

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 Fulfilment Center as stated in these Logistical Delivery Terms and Conditions (hereinafter "Delivery Terms and Conditions"). Complying with these Delivery Terms and Conditions will lead to faster processing.

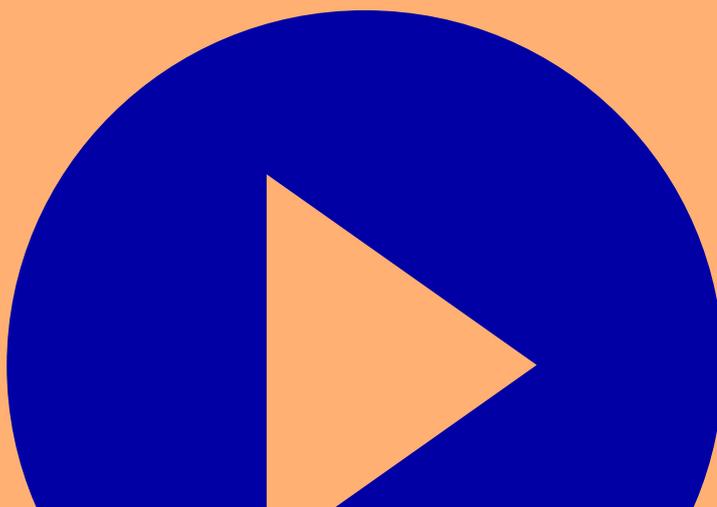
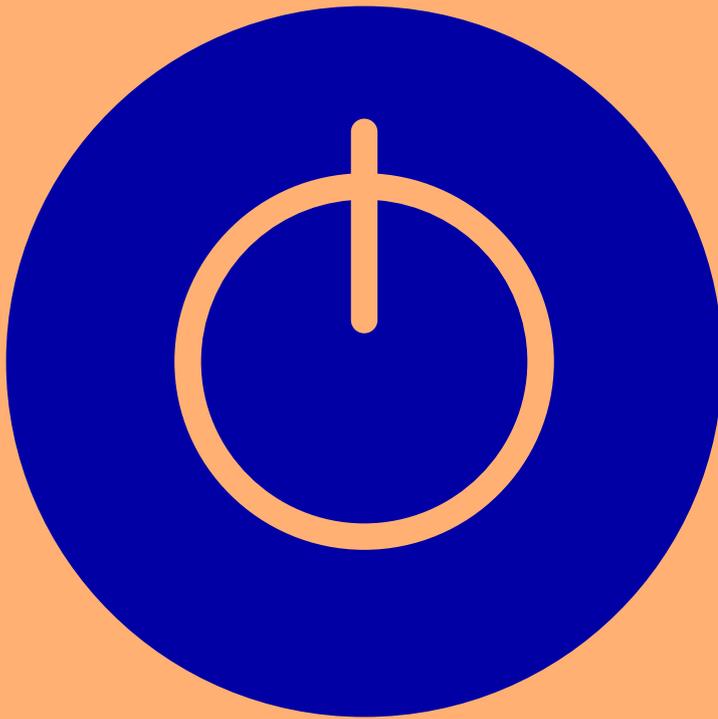
In the event of failure to comply with these Delivery Terms and Conditions bol.com may:

- 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 Fulfilment Center. In case additional Delivery Terms and Conditions apply for a specific Fulfilment Center it will be stated in this document.

2. List of Definitions and Abbreviations



2. List of Definitions and Abbreviations

BBD	Best Before Date.
CHEP Pallet	A type of pallet from the organization CHEP.
DESADV	Dispatch Advice Message.
EAN	European Article Number; global unique barcode for identification of Items, issued by GS1.
EPAL Pallet	A type of pallet with size 800x1200mm, also called Euro Pallet.
GS1	Global Standards One. The organization that issues barcodes.
Hangtag	Label with barcode which hangs on an Item such as clothing, fabric or textile and which must have the barcode printed on it.
Item	Unit as sold to customers, also known as Sales Unit.
Load carrier	That which carries the load; in the context of this document this can be a carton or pallet.
Load carrier	That which carries the load; in the context of this document this can be a parcel or pallet.
Mono pallet	The pallet consists of the same Items, so one bSKU.
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.
UBD	Use By Date.
Unit of Sale	Unit as sold to the consumer, also referred to as Item.
Fulfilment Center	Location where Units of Sale are stored and from where it is sent to bol.com customers.

