

bol.com
Logistics
Delivery
Conditions

Hallo

bol.com 

Content

1. General	4
2. List of Definitions and Abbreviations	6
3. Item packing and labeling	8
3.1 Label Item with Item barcode	8
3.1.1 Confirming the Item barcode	8
3.2 Packing Items	8
3.2.1 General packaging requirements	8
3.2.2 Additional requirements for specific groups of Items	9
4. Register shipment	11
4.1 General requirements	11
5. Packing shipment	13
5.1 Delivery of parcels	31
5.2 Delivery of pallets	13
5.2.1 Packing the pallet	13
5.2.2 Item that does not fit on an 800x1200 mm pallet	13
5.3 Delivery of clampable Items (only at BFCXL in Nieuwegein)	14
5.4 Shipping label on the shipment	14
6. Deliver shipment	16
6.1 Delivery conditions	16
6.2 Vehicle requirements	16
7. Additional conditions	18
7.1 Declaration of packaging materials	18
7.2 Additional conditions for announcing and delivering the shipment	18
7.3 Reserve time slot – make a fast lane appointment	18
7.4 Hazardous substances	19
8. Shipment control	21
8.1 Receipt of shipment	21
8.2 Quality control	21

1. General



1. General

Bol.com offers high-quality delivery to its customers by delivering Items on time and in good condition. Standardised processes in the field of logistics and fulfilment are an essential part of this.

The bol.com Logistics Delivery Conditions (hereinafter "Delivery Conditions") contain the requirements that must be met concerning quality, packaging, labels, registration and delivery of Items. Compliance with these Delivery Conditions is required to be able to process shipments correctly and safely in the bol.com Fulfilment Centres. It will also lead to faster processing.

Please read these Delivery Conditions carefully and, if necessary, inform all relevant departments and supporting service providers.

In the event of non-compliance with these Delivery Conditions, bol.com may:

1. Refuse deliveries;
2. Return deliveries at the Partner's expense;
3. Perform actions necessary for processing the delivery at the Partner's expense.

The Partner may be held liable for personal injury resulting from failure to comply with these Delivery Conditions.

These Delivery Conditions apply to all bol.com Fulfilment Centres. If additional requirements apply for a specific bol.com Fulfilment Centre, that will be included in these Delivery Conditions.

