

# Bol Logistical **Delivery Terms and Conditions**

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**bol.**

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# 1. General

Bol offers high-quality delivery to its customers by delivering Articles on time and in good condition. Standardised processes in logistics and fulfilment are essential for this. Complying with these Delivery Terms and Conditions is required in order to process Shipments correctly, quickly and safely in the bol Fulfilment Centers.

Please read these Delivery Terms and Conditions carefully and inform all relevant departments and support service providers of these conditions.

In the event of a failure to comply with these Delivery Terms and Conditions, bol may, at its own discretion:

1. refuse deliveries
2. return deliveries at the Supplier's expense
3. perform actions necessary for processing the delivery at the Supplier's expense

For more practical information and tools about the correct delivery of Articles, please visit our supplier platform ([leveranciers.bol.com](https://leveranciers.bol.com)).

## 2. List of definitions and abbreviations

### **Article**

Unit as sold to the customer.

### **Article barcode**

Data carrier of an Article, consisting of a sequence of lines, which can be read by a scanner.

### **Bundle**

An Article consisting of several parts, for example a bin with a bottom and lid. A Bundle has one GTIN.

### **CHEP-Pallet**

A branded pallet from the company CHEP. CHEP provides a pallet pooling service, with the pallet remaining the property of CHEP.

### **Clampable Articles**

Articles designed to be gripped and moved by machines with a clamping mechanism.

### **Delivery Terms and Conditions**

The bol Logistical Delivery Terms and Conditions Conditions (hereinafter “Delivery Terms and Conditions”) contain the requirements to be met by a Supplier.

### **EDI**

Electronic Data Interchange: an automated exchange of data between systems, minimising manual work. EDI is used, among other things, to view order data, register deliveries and invoice deliveries.

### **EPAL Europallet**

A pallet with size 120 x 80 cm.

### **Fulfilment Center**

The logistics center where Articles are delivered and stored before being shipped to customers.

### **GS1**

Global Standards One: an international supply chain organisation that develops and maintains standards, including barcodes.

### **GTIN**

Global Trade Item Number: a code to identify Articles, issued by GS1 (also known as EAN in bol systems). GTIN-8, GTIN-12 and GTIN -13 are specific variants, consisting of 8, 12 and 13 characters respectively.

### **Hangtag**

An Article barcode label attached to clothing or other textile Articles.

### **ISBN**

International Standard Book Number (ISBN) is a unique code specifically assigned to books and found as standard on every book cover, otherwise similar to a GTIN-13 code.

### **LPR pallet**

A branded pallet from the company LPR (La Palette Rouge). LPR provides a pallet pooling service, where the pallet remains the property of LPR.

### **Mono pallet**

A pallet on which one type of Article is stacked, resulting in one unique GTIN.

**Multicolli Article**

An Article shipped in several separate packages (colli).

**Multipack**

Two or more identical Articles offered for sale together as one Article, e.g. eight bottles of shampoo offered for sale as one unit.

**Outer Carton**

A box containing one or more Articles.

**Packing list reference**

A unique reference code that must appear on the Waybill/CMR and Shipping labels. This way bol can link this information and use it in the logistics process.

**Pre-announcement**

The digital notification of the Shipment informing bol about the content and delivery date of the Shipment.

**SCP**

Supply Chain Portal: the system facilitated by bol to exchange order-related messages between a Supplier and bol. Among other things, the SCP is used for viewing order data, pre-announcing deliveries, invoicing deliveries and booking time slots.

**SSCC**

Serial Shipping Container Code: a unique 18-digit code used to identify logistical units such as pallets, crates or containers. SSCC is a GS1 industry standard and is added to a Shipping label to track ordered Articles.

**Shipment**

The delivery of Articles to one of the Fulfilment Centers. Each Shipment has a unique Shipment reference.

**Shipment reference**

The Shipment reference is a unique reference to a specific Shipment, also known as “shipment ID” in SCP/. This specific Shipment corresponds to the load from a Supplier in one truck and may contain one or more Packing list references.

