

Logistical Delivery Terms and Conditions

Hallo

bol.com 

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1. General



1. General

To enable bol.com to process Items correctly in its operational process, Suppliers are obliged to comply with the demands regarding packaging, pre-alert and delivery to a bol.com Warehouse as stated in these Logistical Delivery Terms and Conditions (hereinafter "Delivery Terms and Conditions"). The Delivery Terms and Conditions are an integral part of the Supplier handbook. Complying with these Delivery Terms and Conditions will lead to faster processing and less costs.

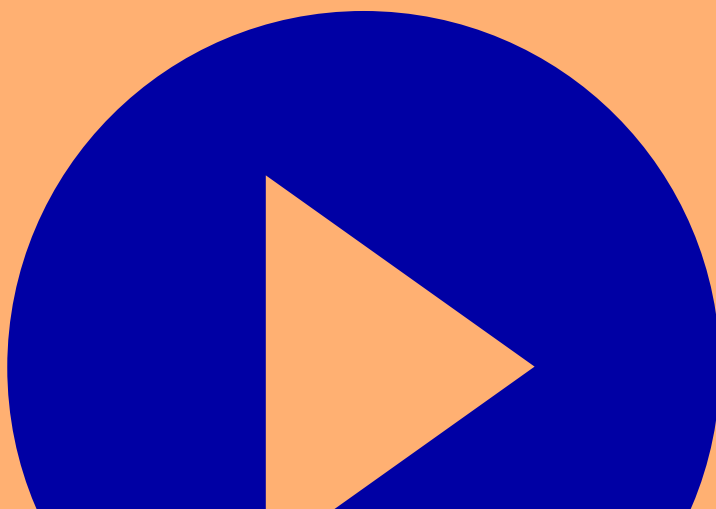
In the event of failure to comply with these Delivery Terms and Conditions bol.com may:

- 1.** refuse delivery of shipments;
- 2.** send shipments back at the expense of the Supplier;
- 3.** perform actions necessary for processing a shipment at the expense of the Supplier.

If non-compliance with these Delivery Terms and Conditions results in bodily harm liability lies with the Supplier.

These Delivery Terms and Conditions apply to all Warehouses, additional Delivery Terms and Conditions for BFCXL in Nieuwegein apply and will be stated in this document.

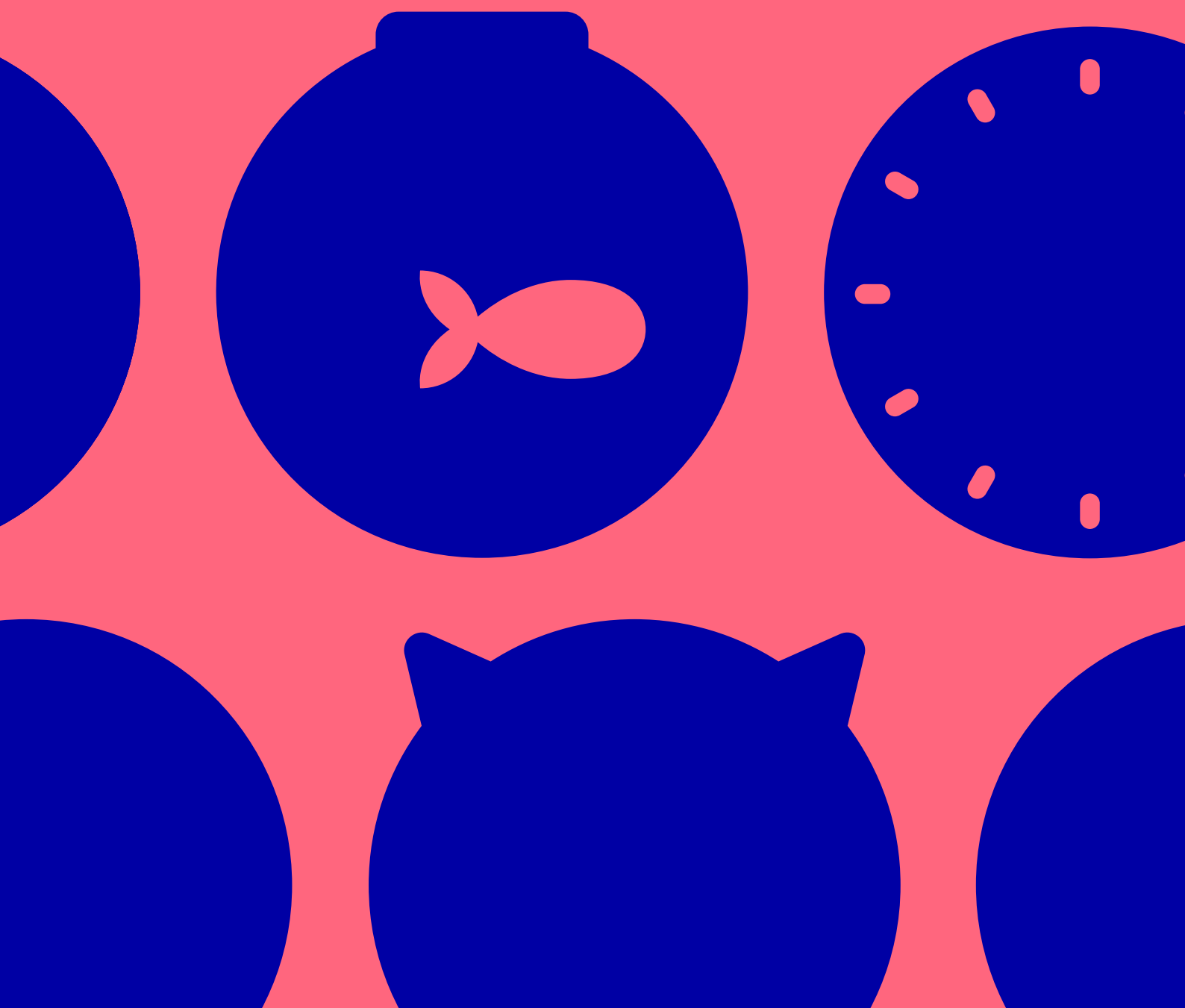
2. List of Definitions and Abbreviations



