to charge all costs resulting from improperly prepared documents relevant to customs processing – at a minimum of € 50,00 per delivery, however.

### 3.2.1. Origin of goods from EU countries

If the goods have been manufactured in the European Union, the supplier is obliged to issue a long-term supplier's declaration (SD) under consideration of the Rules of Origin for Preferential Trade according to the current EU regulations (e.g. 1207/2001/EG, 1617/2006/EG and 75/2008/EG) and send the original of this to the following address:

Glen Dimplex Deutschland GmbH  
MWL – Zollstelle  
Am Goldenen Feld 18  
D - 95326 Kulmbach, Germany

The supplier is obliged, without request, to send a long-term supplier's declaration (SD) to GDD for any new articles being shipped. He / she undertakes to complete the SD, furnish it with a legally-binding signature and to send it to the relevant department at GDD by 31st January every year. The supplier can issue the SD on his / her own company paper, specifying the GDD article number within the framework of the applicable European Community regulations, and send this to GDD.

### 3.2.2. Origin of goods from non-EU countries

Following information will be needed for goods from third countries:

- Country of origin
- Commodity code
- Net and gross weight for each individual item

### 3.2.3. EU export control regulations (dual use)

The EU export control regulations are to be complied with for goods that can be used for both civil and military purposes (dual use goods). It is irrelevant whether the company manufactures products exclusively for civilian purposes or not. A uniform list of goods, with approval obligations and procedures, has been drawn up for all EU member countries. The supplier is obliged to send, if necessary, the export approval requirements and their amendments, without delay and unsolicited, to GDD at the following address:

Glen Dimplex Deutschland GmbH  
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Am Goldenen Feld 18  
D - 95326 Kulmbach, Germany

### 3.2.4. Export / re-export USA

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The supplier guarantees that he / she has complied with all applicable export regulations before shipping and that neither export prohibitions nor export approval obligations have been disregarded. The supplier undertakes to send all information relevant to compliance with export and re-export regulations, especially any compilation of lists, ECCN or other list numbers, immediately and unsolicited to the following GDD address:

Glen Dimplex Deutschland GmbH  
MWL – Zollstelle  
Am Goldenen Feld 18  
D - 95326 Kulmbach, Germany

## 4. Shipping documents

The supplier guarantees that he / she will specify all necessary data, including all necessary GDD data in accordance with the purchase order and packaging specifications in the documents accompanying the goods. These include:

- Delivery note
- Consignment note
- Packing list (if required)
- All necessary customs documents specific to the country and product (see item 3.2.)

### 4.1. Delivery note

Each shipment of goods is to be accompanied by a delivery note affixed in a clearly visible position, or is to be handed to the incoming goods personnel before unloading. The delivery note must correspond to one purchase order. This means that, if several GDD orders are delivered at the same time, a separate delivery note is required for each GDD order number and must be packed with each order (see item 2.2.3.).

When using a parcel service, the delivery note is to be attached to the outside of the parcel by means of a delivery note envelope or, when delivering by forwarding agent, to be handed over to the forwarding agent together with the accompanying documents.



#### 4.1.1. Delivery note – mandatory information

The delivery note must contain at least the following mandatory information:

- a.) Specification of the exact GDD delivery address (The exact delivery address is to be found in the respective purchase order!)
- b.) Dispatcher's address / supplier's details
- c.) Delivery note number (also as a bar code with barcode type "Code 39" if possible)
- d.) GDD order number (also as bar code with barcode type "Code 39" if possible)
- e.) Name of the GDD purchasing officer and GDD date of order
- f.) GDD article number (also as a bar code with barcode type "Code 39" if possible)
- g.) GDD article description
- h.) Supplier's article number
- i.) GTIN code, if available (previously EAN code)

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General delivery specifications

- j.) Delivered quantity
- k.) Net and gross weights (individual / total shipment weights for Intrastat declaration)
- l.) Number of packages
- m.) Number of packages in the covering box
- n.) Name and abbreviated address of the freight forwarder (if available)
- o.) Delivery specifications according to INCOTERMS 2000

4.1.2. Page break for multi-page delivery notes

The page break is to be designed in such a way that each page of the delivery note contains only full delivery note positions.

4.1.3. Expiry date (best-before date)

For materials with an expiry date / best-before date, this date must be clearly and visibly marked on every package / covering box.