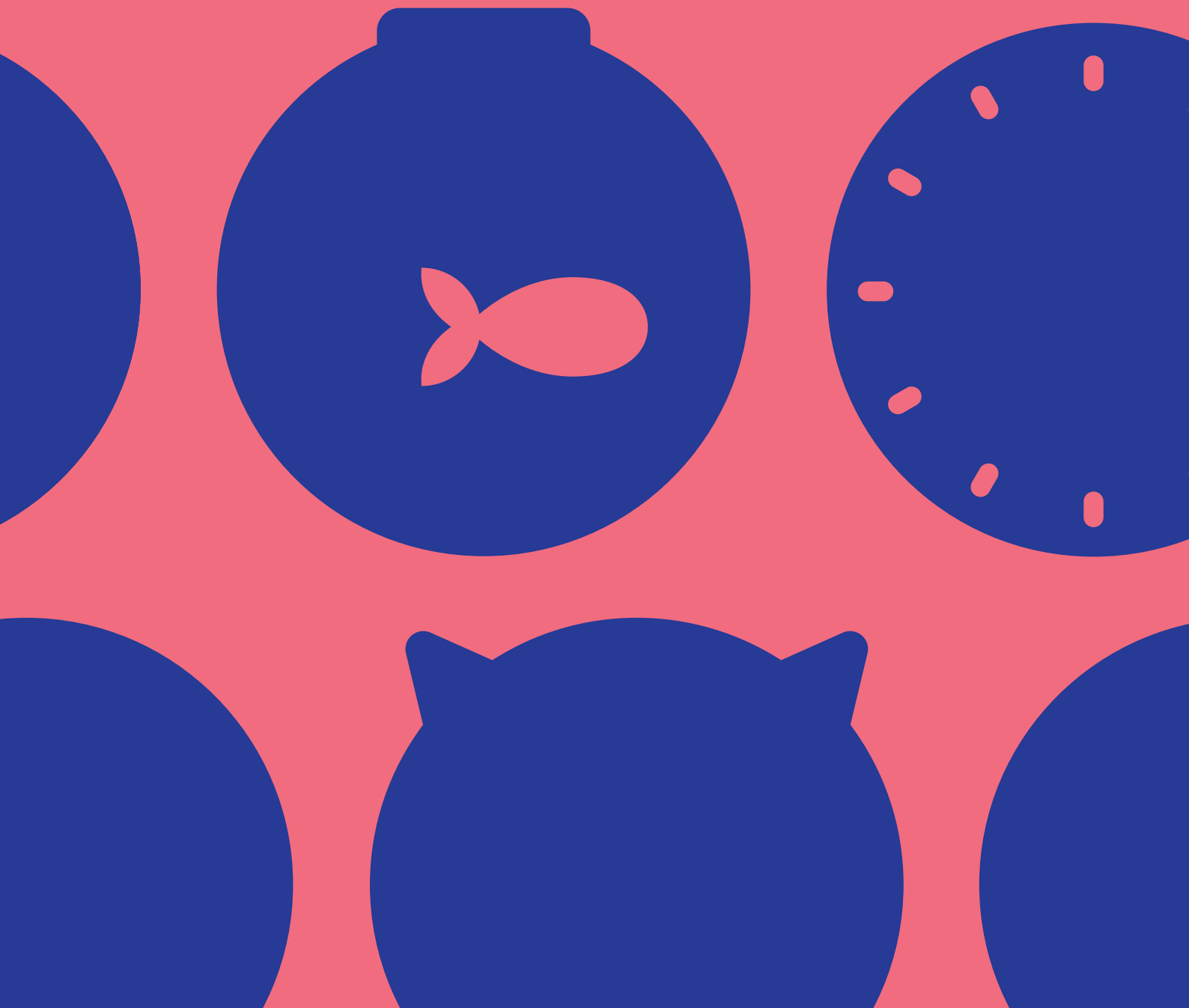
2. List of Definitions and Abbreviations



2. List of Definitions and Abbreviations

Item	Unit as sold to customers. An Item may consist of a single Item or multiple Items if it is offered as a set or multi-pack.
Item barcode	Data carrier of an Item, consisting of a sequence of lines, which can be read by a scanner.
CHEP Pallet	A brand pallet from the CHEP organisation.
EPAL Pallet	A type of pallet with a size of 800x1200 mm, also known as a Euro pallet.
Fulfilment Centre	Location where the Items are stored and from which the Items are then sent to the customers.
GS1	Global Standards One; a neutral, non-profit and international organisation that develops and maintains standards, including barcodes.
GTIN	Global Trade Item Number; a code to identify Items, issued by GS1 (also known as EAN in bol.com systems).
Hangtag	Label with barcode that is attached to an Item such as clothing, fabric or textile and on which the Item code must be included.
Mono pallet	The pallet consists of a singular batch of an Item, so one Item code (GTIN).
Mixed pallet	The pallet consists of different Items, so different Item codes (GTINs).
Outer box	Multiple individual Items packed together in a box.
Partner	The party that has made agreements with bol.com. In the context of this document, the supplier or the partner using the service Logistics via bol.com.

3. Item packing and labeling



3. Item packing and labeling

The following conditions apply to the Items with regard to packaging and labelling.

3.1 Label Item with Item barcode

Each Item must have an Item barcode, whether a GTIN-8, GTIN-12, GTIN-13 or ISBN, and must comply with the GS1 standard and, as such, must be registered with GS1.

The two paragraphs below are in addition to the GS1 standard for the benefit of bol.com's process.

3.1.1 Confirming the Item barcode

- The Item barcode referred to in Article 3.1 must be able to be scanned without opening or unpacking the packed Item.
- If there is plastic foil around the packaging, the Item barcode must be on the outside of the plastic.
- The Item barcode must be freely visible and sit on a flat area so as not to interfere with scanning.
- The Item barcode must be securely attached and may not come loose under normal circumstances.
- For Items marked with a 'this side up' sticker, the Item barcode may not be on the bottom of the packaging.