2. List of Definitions and Abbreviations

BBD	Best Before Date
CHEP	Commonwealth Handling Equipment Pool
DESADV	Dispatch Advice Message
EAN	European Article Number
EPAL	Euro Pallet
GS1	Global Standards One
GS1 barcode	Global unique barcode for identification of Items, issued by GS1
Hangtag	Label with barcode which hangs on an Item such as clothing, fabric or textile and which must have the barcode printed on it.
Load carrier	That which carries the load; in the context of this document this can be a carton or pallet.
Outer carton	Extra carton used to package separate, already existent packaging(s) of one or multiple Units of Sale.
SCP	Supply Chain Portal
SSCC	Serial Shipping Container Code
Shipping carton	Carton in which the shipment is sent. 1 Shipping carton is 1 carton.
UBD	Use By Date
Unit of Sale	Unit as sold to the consumer, also referred to as Item.
Warehouse	Location where Units of Sale are stored

3. Packaging



3. Packaging

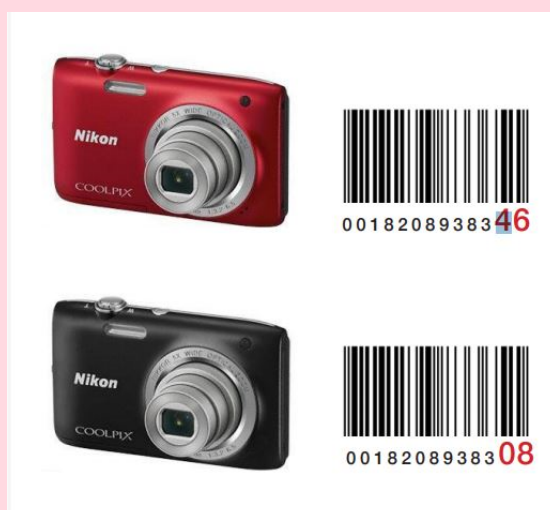
3.1 Barcode

Bol.com uses barcodes to identify and track Items through its entire handling process. Each Item sent to a bol.com Warehouse must be provided with a properly scannable and visible barcode which corresponds to the Item as registered in the bol.com database. This barcode contains a GS1 barcode. The barcode must meet the GS1 standards.

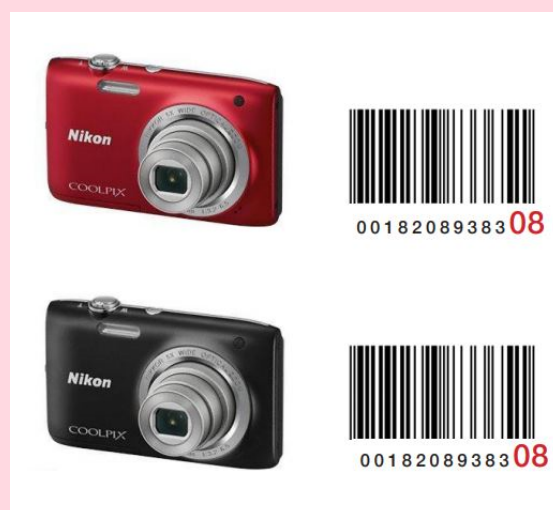
The following needs to be taken into account:

1. In case two Items are not completely identical (they differ for example in size, measurements or color), these Items must have different barcodes.
2. A maximum of one visible barcode is allowed on each separate Item. All other barcodes (except for serial number barcodes) must be taped off completely with blank stickers. Covering the barcode using a marker is not sufficient.
3. The barcode must be freely visible. Stickers/plastic/straps that obstruct view of the barcode or part of the barcode are not allowed.
4. The barcode must be attached to the outside of the packaging, in such a way that it will not become unfastened under normal circumstances. Furthermore, the barcode must be attached to a section of the packaging so that its placement does not interfere with scanning of the barcode. For Items with a 'this side up' sticker, the barcode must not be attached to the underside of the packaging.
5. The barcode on the Item must be visible without de-stacking products from the Load carrier (in case Items are delivered on a mono pallet).
6. The first scannable barcode represents a Unit of Sale: it is therefore necessary to remove all barcodes from Outer cartons to prevent incorrect registration and sale of the Item concerned.
7. The barcode must be legible for a human being. This means that the numerical value of the barcode must be printed under the barcode itself.
8. The barcode on the Item must exactly match the barcode in the pre-alert.

Technical specifications can be found in appendix 1 to this document.



The different colors have different GS1 barcodes.



The different colors have identical GS1 barcodes.

3.2 Outer Carton

In case multiple Items are delivered in an Outer carton it is not permitted to have a barcode visible on the Outer carton. Only the separate Units of Sale inside the carton may have a visible barcode. This is necessary to prevent the Outer carton being registered as a Unit of Sale and to prevent scanning the wrong barcode during the receiving process, which would result in the Customer receiving an entire Outer carton instead of the Unit of Sale.

Existing barcodes must be removed/covered up or made unscannable. Existing barcodes can for example be covered up using opaque tape or a sticker to prevent the wrong barcode from being scanned in the receiving process. Covering the barcode using a marker is not sufficient.



**GS1 barcode on Outer carton
is taped off.**



**GS1 barcode on Outer carton
is not taped off.**

In case the Unit of Sale consists of an Outer carton this must be clearly stated on the outside of the Outer carton. See requirements regarding "selling as a set" below.

3.3 Selling as a Set/Multipack

Units of Sale which consist of multiple identical Items must be packaged together in a way which prevents the Items from becoming separated and being sold as separate pieces. A visible and scannable unique barcode, which is different from the barcode of the separate Item, must be on or attached to the Outer carton or outer packaging. Furthermore, a sticker which clearly identifies the Item as a set must be visible on the packaging. This can be done by using one of the following texts: "Do not separate", "Do not unpack" or "Sold as Single Unit". Using one of these texts enables the bol.com employee to identify the Item concerned as a set and informs said employee that the barcode on the set must be scanned instead of the barcode on the individual Item.



Multipack with visible and scannable GS1 barcode and sticker with prescribed text.



Multipack without visible and scannable GS1 barcode and sticker with prescribed text.

3.4 Unit of Sale Consisting of Multiple Packages or Multiple Different Items

Units of Sale consisting of multiple packages or multiple different Items must be delivered bundled together and must have only one barcode on or applied to the complete unit. The barcode must be the same as the GS1 barcode which was pre-alerted. Bol.com does not accept Items requiring assembly by bol.com.