**5. Receipt of goods**

**5.1. Delivery address, receiving hours and contact person**

If no written agreement has been made to the contrary, the delivery address printed on the respective purchase order is binding and to be strictly adhered to. Please remember without fail that several different delivery addresses exist for GDD, which depend on the purchase order.

The driver of the forwarding carrier / parcel service shall be allocated a loading ramp once he / she has registered with the incoming goods department. The goods are to be placed on the ramp out by the driver.

Address	Receiving hours <sup>1</sup>		Contact person <sup>2</sup>
Glen Dimplex Deutschland GmbH Warenannahme F2 Am Goldenen Feld 18 D - 95326 Kulmbach, Germany	MON-THU FRI	07:00 a.m.-12:00 p.m. 12:30 p.m.-02:30 p.m. 07:00 a.m.-11:30 a.m.	Mr. Berthold Schmidt <a href="mailto:berthold.schmidt@gdts.one">berthold.schmidt@gdts.one</a> Tel.: +49 9221 709 392 Fax: +49 9221 709 364 Switchboard: +49 9221 709 - 0
Glen Dimplex Deutschland GmbH Warenannahme G Am Goldenen Feld 16 D-95326 Kulmbach, Germany	MON-THU FRI	07:00 a.m.-12:00 p.m. 12:30 p.m.-02:30 p.m. 07:00 a.m.-11:30 a.m.	Mr. Michael Ott <a href="mailto:Lager15@glendimplex.de">Lager15@glendimplex.de</a> Tel.: +49 9221 709 414 Fax: +49 9221 709 415 Switchboard: +49 9221 709 - 0
Glen Dimplex EIO GmbH Otto-Bergner-Straße 28 D - 96515 Sonneberg, Germany	MON-THU FRI	07:00a.m.-11:30 a.m. 12:00 p.m.-02:30 p.m. 07:00 a.m.-11:30 p.m.	Ms. Ingrid Thees <a href="mailto:ingrid.thees@gdts.one">ingrid.thees@gdts.one</a> Tel.: +49 3675 879 388 Fax: +49 3675 879 790 Switchboard: +49 3675 879 - 0
GD Deutschland GmbH Lager Hof c/o DACHSER SE Thomas-Dacher-Straße 1 D - 95030 Hof, Germany	MON-THU FR	07:00a.m.-04:00 p.m. 07:00 a.m.-01:00 p.m.	Ms. Inge Boeder <a href="mailto:Inge.boeder@dachser.com">Inge.boeder@dachser.com</a> Tel.: +49 9281 6290 4213 Tel.: +49 9281 6290 8469
			Mr. Thomas Heinrich <a href="mailto:Thomas.heinreich@dachser.com">Thomas.heinreich@dachser.com</a> Tel.: +49 9281 6290 4213 Tel.: +49 9281 6290 8469 Switchboard: +49 9281 6290 - 0

<sup>1</sup> For deliveries outside the receiving hours, please contact the respective company headquarters (see "Contact person" column)

<sup>2</sup> Changes in contact personnel are to be enquired of at the company headquarters

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**5.2. Notice of delivery to the factory at D-95326 Kulmbach (Germany)**



## General delivery specifications

Notices of deliveries to both factories at 95326 Kulmbach are always to be sent by fax to the corresponding GDD office (see item 5.1.).

### 5.2.1. Freight forwarder deliveries

Notice is to be given by fax one day in advance of delivery for all deliveries by freight forwarders comprising more than 5 pallets. With regard to capacity planning for the ramp and incoming goods personnel, an early notice and agreement regarding the time of acceptance is required.

The delivery notice must specify the following:

- a.) Planned handover time
- b.) GDD order number and delivery date according to the purchase order
- c.) Number of pallets
- d.) Gross weight of the shipment

Shipments without advanced notice will only be accepted if unloading capacity is available which is not yet occupied. Otherwise, longer waiting times or unloading on the next working day cannot be ruled out.

### 5.2.2. Overseas shipping containers

All delivery documents (originals) with the proposed date of delivery must arrive by post at the corresponding GDD office a minimum of 2-3 days before delivery. Furthermore, GDD is to be advised of the contact person and telephone number of the forwarding company.

Glen Dimplex Deutschland GmbH  
MWL – Zollbeauftragter / Avisstelle  
Am Goldenen Feld 18  
D – 95326 Kulmbach, Germany

## **5.3. Condition upon receipt / delivery acceptance**

The acceptance of deliveries is subject to these deliveries being correct in terms of schedule, external intactness, type and quantity.

