

Logistics Standard FMD Möbel GmbH

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1. Introduction

FMD Möbel is a manufacturer and supplier of disassembled furniture operating throughout Europe. The high demand on the quality of our products defines our understanding of performance and is the basis for our company's success. This quality standard refers not only to our products themselves, but also to the services we provide around our products. This also includes the easiest and most efficient delivery of our goods to our customers.

The aim of this logistics guideline is the standardization of all logistical matters for our customers and is intended to provide you, the customer, with an overview of the requirements and the procedure for the delivery of our products in order to ensure an optimal delivery of our goods in terms of time, quantity and costs.

This document contains guidelines for all deliveries of goods by FMD Möbel, companies affiliated with us or service providers commissioned with this task towards our customers or towards the end customers.

The aim of this logistics standard is to formulate clear definitions and guidelines with regard to packaging and transport, as well as corresponding labelling guidelines within the framework of this, in order to ensure

- a supply on schedule and in the right quantity
- the necessary product protection
- Economic efficiency
- and compliance with standard specifications

for a smooth process in the delivery of our products.

In order to live up to the responsibility of an international trading company, this logistics standard presents the requirements and principles for the most careful use of resources possible, taking sustainability aspects into account. This means the increased use of single-variety recycled materials and the drastic reduction of non-recyclable materials, as well as efficient utilization of transport resources.

We thank our customers for their assistance in achieving these goals.

2. Validity / Scope

These guidelines apply to all deliveries of goods by FMD Möbel and are part of our terms of delivery and thus the basis for the fulfilment of our contracts. They apply to all business units as well as to companies affiliated to FMD Möbel and, if applicable, also to companies commissioned by FMD. If necessary, they are supplemented by site-specific requirements or by requirements which are conditioned by the type of dispatch.

Any arrangement deviating from this Logistics Standard with regard to the delivery of goods requires the prior consent in text form by the responsible FMD contact persons.

FMD reserves the right to continuously develop and adapt this logistics standard. The aim is to flexibly adapt the logistical process to market conditions at any time and thus to continuously improve the quality performance, the delivery performance and the cooperation with our customers.

This logistics standard is valid immediately and remains valid until a new version is published.

3. Information exchange

In order to ensure high-quality logistics, a functioning and smooth communication exchange is indispensable. The communication between FMD Möbel and our customers is the basis for seamless order processing.

Successful cooperation is based on strict adherence to agreements and on prompt and unsolicited information about issues affecting cooperation, such as processes, capacities, changes and bottlenecks.

We ask for your understanding that due to the high automation of our logistics processes, changes at short notice with regard to delivery requests cannot be taken into account. For further details, please refer to the exact shipping requirements of the respective shipping method.

3.1. Accessibility and contact person

The shipping and logistics departments are available Monday to Friday daily between 07:00 and 15:00. During this time, the goods are also shipped from our warehouses. The public holidays of the state of North Rhine-Westphalia are excluded.

Please get in touch with your respective contact person or with

e-mail: Logistik@fmd-moebel.de

Tel. +49 5421 9448 457

Our customer service is available for you Monday to Friday daily between 08:00 and 16:00. Excluded are the public holidays of the state of Lower Saxony.

Please get in touch with your respective contact persons or with

e-mail: Verkauf@fmd-moebel.de

Tel. +49 5421 944 80

We will do our best to get back to you within 24 hours of receiving your request. If you have an urgent request that requires a short-term response, please mark it accordingly.

3.2. Corporate holidays

FMD Möbel reserves the right to seasonal corporate holidays. This closure may affect all or only some of FMD's sites. During this time delayed deliveries may occur or also a suspension of the deliveries. In such a case FMD Möbel will inform the affected customers at least 4 weeks before such a corporate holiday and will also inform about the subsequent re-opening.

4. Shipping process

4.1. Types of supply

FMD offers its customers three different types of packaging and delivery options.

- Warehouse delivery for stationary trade
- Warehouse delivery for e-commerce customers including reinforced shipping-packaging
- Drop shipping for e-commerce customers including reinforced shipping packaging

By default, FMD carries out warehouse deliveries via a freight forwarder it has commissioned. The fulfillment partner for drop shipping is usually DPD. However, FMD reserves the right to freely choose the fulfillment partner at any time.

Based on a separate agreement, both palletized warehouse deliveries as well as drop shipping deliveries can also be picked up by the customer. This agreement should be made in writing prior to the deliveries.