Requirements concerning packaging and the barcode are identical to the requirements concerning sets: the Items must be packaged together, must be physically recognizable as one unit and must have a visible and scannable barcode on the packaging.

3.5 Specification of Packaging Materials

Bol.com has, in the context of waste taxes, the legal obligation to submit a yearly specification of packaging materials used. Supplier will, in case this is necessary (to be decided by bol.com), within 4 weeks, starting from the first request from bol.com, submit a specification of the amount of grams of packaging material per Item. Specification of packaging materials will be performed using a format used by bol.com.

3.6 Requirements Regarding Specific Item Groups

3.6.1 Perishable Items

Each perishable Item must be supplied with a visible 'use by date' (UBD) or 'best before date' (BBD) on the outside of the packaging. Furthermore only one UBD/BBD per Item is permitted to be packaged per Load carrier.

Items must have a minimum shelf life of 270 days at the time of delivery, unless agreed upon otherwise in writing. Items of which the shelf life is less than a 100 days will be marked for destruction by bol.com. Stock subject to destruction can not be returned.



The BBD is on the packaging.

3.6.2 Fragile Items

Breakable Items or fragile Items such as liquids must be packaged in such a way that they will not break or become damaged during the handling process. A breakable Item must be packaged in a carton with six sturdy sides or be completely wrapped in protective foil in such a way that the risk of damage is reduced to a minimum. Please take note that the barcode must be on the outside of the extra protective packaging of the separate Item.

Please make sure that a packaged Item can withstand a 1 meter drop test on a hard surface without breaking.

A drop test consists of 5 ways of dropping an item:

1. Flat on the bottom
2. Flat on the top
3. Flat on the longest side
4. Flat on the shortest side
5. On a corner



**The breakable Item
is well packaged.**



**The breakable Item
is NOT well packaged.**

3.6.3 Clothing, Fabric and Textile

Clothing, fabric and textile can be damaged by dust or moisture. These Items must be packaged in such a way that they will not be damaged during the handling process. Make sure the Items are packaged in a sealed polybag or carton with a barcode on the outside.

The following must be taken into account:

1. The barcode must be on the polybag or carton in such a way that it is scannable.
2. Beside being packaged in a polybag or carton, the Item must be provided with a Hangtag which has the same barcode as the polybag or carton.
3. The Item must not contain a (clothes) hanger.
4. The Item must not have parts protruding from the polybag.
5. The Item, polybag or Hangtag must not be marked with a price.
6. In case a certain Item is delivered in different sizes the Items must be packaged by size as much as possible.
7. Shoes must be delivered in the original packaging.



The Item is packaged correctly.



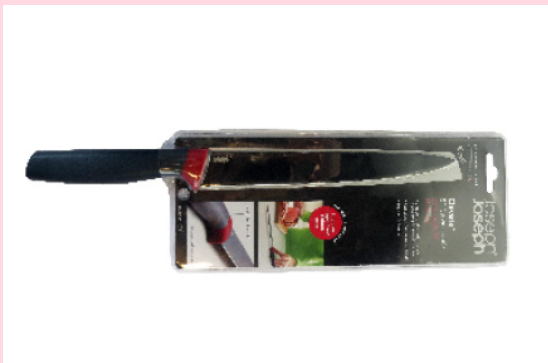
The clothes hanger is protruding and the polybag is not closed.

3.6.4 Plush

Items made of plush, like stuffed animals or dolls, must be packaged in a polybag or carton to make sure that the Items will not be damaged or soiled by moisture or dirt during the handling process. Please make sure that all plush is packaged well (no exposed surfaces) to prevent damage. Supplier is required to make sure that the barcode is on the outside of the polybag or carton.

3.6.5 Sharp Objects

Sharp Items have sharp edges or pointy tips which, when exposed, form a safety hazard to bol.com's employees and the Customers receiving the Items. Sharp objects must be packaged in such a way that sharp edges or pointy tips do not (and will not) protrude during the logistical handling process.



The sharp sides are well packaged.



The sharp sides are not well packaged.

3.6.6 Hazardous Substances

In case the Supplier supplies Items to bol.com which by bol.com, or a third party assigned by bol.com, on the basis of laws and regulations, must be stored using requisite additional amenities, the Supplier must inform bol.com about this beforehand and submit the necessary forms to bol.com.

The bol.com Warehouse accepts Items in the ADR hazard classes 2.1, 2.2, 3 and 4.1. Items in hazard classes 1, 4.2, 4.3, 5.1, 5.2, 6.1, 6.2, 7, 8 and 9 will not be accepted.

ADR pictograms				
1-Explosives	2.1-Flammable gases	2.2-Non-toxic and non-flammable gases	2.3 Poison gases	3-Flammable liquids
4.1-Flammable solids	4.2-Spontaneously combustibles	4.3-Dangerous when wet	5.1-Oxidizers	5.2-Organic peroxides
6.1-Poison	6.2-Infectious substances	7-Radioactive	8-Corrosive	9-Miscellaneous dangerous substances

3.6.7 Items Packaged in a Carton

The bottom of the carton must be flat due to the way products are processed in the Warehouse. Bulging boxes can not be processed.