3.2 Packing Items

Each Item must have individual packaging, and the packaging must ensure that it can be stored and transported undamaged and is resistant to dust and humidity.

3.2.1 General packaging requirements

- The Item must not contain any parts that protrude from the packaging.
- There may not be a price on the Item, the Hangtag or the packaging.
- If individual Items are delivered in an Outer box, the Item barcode of the Item that is in the box may never be visible on the Outer box.

3.2.2 Additional requirements for specific groups of Items

Clothing, shoes and accessories

- The Item must be pack in a sealed polybag or box.
- The Item may not contain a clothes hanger.
- Clothing must have a Hangtag with the same Item barcode on the packaging.
- Shoes must be delivered in the original packaging.

Sharp, pointed Items or Items that otherwise pose a safety risk

- All sharp edges and pointed ends should be covered and should not protrude.
- The item must be packaged so that it can be handled safely.

Perishable Items

- Each perishable Item must have an expiration date on the outside of the protective packaging.
- Items must have a shelf life of more than 270 days upon receipt by bol.com. Bol.com will destroy items with a shelf life of fewer than 100 days. Unless otherwise agreed in writing with bol.com.

Selling sets, multi-packs and bundles

- All loose items must be packed together in such a way that they cannot come loose.
- The set, multi-pack or bundle must have an Item code that does not correspond to the Item code of the individual Items and/or Outer ox.
- There must be a sticker on the outer packaging with one of the following texts “Do not separate”, “Do not unpack”, or “Sold as single unit”, or “Ready to ship”.
- Bol.com does not accept Items that need to be bundled by bol.com.

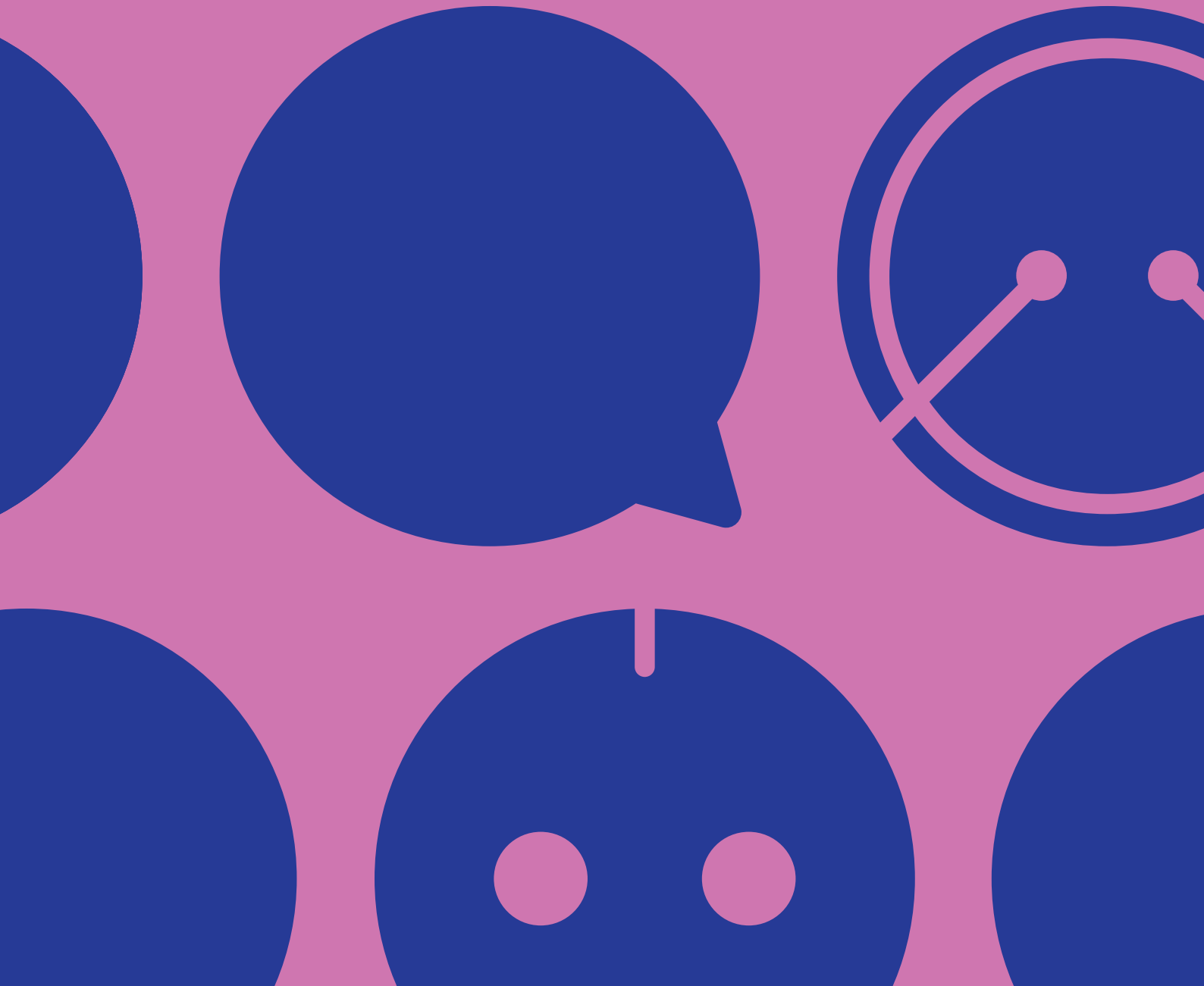
Item consisting of several separate parts