**Shipping label**

A Shipping label is a label used to ship logistical units. The Shipping label contains the information required for bol to process the Articles.

**Stacked pallet**

A cargo unit where pallets of Articles are stacked on top of each other, for more efficient use of storage space and/or keep goods organised during transport or storage.

**Supplier**

Any company that physically and/or digitally delivers to bol an Article purchased by bol.

**Waybill/CMR**

The record of an agreement concerning carriage of goods. The Supplier agrees with the carrier that the carrier will take delivery of a particular cargo and deliver it to a destination.

# 3. Article labelling and packaging

The Articles are subject to the conditions below regarding packaging and labelling.

## 3.1 Labelling Articles with Article barcode

Each Article must have an Article barcode, whether a GTIN-8, GTIN-12, GTIN-13 or ISBN and must comply with the GS1 standard and be registered as such with GS1. The use of Application Identifiers (AIs), which allow additional information to be included in the barcode as identification of Articles, is not permitted.

### 3.1.1 Attaching the Article barcode

- The Article barcode mentioned in article 3.1 must be able to be scanned without having to open or unpack the Article. The Article barcode must be freely visible and sit on a flat surface, so as to not interfere with scanning.
- The GTIN should be visible on the surface and should be directly scannable. If there is plastic around the Article, for example a soft toy or clothing in a polybag, the GTIN should be on the outside of the plastic.
- The Article barcode should be securely attached and should not come off under normal conditions.
- For Articles marked with a 'this side up' sticker, the Article barcode may not be at the bottom of the packaging.

## 3.2 Article packaging

### 3.2.1 General packaging requirements

- An Article must be sufficiently protected to prevent its condition from deteriorating (e.g. getting dirty or damaged) during storage and transportation processes.
- The Article must not contain any parts protruding from the packaging.
- There must not be any price mentioned on the Article Hangtag or packaging.
- If individual Articles are delivered in an Outer Carton, the Article barcode of the Article contained in the Outer Carton must never be visible on the Outer Carton.

### 3.2.2 Additional requirements for specific Article Groups

Additional requirements apply to specific Article Groups:

#### **Fragile Articles**

Articles that can be easily damaged should be packed in a protected manner that prevents damage during storage and/or transport. Bol will refuse any Articles that are damaged upon delivery.

#### **Clothing, plush, shoes and accessories**

- The Article must be packed in a sealed polybag or box.
- The Article may not contain a clothes hanger.
- Clothing must have a Hangtag with the same Article barcode on it as on the packaging.
- Shoes should be delivered in their original packaging.

#### **Sharp, pointed Articles or Articles with other security risks**

- The Article must be packaged in such a way that it can be processed safely at the Fulfilment Center.
- Articles with sharpened parts (for example, knives, garden tools, etc.) must be packaged so that all sharp edges are covered and well protected. No sharp parts should protrude or risk doing so.

## **Perishables**

Articles for which a BBD (best before date) applies must be delivered to bol with a certain minimum shelf life. This minimum shelf life is the so-called distribution period. The following rules apply:

- The distribution period or minimum shelf life should be at least 75 days.
- The Supplier must disclose to bol the distribution period in days for each perishable Article.
- Each Perishable Article must bear a visible expiry date on the packaging of the Article.
- Articles where the BBD date is lower than the distribution deadline will not be accepted by bol.
- Per pallet, all Articles with the same GTIN must also contain the same BBD date. A GTIN on the same pallet may therefore never contain Articles with different expiration dates.

## **Selling as Multipack**

- The individual Articles must be packed together in such a way that none of the Articles can become detached from the Multipack.
- The Multipack should have a GTIN that does not match the GTIN of the individual Articles.
- The GTIN of the delivered Multipack must exactly match the GTIN provided in the Pre-announcement.
- When a Box has been used to ship different Multipacks together, the GTIN of the Multipack must not appear on the Outer Carton.
- There must be a sign on the Multipack packaging indicating that it is a Multipack, for example one of the following texts: 'Multipack', 'Do not separate', 'Do not unpack'.
- Bol does not accept separate Articles that would need to be turned by bol into a Multipack.