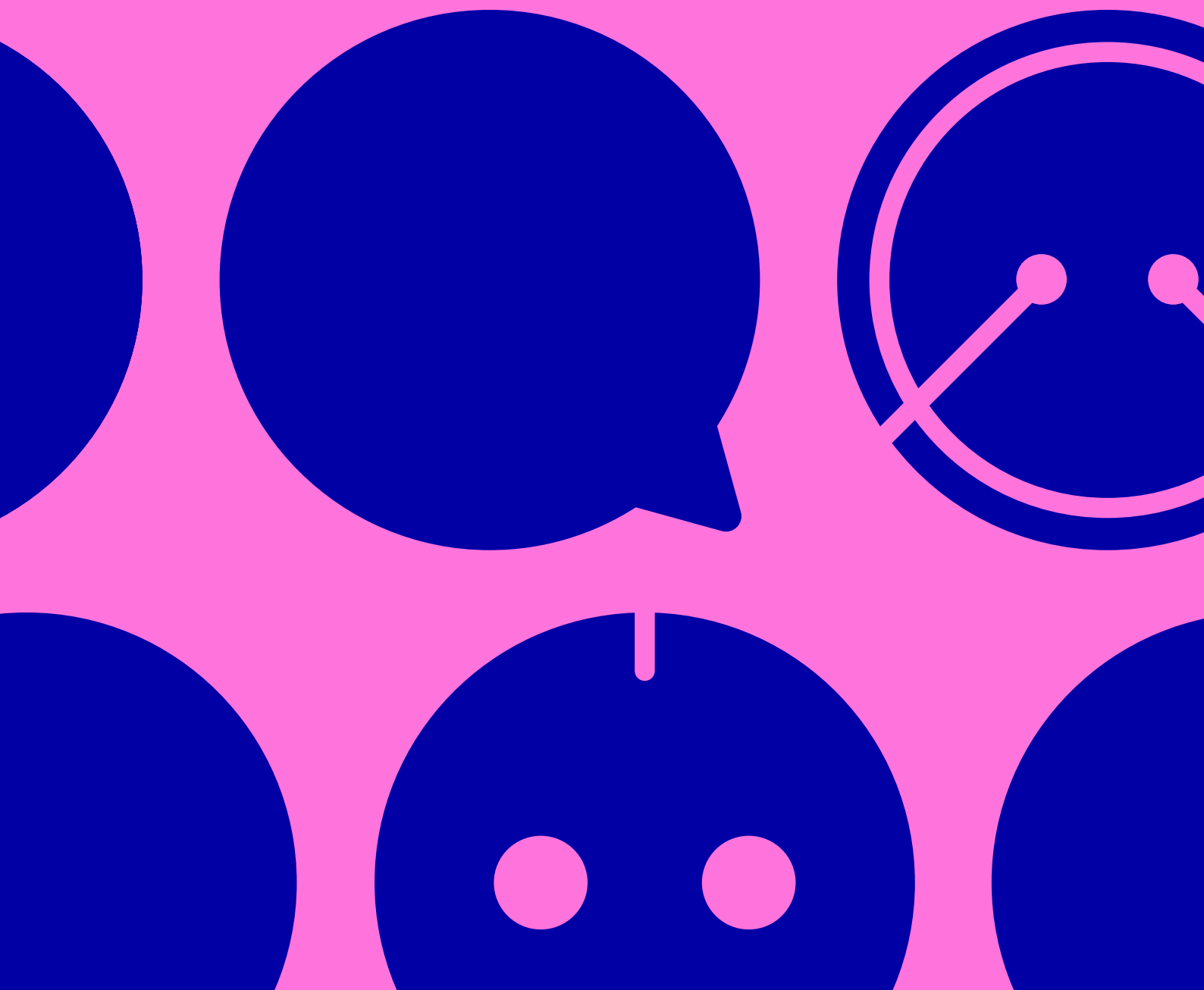
3.6.8 Hygiene Items

Hygiene Items are Items which, after breaking of the seal, are not fit for resale for reasons of protection of health or hygiene. Hygiene Items therefore must be supplied already sealed.

3.7 Serial Number

For Items which have a serial number and IMEI-number, these numbers must be submitted using EDI. In case this is not possible, the Supplier can send these to rma@bol.com as an Excel document, using a template provided by bol.com. It is of importance to receive the serial numbers so that in the case of defects the right Supplier can be tracked down. In case the Supplier does not send a serial number, bol.com will determine which Supplier supplied the Items concerned. In case bol.com's purchasing system determines that bol.com purchased Items from a Supplier and the Supplier denies this, the Supplier must provide evidence proving that the Items were not purchased by bol.com.

4. Pre-Alert



4. Pre-Alert

4.1 Date of Delivery

The Supplier must deliver on the date stated in the purchase order.

4.2 Requirements Concerning Pre-alert

A shipment to a bol.com Warehouse must always be pre-alerted by the Supplier in the Supply Chain Portal. In case Items from the order(s) are ready to be shipped and the packing list number of the physical packing list is known, a digital pre-alert must be performed by the Supplier. Depending on agreements between bol.com and the Supplier, the pre-alert must be performed using the Supply Chain Portal (SCP) or using an Electronic Data Interchange (EDI) connection with bol.com. In the SCP this is referred to as a shipment. In case an EDI connection is used this is referred to as a DESADV-message, which will be translated to a shipment.

4.3 Non-ordered Items

Items which were not ordered by bol.com will be stored in the Warehouse at the risk and expense of the Supplier. Bol.com will report receipt of the Items concerned to the Supplier within 15 working days after delivery. The Items concerned will be returned. The Items concerned will only be transferred to the Supplier after the invoice for costs incurred by bol.com is paid.

4.4 Requirements Concerning Pre-alert

Pre-alert of shipments must meet the requirements below. Failure to comply with these requirements can result in a refusal to accept the entire shipment.

- 1.** Digital pre-alert must be, at the latest, submitted at 20:00 hours at least one day prior to physical delivery at the bol.com Warehouse. In case the purchase order will be shipped on the day at which it was ordered, the digital pre-alert must be submitted two hours before the physical delivery takes place at the latest. In case pre-alert is performed using EDI it is possible to, after consultation and approval, deviate from this requirement.
- 2.** The requested delivery date in the order is leading. The delivery date in the pre-alert must exactly match the date at which physical delivery will take place at the Warehouse.
- 3.** The Items, the quantities per Item and the GS1 barcodes registered in the pre-alert must exactly match the contents of the physical shipment. Furthermore the correct purchase order must be referred to.
- 4.** The Supplier must specify in the pre-alert the quantities supplied per Load carrier on Item level, by stating the SSCC-number (Serial Shipping Container Code) of the Load carrier.
 - a. In case the Supplier uses DESADV for pre-alert, Supplier will have to generate the SSCC's.
 - b. In case the Supplier uses SCP for pre-alert, SCP can help generate the SSCC-numbers.
- 5.** Registering SSCC-numbers for the Load carriers in the shipment in the pre-alert is mandatory; otherwise it is impossible for bol.com to judge whether the Load carriers delivered are part of the shipment.

6. Supplier must only register the SSCC-numbers of the primary Load carriers in the pre-alert, and not those of secondary and tertiary Load carriers.
7. The carrier which will be delivering the shipment to the Warehouse must be registered in the pre-alert.