- All loose parts must be packed together in such a way that they cannot come loose.
- Bol.com does not accept Items that need to be assembled by bol.com.

Hygiene Items

- Items unsuitable for resale after the seal is broken, including Items from the erotic category, razors, and toothbrushes, must have an additional seal.

4. Register Shipment



4. Register Shipment

For all shipments, the following conditions apply with regard to pre-registering the shipment and sharing the required data.

4.1 General Requirements

- Before shipment, the digital registration is required for each shipment as agreed between bol.com and the Partner.
- A shipment that has been registered must be delivered on the specified delivery date.
- The shipment must be registered no later than 23:59 on the day before the physical shipment arrives at bol.com.
- The Item codes and the numbers in the registration must correspond exactly to the content of the physical shipment.

5. Packing Shipment



5. Packing Shipment

The following conditions apply to packaging the shipment and the shipment must be delivered to bol.com undamaged.

5.1 Delivery of parcels

- A shipment may consist of a maximum of 10 separate parcels (for more than ten (10) parcels, the shipment must be delivered on a pallet, see 5.2).
- Maximum weight per parcel: 15 kilograms.
- Maximum dimensions per parcel: 800 x 800 x 800 mm.
- A parcel may only contain Items that are part of the same registration. It is not permitted to combine multiple shipments in one parcel.

5.2 Delivery of pallets

Bol.com only accepts the following two types of undamaged pallets (unless specified in 5.2.2):

1. EPAL pallet with format 800x1200 mm

EPAL pallets are exchanged for undamaged, empty EPAL pallets immediately upon delivery to the bol.com Fulfilment Centre. When refusing to exchange, the EPAL pallets become the property of bol.com.

2. CHEP pallet with format 800x1200 mm

CHEP pallets are part of a pallet pool and are left at the bol.com Fulfilment Centre.

For clarification: delivery on block pallets (1000x1200 mm) or disposable pallets is not permitted (unless specified in 5.2.2).

5.2.1 Packing the pallet

- A pallet may only contain Items that are part of the same registration. It is not permitted to combine multiple shipments on a pallet.
- The pallet must not be stacked higher than 1.80 m (including pallet) (unless specified in 5.2.2).
- A double-stacked pallet is allowed when the single pallet is not stacked higher than 1.80 m (including pallet), and the combination is not higher than 2.50 m (including pallets) (unless specified in 5.2.2).
- A Mono pallet cannot exceed 680 kg, a Mixed pallet cannot exceed 1000 kg and a double-stacked pallet cannot exceed 1000 kg.
- Delivering Items in a pallet box (Gaylord box) is prohibited.
- The pallet should be sealed with transparent plastic foil.
- The plastic film must enclose the entire load, including the top, and the load must be sealed to the pallet so that the load is stable and does not slide.
- The load must be stacked straight and not exceed the pallet's dimensions.

