

# Delivery terms and conditions 2025



**As of: 10/2025**

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## Table of Contents

|   |    |
|---|----|
| General information .....                                   | 4  |
| Purpose of the specification .....                          | 4  |
| Delivery terms and conditions .....                         | 4  |
| Delivery terms .....  | 4  |
| Place of fulfillment .....                                  | 4  |
| Deliveries from non-EU countries .....                      | 4  |
| Non- or partial deliverability .....                        | 4  |
| Delivery adress and warehouse opening hours .....           | 5  |
| Communication .....   | 5  |
| Definitions.....  | 5  |
| Delivery .....  | 6  |
| Shipping documents .....                                    | 6  |
| Delivery note .....   | 6  |
| Consignment note.....                                       | 7  |
| Transport .....   | 7  |
| Type of delivery vehicles .....                             | 7  |
| Load securing .....   | 7  |
| Deliveries .....  | 8  |
| Appointment Scheduling.....                                 | 8  |
| Pre-advice in Cargoclix .....                               | 9  |
| Pallet exchange procedure .....                             | 13 |
| Preparation/composition of a loading unit .....             | 13 |
| Transport packaging.....                                    | 13 |
| Requirements for transport packaging (trays) .....          | 13 |
| Sustainability requirements for materials.....              | 14 |
| Marking / Labeling of Transport Packaging (Tray) .....      | 14 |
| Preparation of homogeneous load units .....                 | 16 |
| Pallet characteristics.....                                 | 16 |
| Pallet utilization and packing scheme (palletization) ..... | 16 |
| Requirements for pallet utilization .....                   | 17 |
| Requirements for the packing scheme:.....                   | 17 |
| Homogeneity of product type and batch .....                 | 18 |
| Pallet Securing / Wrapping .....                            | 18 |

|   |    |
|---|----|
| Labeling of Loading Units .....                             | 20 |
| Product master data .....                                   | 24 |
| General principles .....                                    | 24 |
| Logistics specifications .....                              | 24 |
| Data Quality .....  | 24 |
| Tolerances .....  | 24 |
| Dimensional Requirements for Tray Packaging .....           | 24 |
| Determining Dimensions (GDSN Principles) .....              | 24 |
| Non-Compliance or Deviations from Delivery Conditions ..... | 25 |
| Complaints .....  | 25 |
| Compensation for expenses .....                             | 26 |
| Complain reasons and fees .....                             | 26 |
| Returns management .....                                    | 27 |
| Severability Clause .....                                   | 27 |

# General information

## Purpose of the specification

The following shipping regulations form the basis for cooperation with erdbär GmbH. erdbär GmbH reserves the right to make changes. Compliance with these shipping regulations and specifications for logistics processes is essential for a successful and smooth supply chain. All orders or contracts are subject to these delivery conditions, unless otherwise agreed in writing. The supplier's service is only considered to have been rendered when the goods have been received as specified at the agreed warehouse of erdbär GmbH.

The supplier is obliged to inform all contracted service providers of the content of this specification and to ensure its implementation. In the event of non-compliance, erdbär GmbH may charge additional costs and, in the event of significant defects, refuse to accept the goods. The English translation is provided for better understanding only. Only the German version is legally binding.

## Delivery terms and conditions

### Delivery terms

Unless another Incoterm has been agreed, the delivery term DAP (Delivered at Place) shall be deemed to have been agreed.

### Place of fulfillment

The place of fulfillment is the logistics center operated or commissioned by erdbär.

### Deliveries from non-EU countries

The partners shall ensure that all customs regulations are complied with. For deliveries from non-EU countries, proof of customs clearance (e.g., tax assessment notice, ATLAS export accompanying document, or equivalent proof) must be enclosed with the delivery documents without being requested.

If customs regulations are not complied with, acceptance of the delivery will be refused.

### Non- or partial deliverability

In the event of non-delivery or partial delivery, the responsible Inbound Team must be informed immediately, at the latest two days before delivery.

Subsequent deliveries may only be made after consultation with the Inbound Team. Without prior consultation, acceptance of the goods may be refused.