4.5 Delivery Time Slots

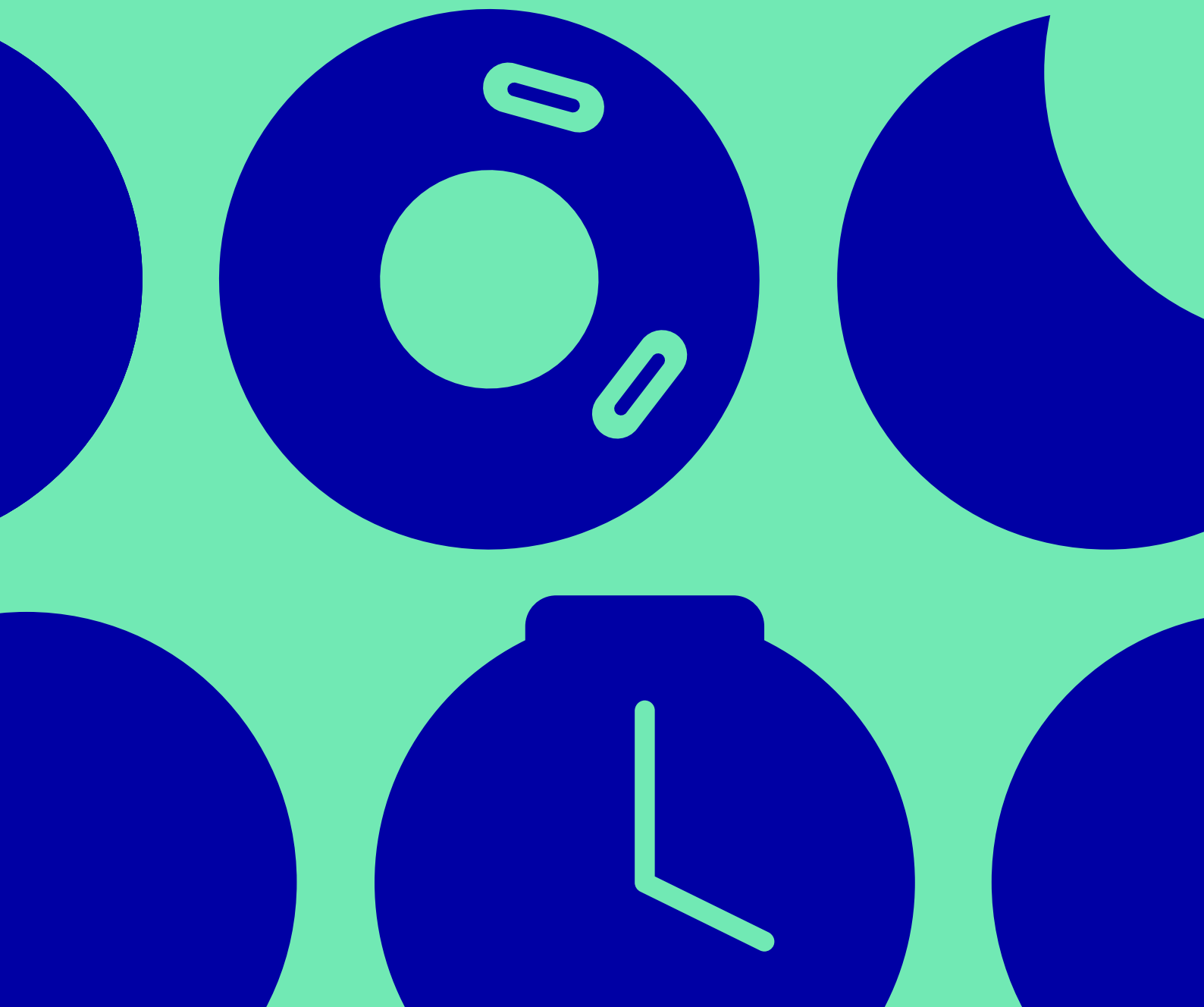
Mandatory starting 01 april 2021

Carriers must reserve a time slot in order to enable bol.com to prepare the handling process at the bol.com Warehouse. Reservation of a time slot must be performed by the carrier and must be registered in the system before 20.00 hours on the day prior to the day at which physical delivery will take place. Delivery must always take place on the date stated in the purchase order.

Furthermore, the carrier is, in the process of reserving a time slot, required to register the license plate number of the vehicle that will be used to deliver the goods. The carrier must also register which packing list numbers from which Supplier(s) will be delivered in the time slot. In case this information is not known at the time of booking the time slot, the carrier must add this information to the booked time slot 30 minutes before delivery at the latest. In case a carrier does not observe time slot reservations, bol.com reserves the right to limit the possibilities of said carrier to reserve time slots in the future. If a time slot is reserved for delivery of a shipment, bol.com guarantees minimal waiting periods.

A carrier account for the Supply Chain Portal must be requested by the carrier. The carrier can request such an account by sending an e-mail to **supplier@bol.com** in which the carrier mentions that the e-mail concerns request of a carrier account for the SCP.

5. Delivery



5. Delivery

5.1 Delivery Address

Bol.com will indicate in the purchase order to which address the Items must be shipped. This address is leading, even if this means that the Supplier has to deliver to multiple Warehouses. On the address line of the shipping documents, packing list and/or the label from the parcel delivery service, 't.a.v. bol.com' must always be stated. The addresses of the Warehouses can be found in the SCP.

In case a pre-alert is performed using EDI and the delivery address is not clear, the Supplier can contact supplier@bol.com.

5.2 Carriers

The Supplier is obligated to deliver his shipments using a professional carrier or a transport service of his own. Private individuals, passenger cars, scooters or (cargo) bicycles are not allowed at all bol.com Warehouses.

5.3 Safety Regulations

The Supplier, when at the bol.com Warehouse, is obligated to follow the safety regulations and instructions applicable there.

Permanent part of these regulations is:

1. Bringing external visitors is not allowed.
2. Wearing certified safety shoes and a safety vest is mandatory at all times.

Safety vests will be provided by the bol.com Warehouse. Unloading, collecting and any other activities relating to shipments in the bol.com Warehouses can not be performed without complying with these regulations. No exceptions will be made.

