


DELIVERY & COLLECTION INSTRUCTIONS

1.1. SHIP TO ADDRESS

<CUSTOMER NAME> C/O TLogistics

F.a.o. Account management

 accountmanagement@tlogistics.eu

 +31 (0)161 295 295

Gerolsteinbaan 7-9

5121 DN Rijen

The Netherlands

1.2. WAREHOUSE LOCATION & OPENING HOURS FOR UNLOADING

- Monday to Friday between 8:30 AM to 16:00 local time
- Address: Gerolsteinbaan 7-9, 5121 DN Rijen, The Netherlands
- For FCL shipments & LCL shipments a confirmed time slot booking is required
- If the shipper cannot meet the confirmed time slot or agreed delivery day and time, TLogistics should be informed at least 48 hours before that time slot or agreed delivery day.

1.3. PRE ADVICE

TLogistics needs to be notified by a Pre Advice of any deliveries at least 72 working hours before actual delivery. Pre-advice must include at least the following:

- Client ID
- Reference number
- Article number(s)
- Batch / LOT (if applicable)
- Expiry date (if applicable)
- Quantity per sku

In the accompanying email with Pre Advice file, the following information must be provided:

- Delivering Carrier
- Vehicle or container size/type
- Pallets or parcels
- Quantity of pallets and/or parcels
- Loose loaded or palletized
- Dimensions and weight of pallets
- Preferred delivery date and time

Shipments delivered without any pre-notification can be refused.

1.4. DOCUMENTS

A shipping document and packing list must be added to each shipment.

The shipping document must include:

- Company name of the shipper
- Total number of boxes and/or pallets

The packing list must include:

- Articles description
- Total quantity per article
- Batch ID (if applicable)
- Expiry date (if applicable)
- Partial delivery (if applicable)

1.5. PARCEL DELIVERIES

Goods must be packed in transport safe boxes.

On every box must be stated:

1. Item description and item number
2. Quantity

Mixed cartons should arrive labelled 'MIXED'.

Less than full cartons should arrive labelled 'PART' with sku and quantity details.

1.6. DELIVERY ON PALLET

All deliveries must be made on good quality pallets. Deliveries on broken pallets may be rejected on Health and Safety grounds.

Maximum dimensions: 100 x 120 x 180 cm

Maximum weight: 1000 kg

Every pallet needs to have a pallet card on which must be stated:

1. Item description
2. Quantity of boxes
3. Quantity per box

Mixed pallets are allowed as long as the goods are sorted and the pallet card contains clear information. Mixed cartons should arrive labelled 'MIXED'. Less than full cartons should arrive labelled 'PART' with sku and quantity details.

In case a pallet cannot be stored in TLogistics warehouse because of type, size or weight, we will repalletize to suitable pallets before we put it in stock.

Euro pallets will be exchanged upon request.

1.7. CUSTOMS CLEARANCE

Upon delivery of shipments originating from a non-EU country, TLogistics will require written confirmation of customs clearance including the incoterm and VAT number used for customs clearance. It must be crystal clear that a shipment has been imported using shippers* or consignee's** VAT number and that duties and taxes have been paid. TLogistics does not pay VAT and duties upon delivery (COD). In case of doubt shipments will be refused.

*shipper in case of DDP shipment

**consignee is always the customer on who's behalf we receive a shipment. TLogistics is never the consignee

1.8. COLLECT ORDERS

TLogistics will inform the customer by email of the "goods ready for pick up" date including a unique reference number for collection.

Customer should not arrange pick up by carrier before receipt of this notification.

Customer needs to provide TLogistics Account Management with the following information at least one workday before pickup and with reference to the provided order/reference number:

- Carrier name
- Pick up date and time

Collection attempts without this pre-notification may be refused.

Pick up are allowed from Monday to Friday between 9:00 AM to 16:00 local time and only registered transport companies are allowed to pick up collection orders.

For EU orders the incoterm EXW can be used. For non-EU orders the incoterm EXW can also be used however FCA is strongly advised.

If a collect order is not collected within three (3) workdays from order ready for pickup (Day+2), it will be relocated to a (temporary) storage location. Any costs associated with this will be charged.

For parcel orders the shipping label and documents (if applicable) must be provided to TLogistics by the customer. TLogistics cannot create shipping labels using third parties' account numbers.

In case the collecting carrier (driver) cannot produce the provided unique reference number, the order will not be released.


Upon collection the collecting carrier (driver) will be asked to sign a POL (Proof of Loading). This document can be provided upon request.

1.9. GENERAL

1. Delayed deliveries will be held and unloaded at the first opportunity unless timely notification is received of late arrival in writing.
2. TLogistics does not have the facilities to offload trucks from the side, only from the back of the truck.
3. TLogistics reserves the right to refuse shipments that do not meet the correct specifications and/or requirements.
4. Shipments that do not meet the above requirements will need additional processing. The costs resulting from this, will be charged to the customer.

1.10. CONTACT

TLogistics Account management Team

 + 31(0)161 295 295

 accountmanagement@tlogistics.eu

All our activities and services are based on the Logistics Service Conditions 2014 (LSC 2014)