

Supply criteria

for delivery of goods to Lenzing-site
- unloading area Technical Store (Hauptlager)

- The delivery of the goods takes place – unless otherwise stipulated - to the plant in Lenzing - main warehouse (Technical Store) building B23. The delivery times are: Monday - Friday, 6:00 a.m. - 1:30 p.m. An alternative receiving-point or different time of delivery must be agreed in advance in each individual case.
- Invoices and/or order confirmations may not be attached to consignments. These documents must be sent to us by separate post/email. Only delivery notes, dispatch notes or packing slips may be attached to the shipment.
- The shipping documents shall contain Supplier's contact person, complete P/O number, our material number, quantity resp. number of pieces, net weight for each item, dimension, precise description of the goods (drawing and standard number), delivery note / dispatch note or packing slip number.
- Deliveries which requires certificates incl. CE- and declarations of performance and other accompanying documents, have to be provided in full and no later than the arrival of the goods. The documents must either be delivered in paper attached to the goods or sent by e-mail to: atteste@lenzing.com
- Only items per one P/O may be listed on the deliver notes. If items from multiple P/Os are delivered together, there must be a delivery note per P/O.
- Delivery papers must be attached on the outside of the package.
- Partial-deliveries are not allowed except otherwise stipulated.
- Steel and iron has to be delivered exactly sorted without exception - danger of rusting!
- Subsequent changes to prices and/or quantities will only be accepted when confirmed by us separately and in writing!
- The type of packaging must protect the goods - depending on the mode of transportation - against corrosion, contamination, moisture, static charging, kinks or breaks, scratches, every kind of damage, in particular to functional surfaces / sealing surfaces / and surface areas.
- Special packaging
 - Pallets have to be delivered in a way the truck can be unloaded from the platform panel using a lift truck or forklift-truck. Safe loading and unloading must be ensured at all times.
 - Tanks and containers are to be supplied on pallets which are bigger in size than the respective tanks and containers. Edge protection profiles are to be used on the sides and on strapping band positions. Pressure of whatever kind has to be avoided on tanks or containers. According to the manufacturer's instructions, attention must be taken to ensure adequate protection against the cold in winter or thermal protection in summer. Temporary storage outdoors or open transportation should be avoided.
 - With individual part supplies, the individual part packaging must be designed so that it is easy to open and reclosable.
 - Batch and packaging sizes must precisely adhered to the placed order.
 - Surface-treated goods (e.g. coated parts, anodized parts etc.) are to be packed separately and in bubble wrap. Surface-protecting nets are to be used for pumps and gear motors.
 - Sensitive electrical parts with electrostatic potential hazard/sensitivity are to be packed according to ESD-directive by ESD-standard protective packaging.
- The use of Polystyrene (foam filling material) in bulk form such as: chips, flakes, granules, pearls, etc. is expressly prohibited.

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- Condition upon delivery: Goods including transportation aids and packaging are only accepted in mint condition.
- Euro-pallets must be both exchangeable and undamaged. The quality of the Euro pallets used must comply with EPAL standards, see [change criteria for Euro pallets](#)
- Suppliers respectively their forwarders, sub-contractors etc. must ensure the personal protective equipment of their drivers themselves. They are obliged to wear the required PPE during loading and unloading. Compliance to the following safety regulations is mandatory:
 - Safety vests are to be worn on the entire works premises.
 - Protective gloves and solid shoes with a protective cap are to be worn on the entire works premises!
 - The prescribed personal protective equipment must be worn at the unloading point!
 - Alcohol and Smoking are prohibited throughout the entire works premises, including outdoors and inside vehicles this also applies outdoors and inside vehicles.
 - The same rules apply to persons accompanying drivers as to the drivers of the vehicles.

Failure to comply with the requirements of these Supply criteria triggers a complaint and thus has a negative effect on the supplier evaluation. In addition we reserve the right to decline acceptance and to charge for the additional expenses incurred.

Cost rates in the event of complaints and faulty deliveries

Complaint	Processing fee for defective / inferior / non-compliant goods - complaint fee	EUR 150.00
Complaint	wrong goods = flat sum for return consignment	EUR 100.00
Faulty delivery	Delivery note is missing	EUR 80.00
Faulty delivery	incomplete or missing accompanying documents (attestation, test certificate, etc.)	EUR 100.00

Depending on the case, either a fixed rate or a cost rate respectively a combination of several cost rates shall be applied.