The safety regulations can be viewed in their entirety at the bol.com Warehouse.

5.4 Unloading

After registering at the porter the driver will drive to the assigned dock. The driver must enter the building using the walk-in door and wait for a bol.com employee. Subsequently access to unload the shipment at the dock will be granted. The driver must unload the vehicle and place the shipment on the lanes behind the dock. Manual pallet pump trucks are available.

5.5 Sanctions

In case a shipment does not comply with the Delivery Terms and Conditions set by bol.com, the shipment, or part of the shipment, will be refused at arrival, returned after receipt at the expense of the Supplier, or actions necessary to process the shipment will be performed at the expense of the Supplier. Bol.com applies a sanction policy which employs yellow and red cards. A Warehouse employee is authorized in name of bol.com to issue a card in case the Delivery Terms and Conditions are not complied with.

In case the Delivery Terms and Conditions are not complied with for the first time, a warning in the form of a yellow card will be issued. The Supplier will receive an e-mail in which the violation committed will be stated so a subsequent violation can be prevented.

In case of a subsequent non-compliance with the same term or requirement a red card will be issued and the shipment will be refused. In case a red card is issued the Supplier will always be informed via an e-mail sent to the liaison known by bol.com. Subsequently a new pre-alert for the shipment must be made by the Supplier.

Furthermore, bol.com reserves the right to charge costs incurred in case the Delivery Terms and Conditions are violated.

5.6 Reference on Shipment

Items from multiple purchase orders can be merged into one shipment with one packing list number. Each shipment must be provided with a reference in the form of a bol.com shipment label. The reference must be attached to the side of each pallets or loose-loaded carton in such a way that it is clearly visible and that it is not under the packaging material, the pallet seal or inside the carton. The reference must consist of the pre-alerted packing list number and the name of the Supplier. The carrier must provide the reference of the shipment to the porter when registering at the delivery address. Furthermore a return address must be stated on the label.



Both pallets have a visible shipment label.



Only one of the pallets has a visible shipment label.

5.6.1 SSCC label

Mandatory starting 31 December 2021

The upcoming period of time bol.com will give Suppliers time to implement SSCC in their pre-alert and logistical process. The use of SSCC is mandatory starting 31-12-2021.

All logistical Load carriers delivered to bol.com must be provided with 2 GS1-labels with the 'serial shipping container code' (SSCC). This label is also referred to as SSCC label. Each Load carrier will be identified using a unique SSCC-code. This unique code is mandatory on the GS1-label for each Load carrier and must also be registered in the pre-alert in the DESADV-message or in the shipment in SCP. A SSCC label may be used again, but there must be a period of 12 months between uses of the same label.

Application of label on shipment.

The guideline for applying the SSCC-labels on a Load carrier is the following:

- 1.** Apply the first label on the upper right of one of the long sides of the shipment.
- 2.** Apply the second label on the upper right of one of the short sides of the shipment.

Make sure that the label is always properly visible and scannable (even if there is wrapping or a seal around the Items).

It must be clear to the operator which label must be scanned. This means that in case of multiple labels – labels from other Suppliers or carriers for example – these must always be removed or taped off.

Bol.com regards a stack of pallets (double stacked pallet) as a stack of separate Shipping units which must each have their own SSCC-label.

5.7 Parcel Delivery Service

In case a parcel delivery service is used to perform delivery, the Supplier must communicate the reference to the parcel delivery service. This reference must be stated on the shipping label used by the parcel delivery service and must exactly match the packing list number registered in the digital pre-alert. Preferably the bol.com shipment label is added to the shipment in case of delivery by parcel delivery service.

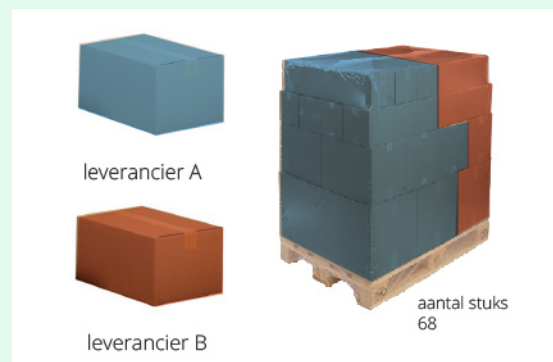
When receiving shipments delivered by a parcel delivery service, receipt of the shipments will be signed for. Signing for receipt is not performed on Item level, but on carton level. In case of parcel deliveries a check on the correct number of cartons always takes place afterwards.

5.8 Load Carrier

For transport to and delivery at the bol.com Warehouse 800x1200 mm size pallets type EPAL or CHEP or loose-loaded cartons must be used. Delivery on roll containers, pallets sized 1000x1200 mm, disposable pallets or other Load carriers is not permitted. A Load carrier must only contain Items from one Supplier-ID. Delivery of cartons from multiple Suppliers, delivered in/on one Load carrier, is not permitted. Each Load carrier contains Items which are part of the same pre-alert. Combining of multiple pre-alerts on/in one Load carrier is not permitted.



The pallet contains only cartons from Supplier A .



he pallet contains cartons from Supplier A and Supplier B mixed together.

Packaging materials must maximally reduce the chance of damage. In case a pallet seal is used this is preferably a transparent one. The Items on the Load carrier must be packaged dust-free. Preferably it is stated on the Load carrier if it contains mono (one GS1 barcode) or mixed Items (multiple GS1 barcodes).

5.8.1 Specifications per Load Carrier

Pallets

Requirement per Warehouse	Ingram Micro	BFC	BFC XL
Type of pallet	EPAL CHEP	EPAL CHEP	EPAL CHEP Similar quality*
Dimensions	800x1200 mm	800x1200 mm	800x1200 mm with a max. of 1200x1600 mm
Maximum height incl. pallet	1,80 m	1,80 m	1,80 m
Maximum weight mono pallet	680 kg	680 kg	680 kg
Maximum weight mixed pallet	1000 kg	1000 kg	1000 kg
Permitted to deliver Item larger than the pallet	No	No	Yes
Clamp truck Item permitted	No	No	Yes

* The quality of the deviating pallet must meet the quality requirements of an EPAL/CHEP pallet.

