

## **Guideline “Delivery to Insta GmbH”**

We kindly ask you to observe the following rules when delivering to Insta in order to ensure a trouble-free delivery and storage process. The guideline “Delivery to Insta GmbH” applies to all Insta suppliers.

By choosing the packaging, the supplier ensures that the items ordered by Insta survive the transport undamaged and can thus be fed into the production process in the agreed quality.

Compliance with the following rules is checked upon receipt of goods, any discrepancies are documented and taken into account in the supplier evaluation. Insta reserves the right to reject deliveries of goods that are not compliant. See in particular point 2. “Load Carrier Europool pallet”. Costs incurred by Insta (costs for special disposal or costs for repackaging goods or the second transport route) due to non-compliance with the listed rules will be charged to the supplier.

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## 1. Definition of packaging unit, outer packaging and load carrier

A packaging unit is the smallest packaging material (usually a plastic tub or a box). The total weight of a packaging unit must not exceed 20 kg (gross). Outer packaging is the combination of several packaging materials. A load carrier is a transport aid that is used to transport and store packaging materials and/or outer packaging, normally these are Europool pallets.

## 2. Load Carrier Europool pallet

Only a Europool pallet (=Euro pallet) according to EN 13698-1 may be used as a load carrier. If it is unavoidable that another load carrier (e.g. a one-way pallet or similar) has to be used for the delivery, this requires the prior agreement and written consent of Insta. Delivery in a lattice box is to be avoided.

Due to our fully automated high-bay warehouse, Insta can only guarantee a trouble-free storage and retrieval process if the pallets are in perfect condition.

The Europool pallets are exchanged one-to-one upon delivery. An exchange is not possible if one of the following criteria for quality class "New" or "A" no longer applies (provisions of the European Pallet Association (EPAL)). If the exchangeability is not given, Insta reserves the right to reject the delivery. See the attached quality classification sheet.

- The EUR or other markings according to EN 13698-1 on the blocks are missing or not identifiable
- A board is missing
- Boards are damaged in a way that nail shanks are visible or boards protrude over the Europool pallet
- A block is missing or damaged so that parts of the block have broken out
- The general condition is very bad (rotten, dirty, etc.)
- The goods protrude over the edge of the pallet

If possible, only one article number should be delivered to Insta per load carrier. So-called "mixed pallets" are to be avoided. If this is not possible, each pallet should be clearly labelled with "Mixed pallet" or a similar notice on the outside. In addition, a packing list should be attached to each mixed pallet, clearly visible from the outside, containing the Insta material number and the quantity of respective mixed pallet.

The goods to be transported must not protrude over the outer edges of the load carrier and the load weight should be evenly distributed on the load carrier.

The total weight of a load carrier of 1,000 kg and a maximum total height of 1,800 mm must not be exceeded.

### 3. Labeling of packaging

Each packaging material as well as the outer packaging must be marked with the Insta material number, the Insta material short text and the number of items per packaging material/ outer packaging.

"Partial boxes" must be placed in the top layer on the load carrier and clearly marked.

The goods must be visibly separated from one another using separation materials customary in the industry (cardboard, foil, etc.). In addition, partial quantities of individual goods may not be distributed to different shipping units.

The labeling on the load carrier must be attached in such a way that it is clearly visible from the outside.

#### a) Disposable packaging

One-way packaging must be labeled in accordance with DIN 6120. The packaging material used must be fully recyclable. Packaging waste is primarily to be avoided. Combinations of different materials are to be avoided. If this is not possible, the different materials must be easy to separate and dispose of without any technical effort. Chips (including biodegradable ones), confetti, strips of waste paper and the like may not be used as packaging material!



#### b) Reusable packaging

The supplier is obliged to manage the inventory of the reusable packaging made available by Insta. An stock comparison should take place once a year at Insta's request.

The following applies to the Insta tubs:

- The tubs may only be filled up to the bottom edge of the handle opening
- The total weight of a filled tub must not exceed 20 kg
- The tubs are used as shuttle packaging and must not be pasted
- A receptacle for a paper document is provided for labeling the tubs, where the document listing the tub's content (quantity and material number) can be inserted.

Below the tubs used by Insta are listed:

	<p><b>box „LT01“</b>  <b>97005900</b>  <b>ESD storage container - black</b>  <b>600 x 400 x 220 mm</b>  <b>Use: standard / ESD articles</b></p>
	<p><b>box „LT10“</b>  <b>Storage container - blue</b>  <b>600 x 390 x 295 mm</b>  <b>Use: mechanics</b></p>

#### 4. Tension Straps

Tension straps must be made of plastic fabric. They must not be connected by means of metal clips. Steel straps are not permitted. When securing with tension straps, care must be taken that the containers do not deform; if necessary, edge protection must be used. Damage to our returnable packaging due to excessively tight lashing will be charged to the respective supplier.

#### 5. Freight Papers

With deliveries, the shipping documents must be handed over in full, at least the delivery note. If this is not possible, the delivery note must be attached to the outside of the goods so that it is clearly visible.

If the delivery is a partial delivery, this must be clearly marked on the delivery note, with the information as to whether the order has been completed or a remaining quantity will follow.

The delivery note must contain at least the following information:

- Insta's order number
- Supplier's address
- Date of delivery
- Manufacturer's designation
- Insta's material number
- Insta's material short text
- Delivered quantity

Furthermore, our order number must be printed as a barcode on each delivery note so that we can scan the order number. A corresponding example can be found below:



## 6. Reception times for goods

Our reception times for goods are:

- Monday – Thursday 07:00 am – 03:00 pm
- Friday 07:00 am - 12:00 am

The goods delivery times apply in consideration of the delivery time slots and defined delivery days agreed between Insta and the respective supplier.

## 7. Delivery address and contact:

Insta GmbH

Hohe Steinert 10

58509 Lüdenscheid

✉ [lagerbuero@insta.de](mailto:lagerbuero@insta.de)

☎ +49 2351 936-1600

## 8. Special Agreements

Special agreements deviating from these delivery guidelines must be agreed with Insta in advance and must be made in writing.