## Delivery adress and warehouse opening hours

**Delivery address:** SLL System Lager Logistik GmbH  
Am Schindberg 9-15  
D - 65474 Bischofsheim

**Opening hours:** Mo. - Fr. 06:00 - 22:00 o'clock

## Communication

- During core working hours (Mon–Fri, 9 a.m.–5 p.m.), erdbär GmbH requires a designated contact person at the supplier
- Late or incorrect deliveries must be reported immediately
- Delivery shortages must be communicated as quickly as possible

## Definitions

| Term                       | Definition   |
|----------------------------|--|
| GLN                        | Global Location Number   |
| SSCC / NVE                 | Serial Shipping Container Code or shipping unit number = unique identification of the transport unit pallet.   |
| GTIN / EAN                 | Global Trade Item Number or European Article Number = unique identification of packaging units (piece, tray, outer carton).  |
| Packaging container        | Term for the container in which the packaged goods are packed.   |
| Packaging materials        | Materials that increase the strength of packaging materials or make them possible in the first place, e.g., edge protectors, stretch film.   |
| THS processes              | Transport, Handling, and Storage processes   |
| Shipping unit              | A logistical unit assembled by the consignor according to the customer's order, uniquely identified by an SSCC and handled separately throughout the entire transport chain.   |
| Loading unit               | A physical handling unit (e.g. pallet) that remains unchanged during transport and must not be mixed with or broken down into other units.   |
| Tray (transport packaging) | Packaging form in which multiple primary packages are combined into a manageable unit. It serves to protect the contained packages and to facilitate transport and storage, and remains intact until removal at the destination. |
| Sandwich pallet            | Stacking several single-layer or multi-layer pallets that do not form a solid slab. Each sandwich pallet must be wrapped and labeled separately.   |
| BBD                        | Best before date   |

# Delivery

## Shipping documents

To ensure a smooth process at the interfaces within the logistics chain, delivery documents must be fully completed, undamaged, and clearly legible.

The following requirements apply:

- A separate delivery note must be issued for each order
- For deliveries involving more than one truck, partial delivery notes must be issued for each truck
- A consignment note (CMR) must be issued for each

Legally required accompanying documents, such as hazardous goods documentation, tax certificates for completed customs clearance of goods delivered from non-EU countries, or similar documents, must be submitted in full. These documents are to be handed in at the goods receipt office prior to unloading. Attaching such documents to the shipping units is not permitted.

If the required documents are missing at registration, this may result in refusal of acceptance.

## Delivery note

**The following information must be included on the delivery note, CMR, invoice, and credit note:**

- Order number of erdbär GmbH
- Each delivery must be accompanied by its own CMR
- Item number and item description of erdbär GmbH
- EAN-number of the tray
- Batch number
- Production date
- Best before date (BBD)
- Supplier's BIO code (also on the invoice)
- Quantity of trays
- Supplier's GLN number
- Supplier's own delivery note number

## Consignment note

The following information must be included on the consignment note:

- Consignor with full address and GLN (Global Location Number)
- Consignee with full address
- Number of load carriers/shipping units
- of load carriers (Euro, CHEP, IPP, LPR, etc.)
- erdbär order number with order date

## Transport

### Type of delivery vehicles

The following requirements must be observed for delivery vehicles:

- Closed cargo space (box body truck; tarpaulin trucks also permitted upon prior agreement)
- Hygienic cargo space suitable for food transport
- Interior walls that are easy to clean and disinfect
- Proper and suitable load securing must be ensured
- Loading dock compatibility of at least 1,20 m
- Minimum interior width of 2,40 m
- Loading and unloading shall be carried out exclusively from the rear of the truck (rear unloading)
- Compliance with temperature limits (frost or extreme heat) must be ensured, and transport shall be carried out with a temperature-controlled vehicle if necessary

In the case of non-dock-compatible vehicles or significant deviations from the specifications, unloading will not be carried out.

In the event of contamination caused by vermin, sabotage, previous loads, damage to the truck, or comparable circumstances, erdbär GmbH and its warehouse reserve the right to refuse acceptance of the goods. erdbär GmbH shall not be liable for any costs arising from such refusal.

## Load securing

### Responsibility of the supplier under Incoterms DAP and DDP

- Ensuring that its carrier properly secures the goods and delivers them undamaged and complete to the agreed place of delivery. Documentation of load securing or similar measures is recommended
- Vehicle disposition is the responsibility of the supplier; see details under [type of delivery vehicles](#)

- Damaged goods will be claimed and invoiced
- Inadequate load securing or severe damage may result in erdbär refusing to accept the delivery in the event of significant defects. erdbär GmbH shall not be liable for any costs arising from such refusal

#### **Responsibility of the supplier under Incoterms EXW and FCA**

- Acceptance by the carrier shall only take place if the goods are properly packaged and secured on the truck
- Liability shall pass to erdbär upon acceptance

## **Deliveries**

For all deliveries to erdbär logistics sites, binding time slots must be booked.