## **Selling as a Bundle**

- When an Article consists of individual parts, they must be delivered bundled and provided with one unique GTIN.
- Bol does not accept separate Articles that would need to be turned by bol into a Bundle.
- The individual parts should be packed together so that none of them can become detached from the Bundle.

## **Sell as Multicolli Article**

It is not allowed to offer Articles as Multicolli.

## **Liquids**

An Article containing more than 15 litres of liquid cannot be processed by bol and cannot be delivered.

## **Weight**

An Article weighing more than 130 kilograms cannot be processed by bol and cannot be delivered. An exception applies to the "American refrigerators" category, where the maximum weight permitted is 150 kilograms.

## **Sealing of Articles**

The following Articles should be sealed:

- CDs, DVDs, LPs, games and other media containing audio or video recordings or software where the content can be copied.
- Articles that cannot be returned for hygiene or health reasons (e.g. erotic Articles, razors, toothbrushes, etc.)

These Articles must be packed according to the general packaging requirements (see article 3.2.1) in addition to sealing.

## **Hazardous substances**

- If Articles containing hazardous substances are sent, they must be included in ADR hazard classes 2.1, 2.2, 3 or 4.1.
- It is not permitted to offer Articles from other ADR hazard classes. If it appears that Articles from other ADR hazard classes are nevertheless offered and delivered, these Articles will be returned at the expense of the Supplier to the return address known to bol (as stated on the Shipping label).
- The Supplier must be able to provide bol with the necessary safety documentation.



### **3.3 Statement of packaging materials**

In connection with waste disposal fees, bol is legally obliged to provide an annual statement of packaging materials for Articles commercialised by bol in the Netherlands and Belgium. Therefore, bol will ask the Supplier to provide a statement of the quantity of grams of packaging material per Article. The Supplier must provide bol with this statement within four weeks of the first request.

For Articles commercialised by the Supplier itself in the Netherlands and Belgium, the above obligation does not apply.

# 4. Pre-announcing Shipment

The conditions below apply when pre-announcing a Shipment:

## 4.1 General requirements

- A digital Pre-announcement is required prior to delivery for each Shipment. The Shipment can be registered via EDI or SCP.
- The data in the Pre-announcement, be it the GTINs, the quantities per GTIN, the delivery address and the delivery date, must match the content of the order(s) placed by bol and the delivery date requested by bol.
- A Shipment must be delivered on the delivery date specified in the Pre-announcement and must exactly match the contents of the Pre-announcement in terms of GTINs and quantities.
- Articles ordered by bol that cannot be delivered must be cancelled by the Supplier before creating the Pre-announcement. Once the Pre-announcement has been created, it is no longer possible to cancel ordered Articles. Cancelled Articles, whether cancelled by bol or by the Supplier, cannot not be delivered by the Supplier at a later stage.
- A carrier can book a time slot through SCP to be unloaded faster. The carrier should then report with the time slot booking to the Fulfilment Center porter within the allowed time slot.

## 4.2 SSCC

Pre-announcement of primary load carriers (pallets or parcels) with SSCC is mandatory.

## 4.3 Required data for Pre-announcement

When a Shipment is registered through SCP, the minimum required data is requested by default.

If a Shipment is registered via EDI, the data below must be shared:

- Name of Supplier
- GTIN and number of pieces of each GTIN
- The order number by GTIN
- The SSCC code(s) of the primary load carrier(s) according to the GS1 SSCC standard
- Shipment reference
- Delivery date
- Delivery address

# 5. Packing Shipment

Shipments must be delivered to bol undamaged and must be delivered per pallet as standard. Only if a Shipment consists of a maximum of 10 separate packages may this be deviated from.