Type pallets

1. EPAL pallet (800x1200 mm)

EPAL pallets will be exchanged for undamaged, empty EPAL pallets at the bol.com Warehouse directly when delivery takes place. In case of refusal to exchange, the EPAL pallets will become property of bol.com.

2. CHEP pallet (800x1200 mm)

CHEP pallets are part of a pallet pool and will be left behind at the bol.com Warehouse.

Dimensions and weight must comply with the following requirements:

1. Dimensions of a pallet are 800x1200 mm. The Items on the pallet must not protrude beyond these dimensions. At BFCXL different regulations for delivering large Items apply.
2. Delivery of Items must take place on pallets which are not stacked higher than 1,80 m (including pallet). This also applies to double stacked pallets. In case the Item to be delivered is larger than 1,80 m an exception will be made.
3. A mono pallet must not exceed a weight of 680 kg, a mixed pallet must not exceed a weight of 1000 kg.

Pallet Delivery BFCXL

BFCXL is the bol.com Warehouse at which large Items are processed, several specific requirements apply there.

In case an individual Item is wider than a Euro Pallet (800x1200 mm), these dimensions may be deviated from and a different pallet size is permitted. The maximum dimensions of a pallet which deviates from the regular dimensions are 1200x1600 mm. The quality of a pallet which deviates from the regular dimensions must meet the quality requirements of an EPAL/CHEP pallet.

In case it is not possible to stack Items in an efficient manner on a Euro Pallet, it is allowed to deviate from using a Euro Pallet. Inefficient stacking means that less than 80% of the wide and/or long side of the pallet (respectively 800 mm and 1200 mm) can be used. The maximum dimensions allowed for a pallet are 1200x1600 mm. The quality of a pallet which deviates from the regular dimensions must meet the quality requirements of an EPAL/CHEP pallet.

Cartons

Dimensions and weight must comply with the following requirements:

1. Cartons heavier than 15 kilograms must always be delivered on a pallet;
2. Cartons larger than 800 x 800 x 800 mm must always be delivered on a pallet;
3. Cartons lighter than 15 kilograms or smaller than 800 x 800 x 800 mm may be delivered as loose-loaded cartons.
4. A shipment consisting of 10 or more cartons must not be delivered as loose-loaded cartons. These must always be delivered on a pallet.

Transport Packaging made of Cardboard

Transport packaging made of cardboard must be made of recycled cardboard as much as possible. Please use a minimum of staples or hard plastic straps for closure of cardboard boxes. Please use a minimum of adhesives or other auxiliary materials which might hinder reprocessing of the packaging. Coatings or material layers which hinder reprocessing are undesirable, unless absolutely indispensable for protecting the Item.

5.8.2 Clamp Truck Items

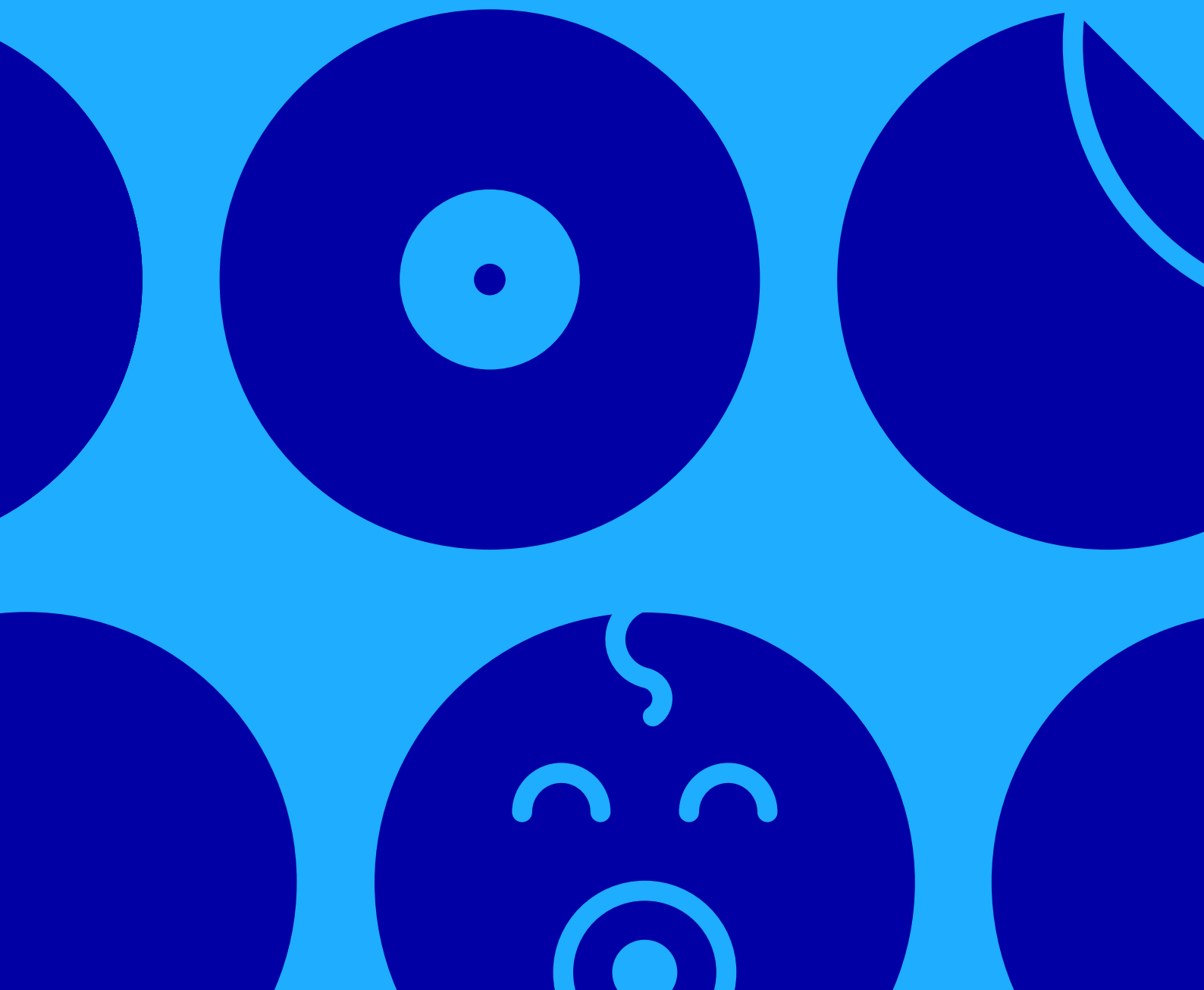
Items suited to processing by clamp truck must be delivered loose-loaded without Load carrier.