5.2.2 Item that does not fit on an 800x1200 mm pallet

This format may deviate if a single Item does not fit on a 800x1200 mm pallet. The Item must be delivered on a suitable, high-quality, robust and undamaged pallet on which the Item does not protrude.

- The maximum permitted size of a deviating pallet is 1200x1600 mm. The width of the pallet must be at least 750 mm.
- For televisions, the maximum permitted size of the deviating pallet is 2100x1200 mm. For televisions from 55 inches, the pallet may be stacked up to a maximum of 2.10 m (including pallet) and may only be delivered as a Mono pallet.
- The pallet is not exchanged and becomes the property of bol.com.

5.3 Delivery of clampable Items (Only at BFCXL in Nieuwegein)

Clampable Items are Items with a clampable symbol.

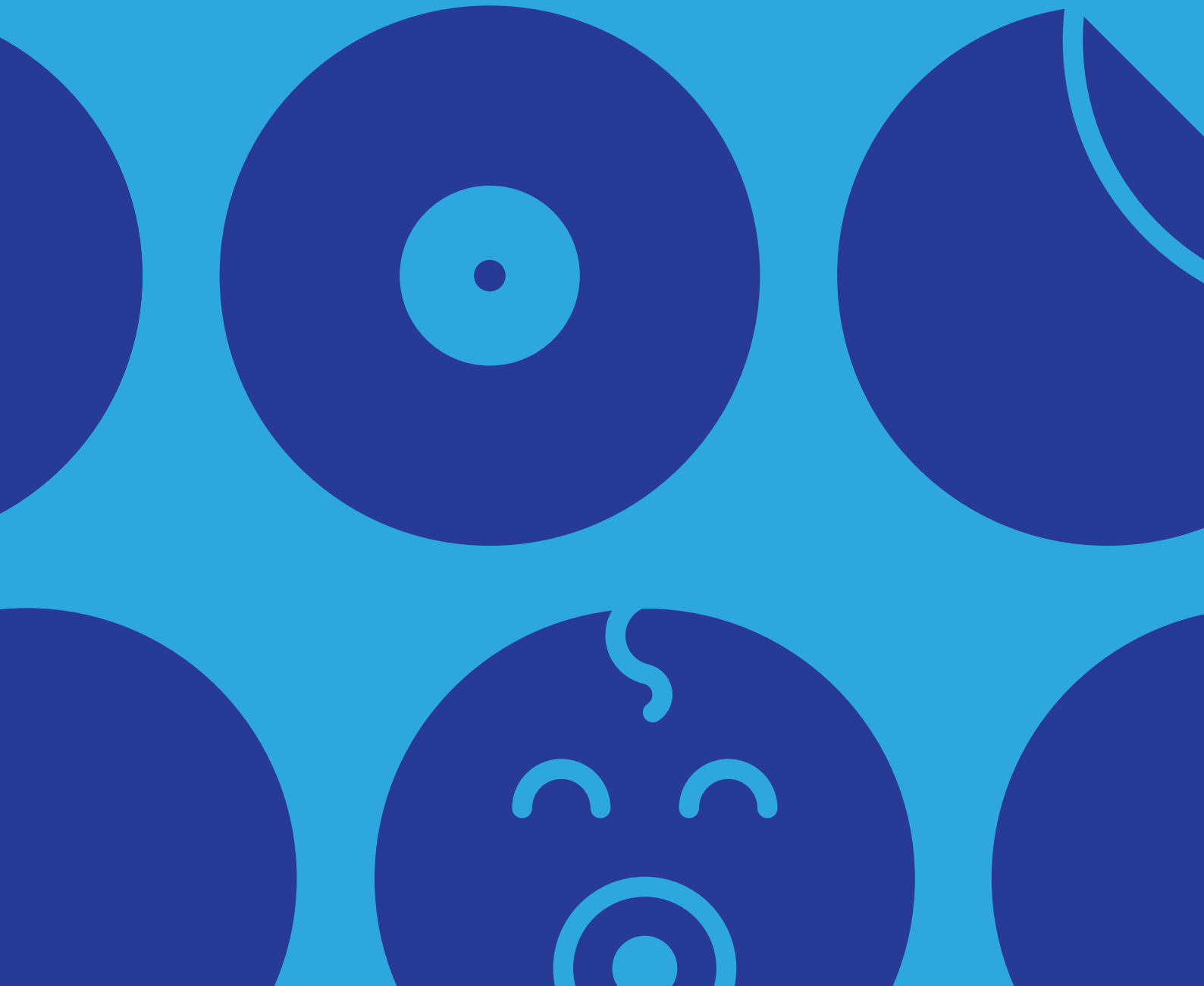


- Clampable Items must be delivered without a pallet.
- Clampable Items should be loaded with the back of the Items facing the trailer door.
- The same Items must be sorted and delivered next to each other in stacks with a maximum width of 1.70 m.
- For the product category Major Domestic Appliances (MDA), a maximum of 2 Items may be placed widthwise against each other. The result is a load of 2 wide plus 1 wide loaded into a truck.
- Clampable Items next to each other that cannot be clamped at one time must have a minimum space of 15 cm between the Items. The clearance between the Item/stack and trailer is at least 15 cm on both sides.
- Items shorter than 1.80 m may be delivered stacked. The uppermost Item must not be wider than the Item below it, and the uppermost Item must also be a clampable Item.
- The space between the trailer's roof and the top Item is at least 25 cm.
- The first row on the side of the trailer door is stacked 2 high and lower than 2.10 m.
- The Items must be delivered separately, without being sealed together.

5.4 Shipping label on the shipment

- Every parcel must have a visible shipping label. The shipping label generated by bol.com will contain the required information. Please note: the bol.com shipping label is not postage for the shipment. This label is required to receive the shipment in the bol.com Fulfilment Centre.
- Every pallet and every clampable Item must have two visible shipping labels on the outside of the plastic film:
 - o Place the first label at the top right on one of the long sides of the pallet.
 - o Place the second label at the top right on one of the short sides of the pallet.
- A stacked pallet (double-stacked pallet) is considered to be a stack of separate shipping units that each should have two shipping labels.