The packaging of all Shipments is subject to the conditions in article 5.1. For Shipment per individual packages, the conditions in article 5.2 must be met. For Shipment per pallet, the conditions in article 5.3 must be met. For Shipment of Clampable Articles, the conditions in article 5.4 apply.

## 5.1 Shipping label on the Shipment

- A Shipping label is mandatory. Shipping labels are automatically created via SCP.
- If a proprietary Shipping label is used, it must contain the following information:
  - Recipient and delivery address
  - Indication of premises (if Articles are taken to delivery location bol Fulfilment Center 1 and/or bol Fulfilment Center 2)
  - Packing list reference as it appears in the Pre-announcement
  - Name of Supplier
  - Return address for Articles
  - The SSCC barcode of the primary load carrier(s)
- If the Shipment is delivered in packages, each package must have a visible, unique Shipping label.
- If the Shipment is delivered on pallets or as a Clampable Article, each pallet and each Clampable Article must have two visible and identical Shipping labels on the outside of the seal:
  - The first label should be applied on the top right-hand side of one of the long sides of the pallet.
  - The second label should be applied on the top right-hand side of one of the short sides of the pallet.
- Stacked pallets are considered separate pallets and should contain two identical, visible Shipping labels per pallet.
- The information on the Shipping label must not be covered (including the carrier's Shipping label).

## 5.2. Delivery of individual packages

- The maximum weight per parcel is 15 kg.
- The maximum dimensions per parcel are 80 x 80 x 80 cm. Please note that carriers may apply other maximum dimensions.
- A package may only contain Articles that are part of the same Pre-announcement. It is therefore not permitted to combine Articles from different Pre-announcements in one package.
- Parcels should be delivered in sturdy, tight cardboard boxes.

## 5.3 Delivery of pallets

Bol only accepts EPAL Europallets (80 x 120 cm), unless the Articles do not fit on an EPAL Europallet. In that case, the conditions in article 5.3.2 apply. In all other cases, the following applies.

- The pallets must be undamaged upon delivery to the Fulfilment Center. Damaged pallets, including the load, will be refused by bol upon delivery. Undamaged pallets that meet all delivery conditions will be accepted.
- EPAL Europallets will be exchanged for undamaged, empty EPAL Europallets immediately upon delivery to the Fulfilment Center. If the exchange is refused, the EPAL Europallets become the property of bol.
- When delivering pallets from a pallet pool, bol only accepts CHEP and LPR pallets. There is no pallet exchange, as pallet pooling is used.

### 5.3.1 Packing EPAL Europallet

- A pallet may only contain Articles that are part of the same Pre-announcement. It is therefore not permitted to combine several Shipments on one pallet.
- The pallet must not be stacked higher than 180 cm (including pallet).
- A Stacked pallet is allowed when the individual pallets with load do not exceed 180 cm in height (including pallet) and the combination does not exceed 250 cm in height (including pallets).
- A Mono pallet should not exceed 680 kg.
- A Mixed pallet should not exceed 1,000 kg.
- A Stacked pallet must not exceed 1000 kg, with individual pallets not exceeding 680 kg.
- The pallet should be sealed, preferably with transparent sealing. The seal should be around the entire load and should be sealed to the pallet so that the load is stable and does not slide.
- The load should be stacked straight and should not protrude beyond the pallet.
- Articles should be placed on the pallet in such a way that there is no (falling) danger when removing the seal/wraps.
- If a Stacked pallet contains unstable Articles, for example a Shipment consisting of bags, a cardboard or wooden board should be placed between the pallets to prevent instability of the pallets and damage to the Articles.
- When an Article has a 'this side up' marking, the Article must also be stored by the Supplier with the indicated side up and transported as such to the bol Fulfilment Center.

### 5.3.2 Articles that do not fit on an EPAL Europallet

These conditions apply only to Articles that do not fit on an EPAL Europallet. If an Article fits in any way on an EPAL Europallet in terms of size, the pallet must be stacked so that the Product is delivered on an EPAL Europallet.