For information on warehouse location, contact details, and opening hours, see details under [Delivery adress and warehouse opening hours](#).

## **Appointment Scheduling**

#### **Responsibility of the supplier under Incoterms DAP and DDP**

- Delivery and goods receipt must be registered with erdbär GmbH via the CARGOCLIX platform
- Time slots must be booked at least 1 working day prior to delivery
- For use of Cargoclix, see details unter [Avisierung in Cargoclix](#)

#### **Responsibility of the supplier under Incoterms EXW und FCA**

- Anmeldung der Bereitstellung für erdbär min. 2 Werktage vor Abholbereitschaft  
Notification of goods allocation for erdbär must be made at least 2 working days before requested collection
- The following information must be provided:
  - Purchase order number of erdbär GmbH
  - Article number of erdbär GmbH
  - Delivery note number
  - Collection date and time
  - Loading reference, if applicable
  - Quantity of pallets
  - Number of loading spaces
  - End of quarantine
  - Quantity of trays

erdbär GmbH is responsible for dispatching the vehicle. Once a vehicle has been assigned, the supplier will be informed of the collection date.



## **Pre-advice in Cargoclix**

CARGOCLIX improves the planning of deliveries and ensures greater transparency. In the event of improper use, such as multiple or incorrect bookings, erdbär GmbH reserves the right to cancel these bookings or to refuse unloading of deliveries at the booked time if they conflict with capacity planning. The use of CARGOCLIX for deliveries to the warehouse locations of erdbär GmbH is free of charge.

### **Book / reschedule / cancel time slots:**

- A separate time slot must be booked for each truck
- In the case of multiple trucks, an individual time slot is required for each
- Bookings and changes must be made at least 24 hours prior to delivery
- Bookings, changes, and cancellations made less than 24 hours before delivery are only possible by contacting [transport@erdbaer.de](mailto:transport@erdbaer.de)
- The number of pallets to be delivered determines the length of the time slot

### **Delivery of a time slot:**

- Registration at goods receipt must take place at least 30 minutes before the start of the time slot
- The CARGOCLIX ID must be presented at registration

### **Delivery without a time slot:**

- Deliveries are possible within warehouse opening hours
- Subject to available capacity at goods receipt
- There is no entitlement to immediate unloading; waiting times must be expected
- erdbär GmbH shall not be liable for demurrage charges

### **Delayed delivery of a booked time slot:**

- Deliveries are possible within warehouse opening hours
- Subject to available capacity at goods receipt
- There is no entitlement to immediate unloading; waiting times must be expected
- erdbär GmbH shall not be liable for demurrage charges
- In the case of frequent delays, erdbär GmbH reserves the right to take consequences, such as the exclusion of the delivery carrier

## Step by step booking and confirmation:

1. Select the desired day and time, then click “book”

2. The booking window will open and must be completed with all required information. Important: Make sure that all orders of a delivery are recorded accurately. Under *Number of orders* you can enter up to 5 different BE numbers. Please ensure that these entries correspond exactly to the specifications in order to guarantee error-free processing.

3. You will find the CARGOCLIX booking ID in the saved booking or in the PDF booking confirmation generated by clicking "Save & Print." Without this ID, a delivery cannot be assigned to a time slot. Therefore, please ensure that the driver has this ID available for registration at the goods receiving area.

Change requests

Booking data

Process details

Attachment

erdbär GmbH, Bischofsheim: 08.10.2025, 10:00 - 11:59, Tor 1 - neu

**Hint:**  
Rampenhöhe von 1.2 Meter wird benötigt!

Change

Company

erdbär GmbH, Berlin

User

Interner Dienstleister

City

Berlin

Phone

00490000000

Mobile phone

00

Email

cristina.crisan@cargoclix.com

Bookings information

Cargoclix Booking ID

58860242

Created at

01.10.2025 16:48:09

Booking Type

Standard Booking

Additional data

Order number

BE123456 & BE123480

Timestamp Correction Arrived

Supplier / Customer

Company XY

Number of pallets total

66

Carrier

Company AB

Number of orders (select)

