

# Delivery guideline for returns to Sinn



<b>Company</b>	<b>Wenko-Wenselaar GmbH &amp; Co. KG</b> <b>c/o PreZero Recycling Mitte GmbH</b> <b>Herborner Str. 7-9</b> <b>35764 Sinn</b> <b>Germany</b>
<b>Notification of Shipments</b>	<p>Notification of pallet deliveries must be provided <b><u>at the latest 24 hours prior to arrival</u></b>. Unadvised pallet shipments will be rejected.</p> <p>The following information is required:</p> <ul style="list-style-type: none"> <li>• It must be noted in the notification e-mail and on the delivery note:  <b>Retourenware WENKO</b> (Returned goods Wenko)</li> <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>	<p>Only by e-mail to:  <a href="mailto:avisierung-sinn-wenko@wenko.de">avisierung-sinn-wenko@wenko.de</a></p>
<b>Acceptance hours Incoming goods</b>	<p><b>Monday – Friday:</b>  07:30 AM to 3:00 PM</p> <p><b>Saturday/Sunday/Bank Holidays:</b>  no returns accepted</p>

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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>• Upon arrival, the driver must register at the scales with a delivery note</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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