3. Labeling and packaging Items

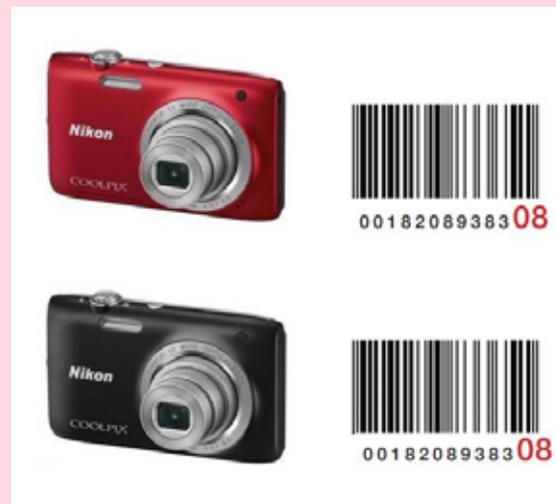
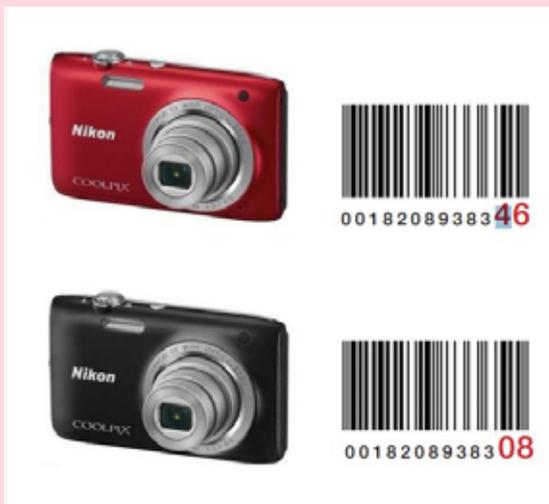
3.1 Labeling Items

Bol.com uses Item barcodes to identify and track Items through its entire handling process. Each Item sent to a bol.com Fulfilment Center must be provided with an EAN barcode which corresponds to the EAN as registered in the bol.com database. 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 bottom of the packaging.
5. Remove all EANs from Outer cartons (except when the Outer carton is the Unit of Sale) to prevent incorrect registration of the Item concerned.
6. 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.
7. The barcode on the Item must exactly match the EAN in the pre-alert.

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



The different colors have different EAN barcodes.



The different colors have identical EAN barcodes.

Barcode on Outer Carton

In case multiple Items are delivered in an Outer carton it is not permitted to have EAN barcodes visible on the Outer carton. Only the separate Units of Sale inside the carton may have an EAN. 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. All existing barcodes on the Outer carton must be removed or covered up by using opaque tape or a sticker. 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.

3.1.1 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 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 bol.com to identify the Item concerned as a set and will not be further unpacked.



Multipack with visible EAN barcode and sticker with approved text.



Multipack without visible EAN barcode and sticker without approved text.

3.1.2 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. 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.

3.1.3 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

3.2 Packaging Items

The Supplier is responsible to pack each Item properly that they are not damaged during transport or during handling in a bol.com Fulfilment Center. The Item must also be resistant to dust and moisture. In addition, additional packaging requirements apply to specific Article groups.

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.

3.2.1 Breakable and fragile Items

Breakable Items (such as tableware, glassware, lightning, decoration, etc.) and fragile Items (such as liquids) must be packaged in such a way that the risk of damage is reduced to a minimum. 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.

3.2.2 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 without removing the protective packaging.
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, including the hangtag, 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.

3.2.3 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.

3.2.4 Sharp Objects

Sharp and pointed 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.