2

Order Number 1

BE123456

Item number 1

0530

Delivery note 1

LS216

Number of colli Order 1

2970

Order Number 2

BE123480

Item number 2

526033

Delivery note 2

LS312

Number of colli Order 2

2970

Load data from profile

☒ Show only my profiles

☐ Profile Overwrites

Profile

Please select

Name for new profile

The profile will be saved when you click update

Delete profile

Comment

Comment of the shipper (will not be shown to the carrier)

Save & Close

Save & Print

"Standard Cargoclix Buchungsbe"

## Timeslot Booking Confirmation

|                              |                        |
|------------------------------|------------------------|
| Carrier                      | erdbär GmbH            |
| User                         | Interner Dienstleister |
| Order number                 | BE123456 & BE123480    |
| Timestamp Correction         | 01.01.0001 00:00       |
| Arrived                      |                        |
| Supplier / Customer          | Company XY             |
| Number of pallets total      | 66                     |
| Carrier                      | Company AB             |
| Number of orders<br>(select) | 2                      |
| Order Number 1               | BE123456               |
| Item number 1                | 0530                   |
| Delivery note 1              | LS216                  |
| Number of colli Order 1      | 2970                   |
| Order Number 2               | BE123480               |
| Item number 2                | 526033                 |
| Delivery note 2              | LS312                  |
| Number of colli Order 2      | 2970                   |
| Comment                      |                        |
| Shipper Comment              |                        |
| Date And Time                | 08.10.2025 10:00-11:59 |
| CargoMarket                  | erdbär GmbH            |
| Location                     | Bischofsheim           |
| Ramp name                    | Tor 1 - neu            |
| Group                        | Wareneingang           |
| Description                  |                        |



CARGOCLIX

Cargoclix Booking ID

**58860242**

Cargomarket Bookings-ID



## **Pallet exchange procedure**

### **Process under Incoterms DAP and DDP**

- EUR-pallets are exchanged one-for-one by our service provider
- Supplier's obligation: Immediate quality inspection of the pallets; subsequent complaints are not possible
- Shortages: If our service provider has too few pallets available, the pallets will be credited to the respective load equipment account
- Exchange/compensation arrangements: To be negotiated directly with erdbär

### **Process under Incoterms EXW and FCA**

- Exchange/compensation arrangements: To be negotiated directly with erdbär

## **Preparation/composition of a loading unit**

### **Transport packaging**

#### **Requirements for transport packaging (trays)**

##### **Protected**

- Prevents breakage, loss, contamination, moisture, and dust
- Securely sealed
- Products must not fall out

##### **Resilient**

- Stable on single-item delivery pallets and sandwich pallets during delivery
- Withstands stacking loads

##### **Dimensionally stable**

- Uniform dimensions, no deformation
- Withstands tensile forces during depalletizing
- Adhesive bonds and lids must close securely

##### **Efficient use of volume**

- No unnecessary empty space

##### **Leak-proof**

- Transport liquids in an upright position
- If this is not possible: Ensure that nothing leaks

### **Easy to open**

- Quick, intuitive opening without risk of injury
- Easy to remove

### **Easy extraction**

- Items must be easily accessible for store staff and consumers

## **Sustainability requirements for materials**

### **Resource conservation**

- As little material as possible, but enough for product protection and stability
- Avoid double packaging (e.g., shrink wrap around already packaged products)

### **High proportion of recycled material**

- Packaging should be made from recycled material wherever possible
- Stability must be at least equivalent to that of primary material

### **Recyclable transport packaging**

- Monomaterials instead of composite materials
- If multiple materials are necessary, ensure that they can be easily separated
- Avoid adhesive tape—if necessary, use paper tape for fiber packaging
- Minimal printing on films (only for labeling)

## **Marking / Labeling of Transport Packaging (Tray)**

The labeling of each tray is required from both a regulatory and a logistics perspective. The following information must be printed in plain text on the tray label:

- a. erdbär GmbH
- b. Product description including the addition “BIO”
- c. Article number
- d. (Number of sales units in the tray) x (weight of one sales unit in grams)
- e. Best-before date (DD.MM.YYYY)
- f. Batch number
- g. DE-ÖKO-037
- h. Supplier’s organic code (BIO-Code)
- i. Version number of the label
- j. GS1 128 Barcode with the respective tray EAN (encoded and in plain text)
  - ➔ The barcode must have a minimum height of 27 mm (excluding plain text)

For all barcodes, the ISO 15416 International Standard applies.