Based on the different requirements for the various packaging types and shipping carriers of these delivery options, there are different logistics processes in our warehouses and thus different requirements, which are described below.

4.2. Minimum order values and quantities

The contractually agreed minimum order values and minimum order quantities per item and order and delivery apply.

4.3. Delivery times

The contractually agreed delivery times per order apply.

4.4. Labelling of the individual packages (colli)

4.4.1. Labelling of articles WITHOUT e-commerce packaging

FMD marks the packages (colli) by default as follows:

- FMD article number
- FMD color designation
- Schematic representation of the article
- Item barcode (article EAN code)
- Colli EAN code
- Number of packages (Colli) from total number of packages
 - e.g. for multi-colli articles 1/3, 2/3, 3/3

Example label:

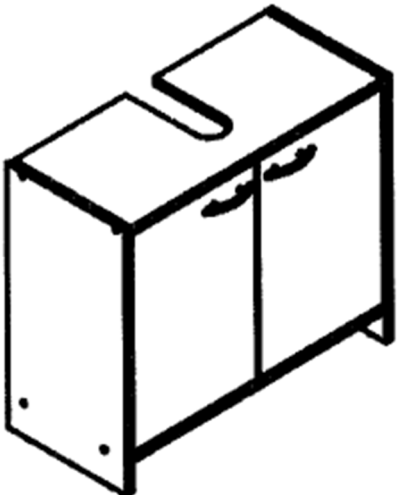
FMD®//furniture
FMD Möbel GmbH
Heidländer Weg 68 · D-49201 Dissen

4 029494 131577

935-101

weiß
white

Colli 1/1



09.29.02.20.37


029494 131577

Colli 1/1

white
weiß

935-101

FMD®//furniture



The label is placed on the largest side of the colli with edge banding on the front side so that the item identification is visible even when packages are stacked.

4.4.2. Labelling of articles INCLUDING e-commerce packaging

For articles with the additional packaging for e-commerce shipping, the suffix "E" is added to the article number. Accordingly, these items also have a separate item EAN. Ex:

ArtNo	Model	ArtExp	Article EAN	Colli EAN
935-101	Marbella 101	White pearl	4029494131577	4029494131577
935-101E	Marbella 101	White pearl	4029494131584	4029494131577

FMD marks the packages of the articles with e-commerce packaging as follows:

- FMD article number
- FMD color designation
- Item barcode (article EAN code)
- Colli EAN code
- For multi-colli items the colli number (C1, C2, C3 etc)



The labels are applied to the front edge of each colli also on the reinforced outer packaging.

4.5. Stock delivery

4.5.1. Build-up of loading unit

A loading unit includes the transport unit loaded with goods and delivered by FMD on a pallet.

Stacking of loading units on top of each other is not allowed.

For the delivery of articles with a length >120 cm, the pallets are additionally reinforced with a one-way shim to ensure that the articles rest securely on them.

Our goods are properly secured on the pallet with stretch film and plastic straps so that no damage occurs during transportation.

Each pallet is provided with a pallet label, on which the number of articles and colli on the pallet is indicated for each article.

Delivery on pallets is carried out as mixed pallets composed of different articles or, after appropriate agreement, sorted by type.

4.5.1.1. Single variety pallets

Single variety pallets are packed up to a height of 210 cm.

In case of multi-colli items, single variety pallets correspond to single colli pallets, i.e. FMD Möbel delivers a whole pallet of colli 1 as well as a whole pallet of colli 2 and so on. It is ensured that the smallest common quantity corresponds to the respective pallet quantity, so that the same number of collis per article is always delivered.

Since articles that are provided with e-commerce packaging are packaged on an order-related and customer-specific basis, a picking effort is indispensable in this case. A single variety delivery of the e-commerce packaged articles in a single variety pallet is therefore not applicable.

4.5.1.2. Mixing pallets

The maximum packing height for mixed pallets is 180 cm.

The arrangement of the packages on the pallet is based on the size and weight of the packages to ensure a stacking pattern that is safe for transport. This means that the packages are stacked on the pallet in descending order of size from bottom to top. Otherwise, damage-free shipping cannot be ensured by FMD or by the forwarding agents appointed by FMD.

4.5.1.3. Colli weights and handling

The average weight of a package (colli) is 30 kg and in a few cases reaches a maximum of 50 kg. The exact weights per colli can be found in the specific article information.

For items weighing >30 kg and for items with a length > 120 cm, we recommend two-man handling.

