



LOADING EQUIPMENT-EXCHANGE-AGREEMENT

Dear business associates,

the significance of packaging as a cost factor has risen significantly in the past few years.

Therefore, in order to ensure as cost-neutral a solution as possible to both parties, we have developed a notification system which should help in recording all loading equipment movements, and thereby prevent losses in this area.

We ask you to explain these guidelines to all personnel who deal with loading equipment, and to instantly comply with them so as to achieve optimal results!

Receipts

Pursuant to the agreed transport order a separate receipt for packaging is to be issued at each loading and unloading point. This also applies when it has been agreed not to exchange packaging.

ATTENTION:

We will not acknowledge receipts for packaging sent separately or with the invoice, thereby they will not be credited to you!

We ask you to enclose all receipts for packaging collectively and in the original copy of the controlled list of packaging materials that we send to you monthly!

ATTENTION: Even if you have only transported empties, you need to send us the receipts due to the monthly loading equipment value check (refer to „Loading equipment list“).

Each receipt has to contain route and waybill numbers (specifics in the last paragraph of the „Loading equipment list“ section).

Loading equipment list

All loadings shall be entered as debit to your account. Pre-collections (=shipments collected from customers and unloaded in Frigologo's shipping warehouse) are always automatically debited and credited 1:1 by the system.

After receiving out monthly list, please review it and send us all credit receipts for the loading equipment that you exchanged at the loading point and the equipment you have not recovered from different recipients.

The packaging you have not agreed to be exchanged with our dispatch department is also to be entered as debit for the time being. Here the original receipt from the unloading point, with the note that the packaging has not been exchanged back, is credited.

The entries are listed with route and waybill numbers. The route and waybill numbers are provided on all transport orders, as well as on all loading and unloading lists that the driver receives in our warehouses. Should you not receive the numbers, please contact out dispatch department directly. They will supply you with the numbers.



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Please write the corresponding route and waybill numbers on all receipts for packaging that you submit to us in the original in order to be credited!

Deadlines upon receipt of the loading equipment list

You shall receive the monthly list by the 15th of the following month at the latest. You have 14 days after the date of issue to review the debit and send it back to us with possible credit receipts. In case that contrary to the agreement there was no exchange or if the exchange was not supported by original documents, you can return the loading equipment in kind at the loading point and send us the confirmation to this effect within the 14-days period.

Should you be unable to meet this deadline for a valid reason, we ask you to notify the person responsible – preferably in writing – to avoid future inconveniences. In case our packaging department has no record of receiving a response or complaint by the end of this deadline, the open packaging shall be immediately and irrevocably invoiced.

Exchange agreement

Euro-pallet:

This internationally exchangeable instrument is always to be exchanged "1 to 1". It is not to be passed on and it is to be collected again within 14 days – otherwise your claim to the delivered pallets expires. The account is credited only when the exchange takes place at the loading point. An exchange at the unloading point is in your best interest. The Euro-pallet should be in good condition to be exchangeable, not damp or dirty, no wooden blocks should be missing or slanted, and slats should be undamaged. Furthermore, we expect the exchanged pallets to look the same. (You will receive more detailed information including pictures by sending an email to info@frigologo.at. Please put **Beschaffenheit Lademittel / Condition of the loading equipment** in the subject line). You can expect the same at the loading and unloading points. Should you encounter problems, please contact our dispatch department immediately. We cannot take later complaints into consideration when reconciling the account!

E2 box / H1 pallet / Düsseldorf pallet:

You are not to exchange these types of loading equipment at either the loading or unloading point, they are to be debited to your loading equipment list. The account is credited upon receiving the original receipt, on which the recipient confirms that an exchange did not take place, or that, upon consulting us, the loading equipment was returned to one of our clients or to our warehouse. Please learn more from our dispatch department in advance! You can get more information about the condition and quality criteria of these types of loading equipment by sending an email to info@frigologo.at. Please put **Beschaffenheit Lademittel / Condition of the loading equipment** in the subject line.



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Other packaging: All other packaging is not to be exchanged at either the loading or unloading point (unless otherwise arranged with the dispatch department).

Adjustment results / Settlement of accounts / Deadline for feedback

After we have reviewed all the receipts you have sent us and credited to your shipping load account where applicable, you will receive the shipping load account for final review and balance confirmation.

After sending the adjustments you have 2 more days to check the results and raise an objection if there is cause for it. After this deadline the total outstanding balance shall be billed, with no possibility of future claims!

Prices for unreturned and reconciled empties are: € 8.50 per Euro-pallet, € 4.50 per E2 box, € 42.00 per H1 pallet, € 6.50 per Düsseldorf pallet, plus a processing fee for each bill in the amount of 5% of the net worth of the bill, at a minimum of € 30.00 and maximum of €150.00!

You have 7 days after the billing date to send us possible credit receipts or to send us back the settled empties – subject to agreement – and you will be credited the amount corresponding to the returned loading equipment according to the invoice.

In case you send credit receipts after the 7-days deadline has passed, the set processing fee cannot be credited and therefore remains valid in the full amount!

After these 7 days have passed we can no longer accept returns, as an irrevocable covering purchase will follow!

Please contact us should you have questions about packaging management.

Best regards,

Frigologo Lebensmittellogistik GmbH

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Additions / News: Regularly announced at www.frigologo.com/downloads packaging terms.