The following data identifier is required on the tray label of erdbär GmbH:

| Data identifier | Description                   | Data length             |
|-----------------|-------------------------------|-------------------------|
| 01              | EAN-number of the retail unit | 14-digit numerical code |



*Illustration 1 – Example of a tray label*

Illustration 1 shows a label for the marking of a tray. All essential and required information is included.

#### **Barcode:**

- Must be placed horizontally
- Minimum height: 27 mm

#### **Placement of the label:**

- On the front or long side of the tray
- Must be visible and scannable through the film wrapping

#### **Alternative labeling:**

- Direct printing on the carton is possible, provided the print quality meets the requirements

#### **Print quality:**

- Printing with sufficient DPI (e.g.  $\geq 200$  dpi)
- Sharp edges without fraying
- No voids, fine white gaps in the bars that can hinder scanning
- No glossy surface that interferes with the scanner

#### **Sample labels prior to the first delivery:**

- Digital check: Layout will be reviewed digitally in advance
- Print check: Subsequently, postal verification of the printed image

**Version Control:**

- Each label receives a version number
- Changes must be approved in advance
- Each change requires a new version number for clear identification

## **Preparation of homogeneous load units**

Load units are central to the THS (transport, handling and storage) processes. Proper load securing, wrapping, and labeling ensure smooth logistics. Errors at goods receipt lead directly to process stoppages.

**Pallet characteristics****Uniformity & quality:**

- Pallets must maintain consistent quality

**Minimum requirements:**

- Suitable for THS (Transport, Handling, and Storage processes)
- EUR pallets of class B (GS1 recommendation) or better are required to ensure usability in automated systems
- For details, see [GS1-Quality Classification for the open pallet exchange pool](#)

**Deviations:**

- If inferior pallets are delivered, they must be repacked at goods receipt

**Costs:**

- Any additional effort incurred will be charged to the supplier based on this overview of [Complaint reasons and fees](#)

## **Pallet utilization and packing scheme (palletization)**

The palletization, pallet height, and stackability must be individually coordinated and approved with erdbär GmbH, depending on the characteristics of the components (e.g. weight, carton material).

Any changes require renewed approval, which must be obtained by submitting an updated palletization proposal.



## Requirements for pallet utilization

### Optimal utilization

- The volume of full pallets with homogeneous articles and batches must be used as efficiently as possible
- Any additional effort incurred will be charged to the supplier based on this overview of [Complaint reasons and fees](#)

### Pallet height

- Standard: CCG-1 (max. 1.05 m) for efficient processes and stackable pallets
- Alternative: CCG-2 (max. 1.95 m) only with prior approval from erdbär GmbH

### Efficient volume utilization:

- The Euro pallet (CCG-1) must utilize at least 90% of its volume to ensure efficiency and sustainability

### Palettengewicht

- Maximum 1000kg

## Requirements for the packing scheme:

### Even & stable layer pattern

- Each layer contains the same number of trays
- Uniform tray height for a level surface
- No overhang, no filler material, no layer gluing

### Interlocking pattern for stability

- Use an interlocked packing scheme, where possible, to increase pallet stability (see illustration 1)

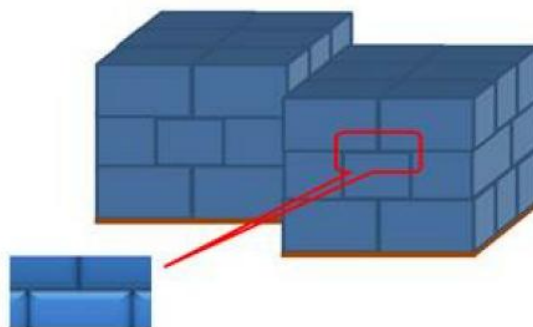


Illustration 2 -Example of load securing

## **Homogeneity of product type and batch**

### **Single-product palletization**

- Pallets must be prepared with single article and product type only

### **Batch-homogeneous palletization**

- Pallets must be prepared with single batches only

### **Mixed pallets**

- Generally not permitted

### **Deviations**

- In the case of significant deviations, especially with non-homogeneous pallets, erdbär GmbH reserves the right to refuse acceptance.
- Any additional effort incurred will be charged to the supplier based on this overview of [Complaint reasons and fees](#)

## **Pallet Securing / Wrapping**

Loading units must always be stable and adequately protected. The objective is to ensure secure packaging while minimizing material usage.