## **5.4. General delivery obligations**

The supplier is to fulfil unrestrictedly his / her obligations for every order (unless deviations have been agreed in writing with GDD) and is obliged to deliver:

- The correct goods (type, condition, properties)
- The correct quantity (order quantity, no partial, short-fall or excess deliveries)
- At the correct time (arrival of goods at GDD)
- To the correct location (point of transfer of risk, GDD warehouse / incoming goods depot)
- In the correct quality and packaging
- At the agreed price

As soon as the supplier has knowledge of a possible or already existing deviation from the above mentioned specifications, he / she is immediately obliged to inform his / her GDD contact person of this / these deviation(s) and to find a solution (regardless of consequential responsibility) together with him /her.

## **5.5. Partial and excess deliveries**

### **Glen Dimplex Thermal Solutions**

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Partial deliveries and excess deliveries are in principle not permitted. Should a partial delivery be unavoidable, this must be approved in writing by the respective GDD contact person.

Should the costs for several partial deliveries by FCA carrier amount in total to more than the costs of a complete delivery, these extra costs will be charged to the supplier.

## 6. Delivery and invoicing address

The delivery and invoicing addresses on a purchase order may deviate from each other. We therefore ask you to observe without fail the delivery address given on the purchase order. Follow-up costs arising from non-observance, e.g. extra costs for redirection, shall be charged to the supplier in accordance with item 7.6.

## 7. Miscellaneous

### 7.1. Responsibility for delivery and supplier evaluation

The supplier is fully responsible for the scope, content and quality of the delivered goods and services, and thus for the shipments received and their accompanying documents, until these are handed over in accordance with the delivery specifications.

Within the framework of its CAQ supplier evaluation, GDD will carry out an inspection of incoming goods for proof of identity, transport damage, adherence to schedule and quantity and of compliance with the GDD delivery regulations. The aim of this is to achieve increased process quality and an objective, holistic consideration of purchase decisions.

Any damage or extra work on the part of GDD resulting from deviations in the supplier's responsibilities compared with the delivery specifications will be charged to the supplier in accordance with item 7.6.

### 7.2. Exceptional circumstances

Should the adherence to the delivery obligations be endangered due to the threat of exceptional circumstances (e.g. strike, natural disaster, fire etc.), the supplier must inform his / her GDD contact person of this immediately and fully and, in coordination with GDD, take all possible measures necessary to ensure compliance with his / her delivery obligations. Additional costs which may be incurred by both parties shall be charged to the supplier unless a written agreement has been made to the contrary.

### 7.3. Special transport - procedure, establishment, and transfer of costs

The supplier is obliged to inform GDD immediately and fully if there is a potential or an actual delay in delivery. GDD can demand special action (production and transport) by the supplier, or organise this itself, in order to avoid the threat of production disturbances or standstills. Additional costs arising from special action will be borne by the party responsible for the urgency of the delivery date (e.g. in the case of delays in delivery by the supplier).

### 7.4. Contact person

For any questions and / or consultation concerning GDD delivery specifications please contact your GDD contact partner.

### 7.5. GDD delivery specifications: Validity and entry into force

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#### General delivery specifications

The GDD- delivery specifications are valid from 1st October 2010 onwards and are effective for all GDD suppliers from 1st January 2011 onwards.  
All previously published delivery specifications hereby become invalid.

#### **7.6. Consequences of contravention of GDD delivery specifications**

In the event of non-compliance with statutory regulations, standards and guidelines or the GDD delivery specifications on the part of the supplier, GDD reserves the right to refuse acceptance of the shipment and / or to charge the supplier with costs for any extra work incurred by GDD (e.g. unplanned extra work to solve the problem, additional transport costs etc.) and further follow-up costs (e.g. extra costs for alternative procurements required), however to a minimum of € (Euro) 50,00 per shipment.

#### **E. Supplements to delivery note**

The supplements are exclusively directed to suppliers with special delivery agreements!

##### **E01. Responsibility and obligation to take back reusable packaging**

With each purchase order / shipment, the supplier shall choose the form of packaging which, from his / her point of view, is the most functional, safe and economic, whereby the possibility of reusable packaging (if suitable) is to be given priority by the supplier in coordination with GDD.

A corresponding agreement shall be made between the supplier and the respective GDD contact person in the form of a special written agreement. Individual regulations already in existence shall remain unaffected by this!

#### **Glen Dimplex Thermal Solutions**

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