3.2.5 Items Packaged in a Carton

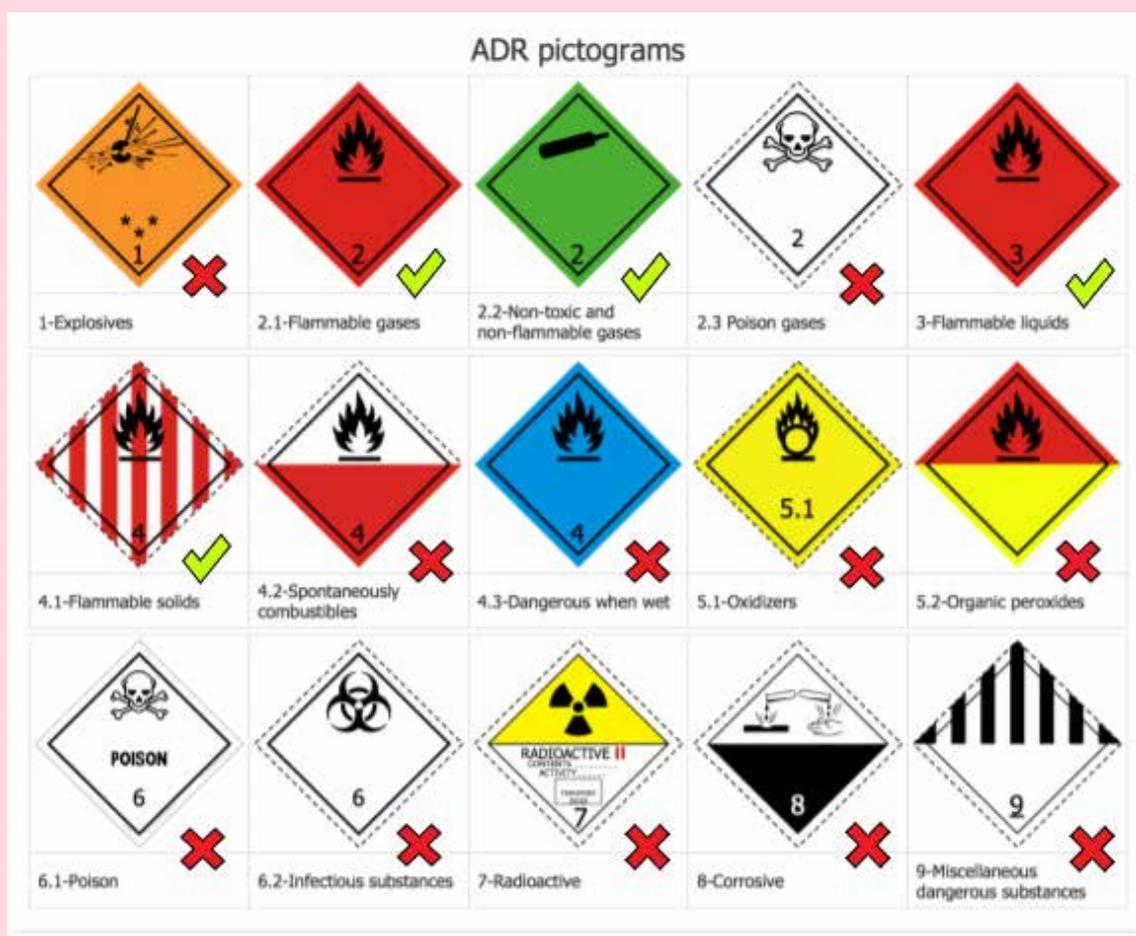
The bottom of the carton must be flat due to the way products are processed in the Fulfilment Center. Bulging boxes cannot be processed

3.2.6 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.

Bol.com 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.

It is not possible to send Items with Hazardous Substances to BFC XL and Veerweg. These Items cannot be processed here. In case the Supplier has ADR/PGS sales rights, it is still not allowed to deliver Items with Hazardous Substances to BFC XL and Veerweg.



3.2.7 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. Examples of this are products in the category erotic, cosmetics, care products, toothbrush/toothpaste. Beware, the examples mentioned here are for illustrative purposes only and are not exhaustive.

3.2.8 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 cannot be returned.