- If an Article does not fit on an EPAL Euro pallet in terms of dimensions or for safety reasons, the Article may extend a maximum of 25 cm along the length of the EPAL Euro pallet on both sides. The maximum length of the pallet thus becomes 170 cm. The maximum width remains 80 cm.
- If this does not fit either (in practice, this will only be necessary at bol Fulfilment Center XL2), the following pallet variants may be selected:
  - 2 EPAL Europallets lengthwise. The load unit thus becomes 80 x 240 cm. The maximum height remains 180 cm. It is not permitted to position the pallets widthways (i.e. with a dimension of 160 x 120 cm).
  - A non-standard pallet larger than an EPAL Europallet up to a maximum of 120 x 210 cm. The maximum height remains 180 cm.
- Only when using EPAL Europallets and block pallets (100 x 120 cm) is it possible to deliver stacked pallets or use a pallet box/gaylord box. The maximum height remains 180 cm.
- Only EPAL Europallets will be exchanged for undamaged empty EPAL Europallets. All other pallet types, if left at the Fulfilment Center, become the property of bol.

#### **5.4 Delivery of Clampable Articles (Only at bol Fulfilment Center XL2 in Oosterhout (Gelderland))**

The conditions below apply to the delivery of Clampable Articles.

Clampable Articles can only be delivered to the location bol Fulfilment Center XL2 in Oosterhout (Nijmegen).

- Clampable Articles must bear the above 'clampable' symbol on the packaging.
- Clampable Articles should be delivered without a pallet.
- Clampable Articles may not be sealed together.
- Clampable Articles should be loaded with the back of the Articles facing the trailer door.
- The same Articles should be sorted and delivered side by side in stacks with a maximum width of 170 cm.
- For Articles in the Major Domestic Appliances (MDA) category, a maximum of two Articles may be placed against each other in width.
- Clampable Articles next to each other that cannot be clamped at once have a minimum spacing of 15 cm between them. The clearance between Article and trailer on both sides is at least 15 cm.
- Articles lower than 180 cm may be delivered stacked. The Article on top may not be wider than the Article below and the Article on top must also be a Clampable Article.
- The gap between the trailer roof and the upper Article should be at least 25 cm.
- The first row on the trailer door side is stacked a maximum of two high and lower than 210 cm.
- If Clampable Articles are delivered in a vehicle that cannot unload via a dock, the carriers shall unload the Clampable Articles themselves.



## 6. Delivering shipment

A Shipment must be ready for immediate unloading upon arrival at the Fulfilment Center. Any modifications, such as sealing, stacking or labelling, are therefore not permitted after arrival.

### 6.1 Conditions of delivery

- The Shipment must always be delivered on the delivery date and at the delivery address communicated in the Pre-announcement.
- The carrier must follow the safety regulations and instructions applicable at the Bol Fulfilment Center. A short overview of the most important safety regulations can be found here/below.

#### Do's

- Tie your hair up above shoulder height.
- Always enter the warehouse under supervision.
- Wear correct clothing and a safety vest.
- Behave respectfully and show patience.
- Always wear high safety boots.

#### Don'ts

- Wearing jewellery is prohibited.
- Do not bring electronic devices inside.
- Do not wear loose clothing (e.g. hoodies or scarves).



- Upon arrival, the carrier should report to the porter and present a Waybill/CMR.

The Waybill should contain at least the following information:

- recipient and delivery address
- Supplier name
- Carrier
- number of pallets/packages
- date of delivery
- Shipment reference or Packing list reference as it appears in the SCP

The carrier will be assigned one or more docks on arrival and must unload the Shipments there. Unloading should be done through the back of the truck.

For safety reasons, the carrier is required to facilitate and place wheel chocks. The carrier is obliged to have these wheel chocks with them and place them themselves at the wheels of the trailer before unloading can take place. The carrier can only remove wheel chocks after approval from bol.