### **Wrapping**

- Suitable for automated handling systems (Machine-compatible, conveyor system-compatible, and high-bay warehouse-ready)
- Tightly and neatly wrapped around the goods, ensuring the film adheres closely without gaps or slack
- Clean wrapping without loose or hanging film ends, no torn or dangling pieces that could interfere with handling
- Wrapping extends no more than 2 cm above the pallet deck. (Forklift entry spaces must remain unobstructed.)
- No knotting of the film to the pallet. Film must be secured without tying or entangling with the pallet structure

### **Protective Covers, Stretch Film, and Top Sheets**

- Material: Transparent polyethylene (PE) film
- Stretch film: High-slip surface for strong adhesion within the pallet wrap and minimal tackiness to adjacent pallets
- Recyclability: No fixation with adhesive tape; no coloring or printing (maximum 1% allowed for identification purposes)

### **Base Sheets, Top Sheets, or Interlayers**

- Material: Corrugated cardboard without coating, printing, or coloring; no open fluting
- Base sheets: Only used when hygienic requirements apply
- Top and interlayers: Only used when necessary
- Not permitted: Adhesive bonding of interlayers
- Sheets must match the layer surface (no overhang or undersizing)

### **Edge Protectors**

- Material: Cardboard without coating, printing, or coloring
- Usage: Only when necessary
- Not permitted: Excessively wide angles
- Pallet contents must remain visible

### **Strapping Bands**

- Material: Polypropylene (PP) or Polyethylene Terephthalate (PET)
- Usage: Only when necessary
- Not permitted: Metal seals are not allowed; bands must be heat-welded

### **Miscellaneous**

- No pallet containers or pallet outer cartons
- No additional securing materials
- The use of other materials — especially hardboard sheets, plastic panels, Styrofoam, or other filler materials — is not permitted

These guidelines ensure safe and sustainable pallet packaging that meets the requirements of systems compatible with automated material handling (THS)

## Labeling of Loading Units

The labeling of loading and shipping units for erdbär GmbH is carried out using the transport label described here. It ensures efficient handling of transport, transshipment, and storage throughout the supply chain. Incorrect labels can lead to disruptions, additional effort, and increased costs due to the high level of automation. The following instructions for creating the transport label are based on the recommendations of the GS1 organization.

*All barcodes must comply uniformly with the ISO 15416 international standard.*



Illustration 7 - Example Structure of an SSCC Label

Illustration 7 shows a label for marking a loading unit, containing all relevant and necessary information.

### **Structure of the transport label**

- Top section: Plain text (human-readable)
- Bottom section: Barcode (machine-readable)
- Size: Minimum DIN A5 (148 mm x 210 mm) for identifying the loading unit

### **Mandatory Information in the Plain Text Layer**

- SSCC (Serial Shipping Container Code)
  - Structure
    - Data Identifier (DI)
    - Reserved Digit
    - GS1 Company Prefix of the Manufacturer
    - Sequential Number assigned by the Manufacturer
    - Check Digit
- GTIN / EAN
  - Applied to primary, secondary, or tertiary packaging levels
- Quantity of the contained unit
  - Corresponds to the number of trays included on the pallet
- Batch / LOT number
- Must be identical on tray label, transport label, and product  
→ Essential for product traceability
- BBD (Best before date)
- Designator "BIO" in the item description

### Mandatory Information in the Barcode Layer

- The barcode layer of the transport label contains two barcodes with all relevant data, separated by data identifiers.
- First barcode: Includes all direct product information. The date format must follow the TTMMYY (DDMMYY) nomenclature.
- Second barcode: Contains the SSCC information.
- Exception: If the Z-module value (minimum space between bars) is too small, an additional data identifier is moved to the lower barcode to comply with the ISO 15416 minimum spacing requirement of 495 µm
- The following data identifiers are required on the transport labels of erdbär GmbH:

| Data identifier | Description  | String length                               |
|-----------------|--|---|
| <b>00</b>       | Serial Shipping Container Code                       | Numeric, 18 digits                          |
| <b>02</b>       | EAN of the goods contained in the transport unit     | Numeric, 14 digits                          |
| <b>10</b>       | Batch number   | Numeric / alphanumeric, up to 20 characters |
| <b>15</b>       | Best before date (DD MM YY)                          | Numeric, 6 digits                           |
| <b>37</b>       | Quantity   | Numeric, 8 digits                           |
| <b>240</b>      | Additional product information from the manufacturer | Alphanumeric, up to 30 characters           |