- The information on the shipping label must not be covered (including the carrier's shipping label).

6. Deliver shipment



6. Deliver shipment

The shipment must meet the Delivery Conditions before it is delivered to the bol.com Fulfilment Centre. A shipment must be unloaded immediately and it is not allowed to make changes to the shipment during delivery (for example: sealing, stacking, labeling etc.). The Partner is responsible for sharing these Delivery Conditions with the carrier delivering the shipment.

6.1 Delivery conditions

- The shipment must always be delivered on the delivery date, delivery time and at the delivery address as agreed in the registration.
- The carrier must follow the applicable safety regulations and instructions at the bol.com Fulfilment Centre.
- If the driver does not speak Dutch, English or German, it may take longer before the driver can unload due to safety. If security risks arise because language barriers prevent communication, bol.com can deny a driver access to the warehouse. In these cases, bol.com will take care of unloading the shipment, provided this can be done safely.
- Upon arrival, the carrier must report to the porter and provide all shipment references and associated senders by letter.
- The carrier is assigned one or more docks and must unload the shipments at the designated docks. Unloading from the side of the truck is not possible.
- The carrier must unload and place the load on the lanes behind the dock. Pump trucks are available for this (except for clampable Items, these are unloaded by bol.com).
- Delivery of a sea container shipment is not permitted.

6.2 Vehicle Requirements

- (Private) vehicles such as passenger cars, pick-ups, scooters and bicycles are not allowed.
- Pallet shipments and shipments with clampable Items should always be delivered with a vehicle that can reverse to the dock and has a tailgate so that the rear is accessible for a pallet truck (for unloading pallets) or clamp truck (for unloading clampable Items).
- Unloading is only possible from a loading pit at the bol.com Fulfilment Centre 'BFCXL in Nieuwegein'. The vehicle must have a tail lift at a minimum height of 1.0 m.

7. Additional conditions



7. Additional conditions

7.1 Declaration of packaging materials

Bol.com has the legal obligation to provide an annual statement of product packaging material in connection with waste levies. If necessary (to be determined by bol.com), the Partner will provide bol.com with a statement of the total weight in grams of packaging material per Item within four (4) weeks from the first request from bol.com. These numbers will be released using the bol.com format.