5.9 Deviating Requirements for Delivery BFCXL

5.9.1 Carton Features BFCXL

It is not permitted to have plastic on the carton used as packaging for the Items. In case this is not possible the barcode must be applied on top of the plastic.

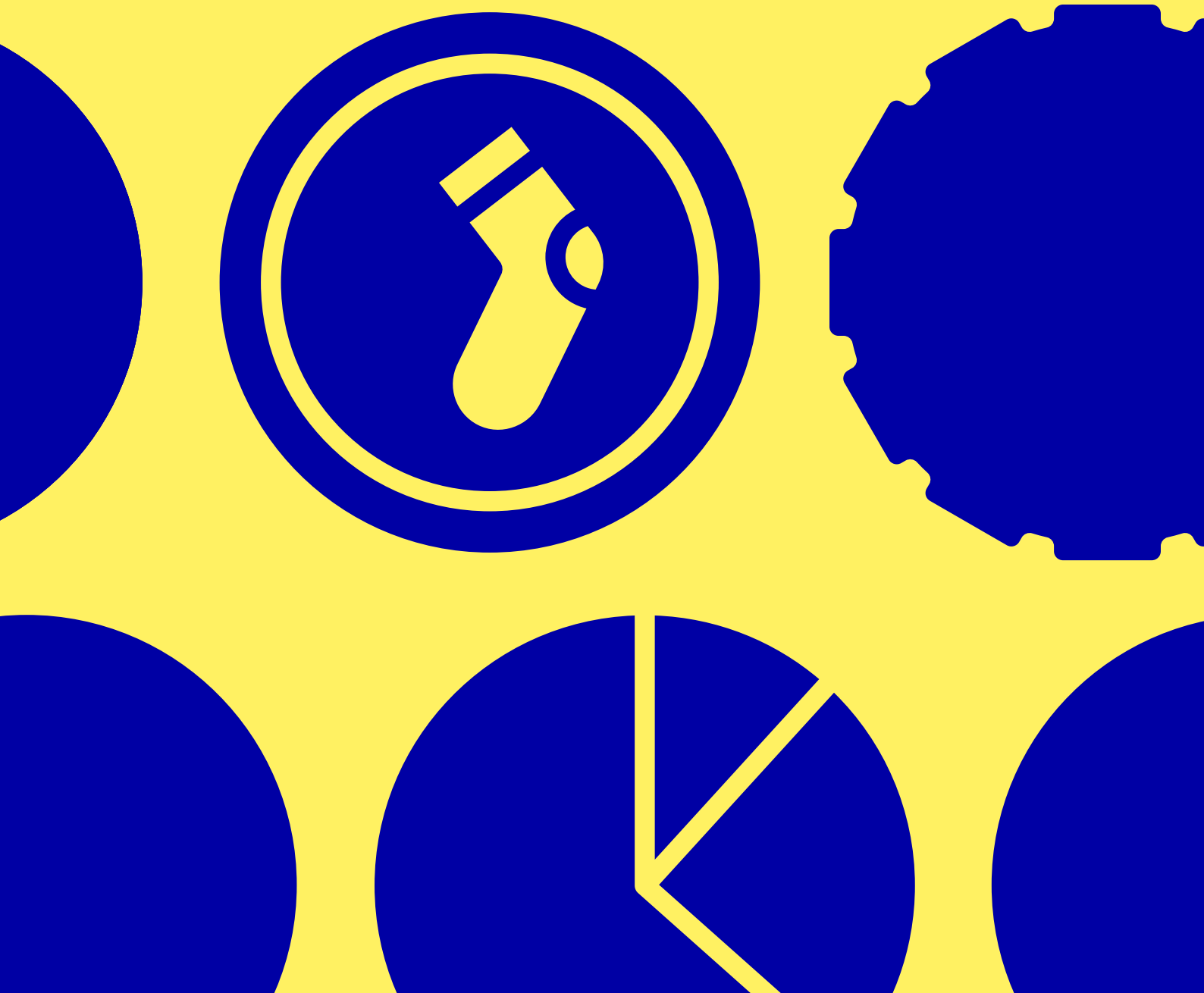
6. Damage and Item Shortages



6. Damage and Item Shortages

When delivery takes place the consignment note will only be signed for receipt of the quantity of Load carriers delivered with reservations regarding damage and Item shortages. In relation to efficient processing of shipments, checks concerning delivery are performed based on pallet count or carton count. In case delivery takes place using pallets, the consignment note will be signed for receipt of the quantity of pallet units delivered. In case delivery takes place using loose-loaded cartons, the consignment note will be signed for receipt of the quantity of carton units delivered. Signing for receipt does not entail acceptance of the quality and quantity of the Items/cartons. In case any deviation on Item level are detected during quality control of shipments, bol.com retains the right to claim these deviations. Shipments containing damaged goods or Item shortages will be reported within 15 working days after delivery. In case the shipment is delivered sooner than requested in the purchase order, the date registered in the pre-alert will be used. The damaged Items will be returned by mutual agreement. After report of a shipment with damage or Item shortages has been made, the obligation to pay for the damaged and/or missing Items expires immediately. The Supplier will provide bol.com with a credit note for the damaged and/or missing Items of the shipment within thirty (30) days. In case the Supplier does not credit the damaged and/or missing Items within thirty (30) days, bol.com has the right to suspend payment for the invoice of the order(s) concerned.

7. Appendix



7. Appendix

7.1 I - Specifications barcode

Specifications:

- Type: 1D & 2D
- Height (= length of one bar): > 1 cm
- Module width: > 25 mm
- 2D cell size: > 0,4 mm
- Quiet zone: 10x module width
- Quality: minimum ANSI C
- Orientation: Omni-directional
- Background: white

Permitted barcode types:

- Code 39
- Code 128
- EAN8
- EAN13
- EAN18
- Interleave 2/5
- UPC-A
- UPC-E

Permitted 2D barcodes:

- QR
- Datamatrix
- PDF 417