4.5.2. Documents accompanying goods


Each delivery is accompanied by a delivery bill in duplicate. The delivery bill contains the information of the respective delivery.

In the case of partial deliveries of an order, several unique delivery bills are created for each delivery.

The delivery bill provided by FMD includes the following contents:

- Delivery address
- Delivery note number
- Order reference
- FMD article numbers and article designation
- EAN of the article
- Delivery quantity per EAN (Colli)
- Total number of packages (colli)
- All other legal requirements of accompanying documents for goods

Example delivery bill:



01040782630000

FMD
MÖBEL GMBH DISSEN
Heidländer Weg 68 - 49201 DisSEN
Telefon (05421) 94 48-0
Telefax (05421) 94 48-41

LIEFERSCHEIN

FMD Möbel GmbH - Heidländer Weg 68 - 49201 DisSEN a.T.V

Notre Commande :
Date :
N° de clients :
N° d'intific.TVA :
Groupement :
N°enregistrem.ce :
Employé compétent :
N° de poste :
Interlocuteur :
Livraison SC env. ca. KV :

Adresse de livraison

N° de Cde :
Données Cde :


Date Cde :
Pos. Article Désignation Qté UQ Anzahi Colli

Pos.	Article	Désignation	Qté UQ	Anzahi Colli
1	3006-001E C1056233	BOLTON; Schreibtisch Couleur blanc/gris béton LA N°: EAN 4029494117236 1056233	1 Stk.	
11	3006-001	BOLTON; Bureau Couleur blanc/gris béton LA N°: EAN 4029494098429	1 Stk.	1

Qté de livr.: 1 Collis
Poids: 39,60 kg
Mode d'exp. Expédition
Région:

Volume: 0,08 CBM
Cond.livraison: franco-domicile
Places de camion: 0

Das von uns textlich hervorgehobene gelieferte Produkt ist aus PEFC-zertifizierten Holzwerkstoffen gefertigt.
70% PEFC zertifiziert, DC-COC-000514.



01040782630000

FMD
MÖBEL GMBH DISSEN
Heidländer Weg 68 - 49201 DisSEN
Telefon (05421) 94 48-0
Telefax (05421) 94 48-41

LIEFERSCHEIN
- Côté: 2

Notre Commande
Date

EMPFANGSBESTÄTIGUNG:
Ware erhalten auf.....EURO-Pal. àStück
und Restmenge auf.....EURO-Pal. àStück
.....EURO-Paletten nicht getauscht
Rechnung erbeten
.....EURO-Paletten zurückerhalten

Unterschrift Kunde
Unterschrift Kunde
Unterschrift Fahrer

Any deviations or additional information requested by the customer must be officially offered by FMD and will be invoiced according to additional costs.

4.5.3. Delivery times / notification

Pre-notification of deliveries by FMD ensures the most efficient process possible when unloading the delivery. Therefore, all deliveries are notified by FMD in advance.

In the delivery notification, the delivery data (delivery location, delivery dates, number of loading units to be delivered, etc.) are announced.

Notification is made no more than five working days before the scheduled delivery.

Notification is sent by e-mail to the respective e-mail address of the location in German or English.

At the customer's request, the notification can be made online via an FMD-specific access in the respective customer's portal. For this purpose, FMD must be provided with detailed explanations and access details in writing. FMD reserves the right to effect the notification also via the cooperating forwarding service providers.

If the notified delivery date is not declined within 24 hours, the delivery date is deemed as accepted and delivery will be arranged according to the notified unloading time.

Delivery bills can be uploaded to a customer portal or transmitted by e-mail a maximum of 3 (three) working days before delivery. Courier, express and parcel service providers are excluded from the above regulations.

If the customer postpones an announced delivery date, FMD reserves the right to cancel the order at the latest after the second postponement and/or to charge the customer with the corresponding follow-up costs for storage and transport.

Postponements caused by FMD Möbel will be communicated to the customer 24 hours in advance. Exceptions are delays due to force majeure, traffic obstructions, as well as technical defects on the vehicles. In the case of these reasons you will be informed immediately about the postponement and there will be a new notification of delivery. The new delivery date must be enabled within the next three working days.

4.5.4. Unloading and waiting times

Unloading is carried out by the recipient's personnel. If unloading by the driver is desired, this is only possible by prior arrangement. The cost of unloading is borne by the recipient.

If there are waiting times during delivery and in the unloading area, we take the liberty of charging the driver's waiting time from 30 minutes onwards. The calculation amounts to € 40.00 per half hour commenced.