Carriers should unload pallets and individual packages themselves, and place the cargo on the lanes behind the dock. Pump trucks are available for this purpose. Clampable Articles will be unloaded by bol unless the vehicle cannot dock. In that case, the carrier should unload by themselves.

- When an Article has a 'this side up' marking, the Article must also be delivered as such (with the top side up).

### 6.2 Vehicle requirements

- The Shipment should always be delivered with either:
  - a vehicle that can drive backwards to the dock and unload from a 100 cm loading pit at the rear, with a loading space of at least 200cm wide
  - a vehicle (such as a delivery van) that has a tailgate that allows unloading.
- Other means of transport (such as passenger cars) are not allowed.
- Direct delivery of shipping containers is not allowed.

# 7. Controlling Shipment

## 7.1 Receipt of Shipment

Upon delivery by the Supplier of Articles, the Waybill/CMR, packing slip or any other specification shall be signed off. The signing off of the Waybill/CMR, packing slip or any other specification does not constitute acceptance of deviations. Deviations include the following situations:

- Too many Articles delivered compared to the purchase invoice and/or purchase order;
- Not enough Articles delivered compared to the purchase invoice and/or purchase order;
- A different GTIN compared to the purchase invoice and/or purchase order;
- Articles not ordered by bol including Articles timely cancelled by bol;
- Articles delivered damaged;
- Articles with a different purchase price compared to what was agreed on.

## 7.2 Inbound process and consequences of deviations

The quantities of Articles registered by bol during the inbound process are leading in determining the number of Articles received by bol. If a deviation is detected during this inbound process, bol has the right to claim this deviation from the Supplier. Bol also reserves the right to suspend payment of the invoice.

With the exception of a deviation in the category “not enough Articles delivered compared to the purchase invoice and/or purchase order”, Articles are temporarily stored in the bol Fulfilment Center at the Supplier’s expense. Bol can return Articles to the Supplier after the Supplier has paid the invoice for the storage costs incurred by bol. The return shipment is at the Supplier’s expense and is delivered to the return address known to bol.

Any deviation will be reported to the Supplier by bol within fifteen working days after delivery of the Articles and receipt of the purchase invoice. This notification takes place via a credit invoice on behalf of the Supplier.

## 7.3 Objection to deviation

If the Supplier does not agree with the deviation, the Supplier must submit an objection within 15 days from the date of the credit invoice sent by bol on behalf of the Supplier. The objection must be submitted in Dutch or English.

The objection must be submitted by filling in a ticket form [<https://ap.lc/vo3Fg>]. This form can be found in the credit invoice sent by bol on behalf of Supplier. In addition, at least the supporting evidence below must be provided by the Supplier:

- Proof of stock count;
- Signed proof of delivery (Waybill/CMR, packing slip or any other specification);
- Information on the packaging of the Articles.

Bol will not consider the objection if the above process has not been followed. If the process has been followed, bol will process the objection and the claim will be assessed based on the evidence provided. Bol will then approve or reject the objection with reasons.

**APPROVAL:** Once the claim has been approved, the Supplier will receive confirmation of this. Bol will then handle the claim.

**REJECTION:** If the objection is rejected, bol will provide motives, close the case and proceed with withholding payments. After rejection by bol, the Supplier cannot submit an objection to the same Discrepancy for a second time.

**NO OBJECTION:** There is no objection if:

- i. The Supplier does not submit an objection within 15 days; or
- ii. bol has not received the above supporting evidence in time.

The Supplier then automatically agrees with the determination of a deviation by bol, and bol will proceed with withholding payments. In this situation, bol will not consider any further objection from the Supplier.



	Kenmerk	Document	Frequentie
<b>Shipment</b>	Shipment reference	Waybill/CMR	1 per truck
<b>Packing list</b>	Packing list reference	Packing list	1 or more per Shipment
<b>Shipping label</b>	SSCC barcode	Shipping label	1 or more per packing list