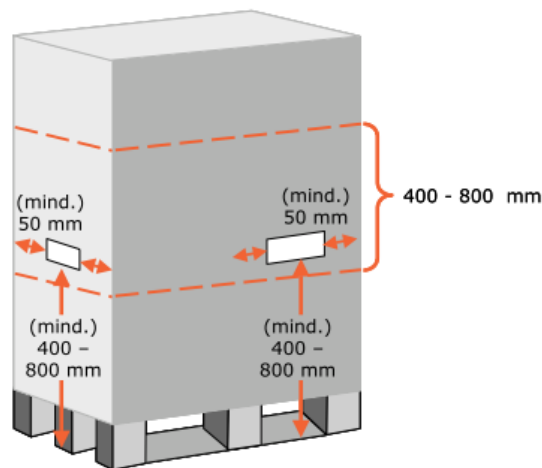
Illustration 8 – Detailed Requirements for SSCC Barcode Dimensions

### Label Placement on a Pallet

The barcode symbol containing the Serial Shipping Container Code (SSCC) is considered the most important element of the transport label, as it enables automatic linkage to relevant advance information.

The barcode symbols must be positioned so that their lower or upper edges are between 400 and 800 mm above the ground. The distance from the side edges should be at least 50 mm (see Figure 9).

Labeling of loading units must be applied to at least one front side and the adjacent right-hand long side to optimize goods receipt processes.



*Illustration 9 – Label Placement on a Pallet*

# Product master data

## General principles

The product data you provide to us is binding and must be followed when delivering to our logistics sites.

This applies in particular to logistical specifications such as dimensions and weights.

The collection of this data must be carried out in accordance with the “GDSN Packaging Measurement Rules” based on the GS1 Package Measurement Rules Standard.

The data collected in this way must be submitted as part of the product setup and is binding within our product master data sheet.

## Logistics specifications

The article master data sheet must be submitted fully completed.

## Data Quality

All information must be checked against technical drawings, visual pallet layouts, and calculated pallet data before submission.

We reserve the right to charge a handling fee if incomplete or incorrect data is submitted and leads to increased internal processing effort.

## Tolerances

The actual dimensions and weights at the time of physical delivery may deviate by a maximum of  $\pm 5$  mm or  $\pm 2\%$  from the reported values.

If deviations exceed these limits, we reserve the right to **reject the goods or to update the master data at your expense.**

## Dimensional Requirements for Tray Packaging

Based on the GS1 Package Measurement Rules Standard (GDSN-compliant).

### Determining Dimensions (GDSN Principles)

#### Measurement Principle

- The external dimensions must be recorded in their transport-ready state (including shrink wrap, lids, flaps, etc.)
- The maximum outer dimensions must be measured, as they may occur in logistical practice



### **Units of Measurement**

- Dimensions: millimetres (mm)
- Weight: kilograms (kg)

### **Order of Dimensions**

- Length (depth): longest side of the base
- Width: shorter side of the base
- Height: measured vertically, with the packaging in an upright position

### **Orientation**

- Measurements must be taken in the so-called “retail-oriented position” – i.e. the orientation in which the tray is presented in retail or shipping

## **Non-Compliance or Deviations from Delivery Conditions**

Adhering to the defined logistics processes for product deliveries to erdbär GmbH is essential to ensure a smooth and error-free goods receipt, as well as efficient storage and handling logistics all the way to the customer.

Deviations from the described process requirements lead to unplanned logistical efforts and may result in additional costs. In such cases, erdbär reserves the right to pass on any incurred extra costs and handling fees to the supplier.

The supplier is obliged to provide these delivery conditions to the transport company they commission and to ensure that they are followed throughout the entire delivery process.

If the supplier commissions a forwarding company that does not operate its own transport (i.e. without direct execution), they must ensure that the contracted carrier is also informed of these conditions and guarantees compliance with them.

## **Complaints**

Deviations from the defined requirements during delivery result in additional processing efforts for both the client and the supplier.

If a deviation is identified during goods receipt, acceptance of the goods may be refused. Alternatively, the supplier will receive a formal complaint via email, including a description of the issue and photographic documentation.

A written statement from the supplier regarding the reported issue is expected within 7 calendar days of receipt of the complaint.