4.5.5. Pallet management

FMD only uses EPAL load carriers (Euro pallet) for delivery to our customers.

For items with excess length, specific disposable wooden overlays complement the load carriers for protection during transport.

If the goods are delivered on an exchangeable Euro pallets, these must be exchanged directly on site in a 1:1 ratio and handed over to the delivery vehicle. Euro pallets that are not exchanged/returned will be invoiced to the customer at €20.00 per pallet.

We give our customers the option to help us protect the environment by voluntarily returning the disposable overlays to our carrier for reuse.

Only Euro pallets free from quality defects are accepted for pallet exchange.

Possible quality defects are when:

- a board is missing broken diagonally (1)
- More than two bottom edge boards, top edge boards, or one cross board are chipped to such an extent that more than one nail or screw shank is visible per board (2)
- a block is missing, broken or chipped in such a way that more than one nail or screw shaft is visible (3)
- the essential marks are missing or illegible (4)
- obviously inadmissible components were used for repair (boards or blocks too thin, too narrow, too short)
- the general condition is so bad that the carrying capacity is no longer guaranteed (rotten, rotten or several splintered boards or blocks)

In these cases FMD Möbel or the forwarding agent commissioned by FMD Möbel is entitled to reject pallets and to refuse the exchange of pallets. Any repairs must be carried out in accordance with the UIC 435-4 repair standard.

4.5.6. Customs clearance

Unless otherwise agreed, FMD Möbel delivers the goods DDP (Incoterms 2020) to our customers. This also applies to countries outside the EU. Accruing customs clearance costs are included in the offered prices, unless otherwise agreed. However, please take into account the extended transportation times or possible delays, which may arise due to customs clearance and which FMD Möbel has no possibility to influence. This is especially true with regard to the advised delivery windows.

4.6. Direct Shipping / Drop Shipping

FMD Möbel offers its customers the possibility to have the ordered goods delivered directly to the end customer. For this purpose, FMD Möbel primarily uses DPD as a shipping partner, but reserves the right to use other fulfilment partners at its own discretion.

In order to ensure a smooth delivery to the end customer, the following customer data must be provided to FMD Möbel together with the order:

- Name of the end customer
- Exact delivery address of the end customer
- e-mail address of the end customer
- Mobile number of the end customer

A subsequent transmission of the data or an adjustment of these is unfortunately not possible due to the high level of automation within our logistics process.

The compliance of the data protection guidelines in the sense of the DSGVO towards the end customer and the legal protection of the transmission of the data to FMD Möbel as well as our service providers is to be ensured by the customer. FMD Möbel assumes no liability in this regard.

After the shipment of the item, FMD Möbel will provide its customers with the tracking number of the shipment for tracking purposes. This is done by e-mail or, at the customer's request, online via an FMD-specific access in the respective customer portal. For this purpose, detailed explanations are to be provided to FMD in writing.

Drop shipping of goods is done exclusively in conjunction with FMD's reinforced e-commerce packaging.

Both the e-commerce packaging and the drop shipping via a service provider incur additional costs, which FMD Möbel charges to its customers. Our customer service will be happy to provide further details.

Please understand that FMD Möbel acts only as a service provider to its direct customers in regards to any drop shipping services. I.e. FMD Möbel does not enter into the contractual relationship between the customer and his end customer at any time, nor into the communication with the end customer.

Returns, e.g. due to failed delivery, refusal of acceptance by the end customer, non-collection in the parcel store, etc., are the sole responsibility of the customer. In this case, the goods will be forwarded to a given address of the customer. A return to FMD Möbel does not take place.

5. Defects and returns by delivery

Obvious defects upon delivery are to be reported to the forwarding agent immediately. If the goods of a cargo unit are obviously not considered saleable, an official refusal of acceptance is to be issued to the forwarding agent.

In case of defects affecting only a part of the loading unit, a complaint for the affected individual parts or colli only is to be opened. Refusal of acceptance and/or complaint of the entire loading unit due to partial defects is not permitted.

Concealed defects that are only identified after delivery must be reported as damage to FMD Möbel's customer service within 3 (three) working days.

For defects that become apparent only after opening the package, the complaint process of FMD Möbel applies, which is documented separately. Please contact our customer service in this regard.

6. Other

Should you have any questions about our logistics standard, need further details about the logistics process or have special logistical requirements, please turn to our customer service who will be happy to help you.