7.2 Additional conditions for announcing and delivering the shipment

- Registering the primary load carriers with SSCC is mandatory.
SSCC: Serial Shipping Container Code; a code, 18 digits long, to identify logistical units.
- Foremost is the delivery date as stated on the purchase order. The delivery dates are determined in mutual consultation and are managed by bol.com. The Partner must deliver on the delivery date indicated in the registration and this delivery date must correspond to the requested delivery date on the purchase order.
- Foremost is the requested delivery address on the purchase order, even if this means delivery must be made to multiple bol.com Fulfilment Centres. The posted delivery address must correspond exactly to the bol.com Fulfilment Centre where the delivery is made.
- **Required data for registering the shipment via EDI**
- If an EDI connection is used to register, at least the following data must be shared:
 - o Partner's Name
 - o The Item codes and the quantity of each Item code;
 - o The SSCC code(s) of the primary charge carrier(s) according to the GS1 SSCC standard;
 - o Shipment reference;
 - o Delivery date;
 - o Delivery address.
- **Required information on the shipping label**
- If a private system is used to create the shipping label, the label must contain at least the following information:
 - o Recipient and delivery address;
 - o Site designation (if applicable);
 - o Shipment reference as used in the registration;
 - o Partner's Name;
 - o Return address;
 - o The SSCC barcode of the primary load carrier is according to the GS1 SSCC standard.

7.3 Reserve time slot - make a fast lane appointment

- For each registered shipment, a time slot must be reserved digitally (via the Supply Chain Portal) in advance by the carrier in which the shipment is delivered (also known as a fast lane appointment).
- The time slot reservation must be made no later than 11.59 p.m. on the day before the physical shipment arrives at bol.com.
- Reservation of a time slot must correspond to the posted date in the delivery registration.
- Reservation of a time slot is an additional procedure. It is still important that the normal procedure is followed.
- The driver must be present at the porter of the bol.com Fulfilment Centre between the start of the time slot and the following 15 minutes.

7.4 Hazardous substances

If the Partner delivers 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 Partner must inform bol.com about this beforehand and submit the necessary forms to bol.com.

Bol.com only accepts Items containing hazardous substances as included in the ADR hazard classes 2.1, 2.2, 3 and 4.1

8. Shipment control



8. Shipment control

8.1 Receipt of shipment

Signature upon delivery does not imply acceptance of the quality and quantity of the Items.

Pallets:

In connection with efficient handling of deliveries, delivery checks are carried out based on pallet counting, subject to damage and differences in number of Items. The consignment note on delivered pallet units will be signed.

Parcels:

If individual packages are delivered with a parcel service, receipt of a shipment will be signed for. Verification whether all packages have been delivered and the quality and quantity control of the Items will take place later in the process.

8.2 Quality control

After signing for receipt, quality control occurs during the so-called 'inbound process'. Foremost in determining the number of Items that bol.com has received is the number of Items registered here. If deviations are found at the Item level during the quality control of deliveries, bol.com reserves the right to claim these deviations. Bol.com checks the purchase invoice for the number of Items and the purchase price. In case of deviations from the purchase order and/or delivery, bol.com will send a claim invoice to the Partner. In this claim invoice, a credit for the deviations is requested. If within 60 days the Partner does not produce the credit, bol.com will proceed to withhold the claim amount from outstanding items.

Deliveries with damage and/or missing Items are reported within 15 working days after delivery. The posted date will be used if the shipment is delivered earlier than requested in the purchase order. The damaged Items will be returned after mutual consultation. After notification of delivery with damaged or missing Items, the payment obligation for the damaged and/or missing Items lapses immediately.

Unordered Items

Items that bol.com has not ordered will be stored in the bol.com Fulfilment Centre at the Partner's own risk and expense. Bol.com will notify the Partner of receipt of the relevant Items within 15 working days after delivery. The relevant Items will be returned. The relevant Items will only be transferred to the Partner after payment of the invoice for the costs incurred by bol.com.



bol.com 