## Compensation for expenses

The damage incurred due to additional effort consists of:

- Administrative workload for both the logistics service provider and erdbär
- Operational effort required to rectify the identified deficiencies

Any additional costs incurred will be charged to the supplier, unless otherwise agreed.  
Furthermore, erdbär GmbH reserves the right to levy a flat-rate processing fee as follows:

- 50€ for serious defects
- 30€ for moderate defects

Where no outstanding obligations exist, the payment terms stated on the invoice shall apply.

## Complain reasons and fees

| Claim reason                   | Category damage | Explanation  | Claim costs admin-h | Claim costs staff-h | Label costs | Stretch film costs |
|--------------------------------|-----------------|--|---------------------|---------------------|-------------|--------------------|
| Label error                    | High            | <ul style="list-style-type: none"> <li>• Inaccurate or missing label on tray</li> <li>• GS1 error / missing GS1 shipping label</li> <li>• Inaccurate placement of shipping label</li> </ul>  | 35,00 €             | 25,50 €             | 0,39 €      | 0,96 €             |
| Pre-notification error         | High            | <ul style="list-style-type: none"> <li>• Missing or inaccurate pre-notification</li> <li>• No delivery in booked time slot</li> </ul>  | 35,00 €             | 25,50 €             | -           | -                  |
| Miscellaneous                  | Medium          | <ul style="list-style-type: none"> <li>• Incomplete / inconsistent delivery document</li> <li>• Pallets that are not homogeneously sorted to SKU and batch</li> <li>• Missing BBD / BBD not homogeneous in batch</li> </ul>  | 35,00 €             | 25,50 €             | 0,39 €      | 0,96 €             |
| Damage                         | Medium          | Delivery of heavily soiled, damaged and wet goods  | 35,00 €             | 20,50 €             | 0,39 €      | 0,96 €             |
| Delivery / Load securing error | Medium          | <ul style="list-style-type: none"> <li>• Non-conforming or insufficient load securing</li> <li>• Non-conforming wrap of stretch film</li> <li>• Insufficient pallet quality</li> <li>• Delivery with vehicles that cannot be ramped (e.g. Sprinter)</li> <li>• Pallets exceeding the agreed total height (incl. wood) or exceeding 1,000 kg total weight (incl. wood)</li> <li>• Pallets with contour errors (goods or packaging materials protruding beyond the pallet base)</li> <li>• Double palletisation (two pallets as load carrier for the goods)</li> <li>• Foreign goods in front of goods for erdbär</li> <li>• Defective bottom, cover or intermediate layers</li> </ul> | 35,00 €             | 20,50 €             | 0,39 €      | 0,96 €             |
| Deviation quantity             | Medium          | Delivered less/more than ordered/announced   | 35,00 €             | 20,50 €             | 0,39 €      | 0,96 €             |
| OK                             | OK              | Delivery complies with documents and quality/quantity is not objectionable   | -                   | -                   | -           | -                  |

## Returns management

Returns must be collected from the respective warehouse within 14 calendar days following the identification of the damage.

The deadline shall commence upon initial contact by the Supply Chain Management department of erdbär GmbH.

The collection date must be confirmed no later than one working day prior to pickup. erdbär GmbH shall provide the supplier with all necessary information, including but not limited to:

- The pick-up reference
- Any additional collection details and instructions regarding the warehouse location, where applicable

The provision of returned goods shall be subject to timely notification of the collection date. Without prior coordination, erdbär GmbH shall not be able to guarantee the handover of the goods.

## Severability Clause

Should any provision of this agreement be or become wholly or partially invalid or unenforceable, the validity of the remaining provisions shall remain unaffected.

In the event of any contractual gap, a provision shall be deemed agreed upon that reflects, as closely as possible, the economic intent of the parties. The same shall apply in the event of any contractual gap.

| Version | Date       | Author               | Clause | Changes           |
|---------|------------|----------------------|--------|-------------------|
| 1.0     | 31.03.2015 | Sebastian Schwarz    | All    | Creation          |
| 2.0     | 31.01.2017 | Kim-Thore Paulsen    | All    | Complete revision |
| 3.0     | 01.12.2017 | Elisabeth Gaul       | All    | Revision          |
| 4.0     | 01.01.2019 | Karsten Kandziora    | All    | Revision          |
| 5.0     | 01.02.2020 | Marie-Christien Bohl | All    | Complete revision |
| 6.0     | 16.08.2021 | Martin Alliger       | All    | Revision          |
| 7.0     | 09.10.2025 | Sandra Heiden        | All    | Complete revision |