

# Delivery guideline for returns to Hilden



<b>Company</b>	<b>Wenko-Wenselaar GmbH &amp; Co.KG</b> <b>Im Hülsenfeld 17</b> <b>Tor/Gate 1+2</b> <b>40721 Hilden</b> <b>Germany</b>
<b>Notification of Shipments</b>	<p>Pallet shipments must be advised by the carrier and confirmed by us with a delivery date. Unannounced deliveries will be rejected at the incoming goods department.</p> <p>The following information is required:</p> <ul style="list-style-type: none"><li>• Complete address data of the sender.</li><li>• Complete contact details of the sender (in case of problems or questions)</li><li>• Returns/RMA number, which is assigned in advance by the customer service or sales representative when the return is registered.</li><li>• Details of the forwarding agent commissioned for the transport.</li><li>• Total number of pallets to be delivered</li></ul>
<b>Notification contact</b>	Tel.: +49 2103 573281 E-Mail: <a href="mailto:Avisierung@wenko.de">Avisierung@wenko.de</a>
<b>Acceptance hours Incoming goods</b>	<b>Monday – Thursday:</b> 07:30 AM to 3:00 PM <b>Friday:</b> 07:30 AM to 2:00 PM <b>Saturday/Sunday/Bank Holidays:</b> no returns accepted

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<b>General requirements</b>	<ul style="list-style-type: none"><li>• Delivery of approved returns must take place within a period of 4 weeks.</li><li>• The driver must notify the warehouse upon arrival</li><li>• For health and safety reasons, the driver must not enter the warehouse.</li><li>• All vehicles must be able to be unloaded from the rear (applies to pallet deliveries only) with electrically and manually operated forklift trucks.</li><li>• Vehicles with damaged floors and / or side panels will not be accepted for safety reasons.</li><li>• The return delivery note must be attached to each package of the shipment so that it is clearly visible from the outside.</li></ul>
<b>Safety Instructions for delivery</b>	<p>Before unloading the delivery, the unloader checks that the load does not pose a health and safety risk. Not allowed are:</p> <ul style="list-style-type: none"><li>• Pallets that have fallen over in a domino effect</li><li>• Pallets stacked in a pyramid</li></ul> <p>All pallets must be in good condition with no broken boards or protruding nails.</p> <p>All vehicles for which any of the above points apply are rejected on site for safety reasons and the papers are signed accordingly. Wenko-Wenselaar GmbH &amp; Co. KG accepts no liability for rejected deliveries.</p>

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## General delivery guideline

- Cartons must be stacked on Euro pallets, vertically aligned and not protruding beyond the edges of the pallet. Carton corners should be properly aligned to maximise stacking strength.
- It is the shipper's responsibility to ensure that the product is adequately secured and wrapped using a combination of stretch wrap, edge protectors and/or straps to prevent damage during transit.
- The maximum height of delivered pallets must not exceed 180 cm.
- The maximum pallet weight must not exceed 500 kg.
- The standard Euro pallet size 80 cm x 120 cm must be used.
- Packages must not be heavier than 30 kg; packages weighing 15 kg or more must be clearly marked as "heavy".

### Not permitted are:

- Shipments with individual items completely without outer packaging.
- Shipment of loosely stacked goods without sufficient securing by an outer carton or stretch film

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