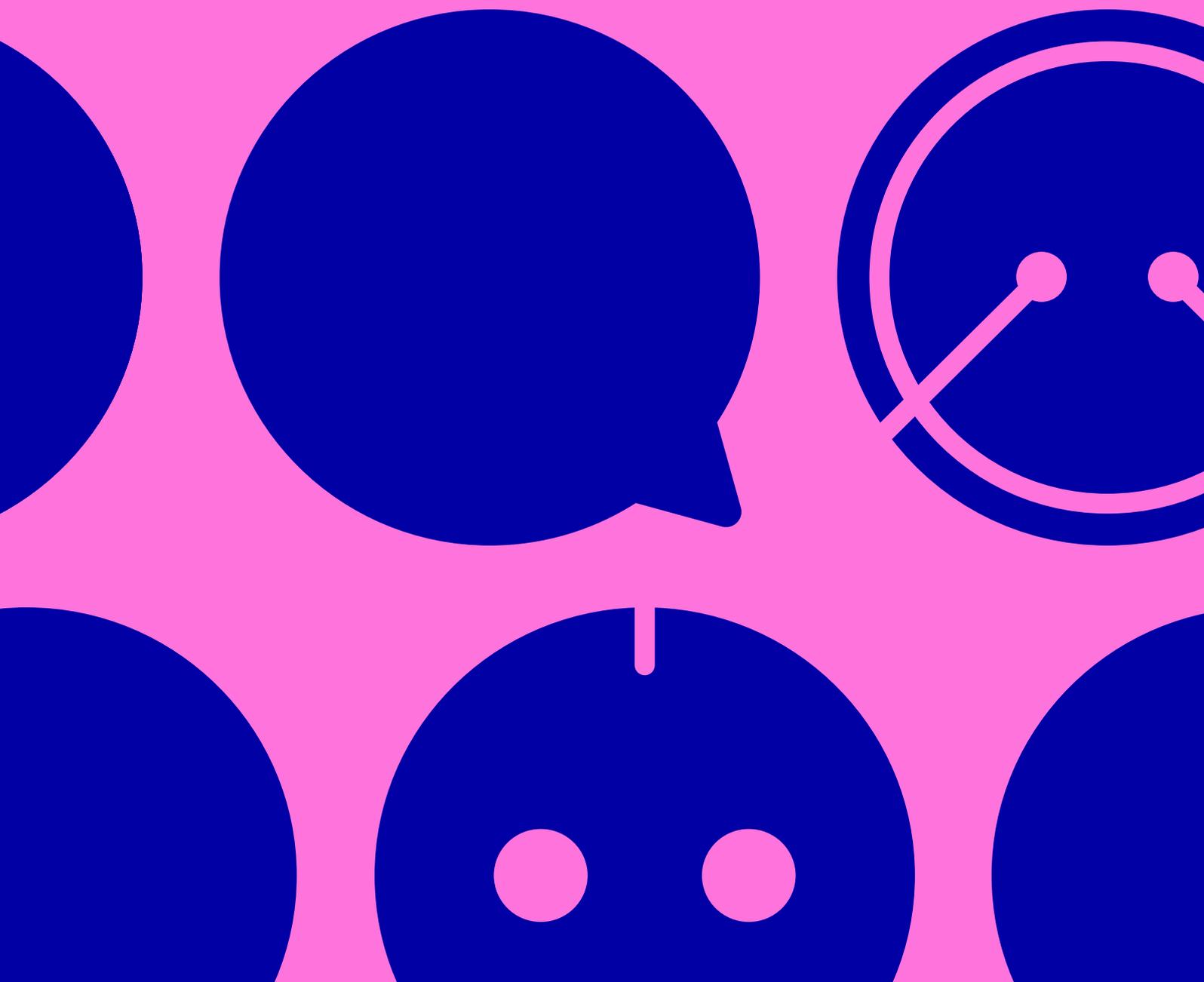


The BBD is on the packaging.

3.2.9 Additional requirements for Items delivered to 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.

4. Pre-Alert



4. Pre-Alert

All shipments to a bol.com Fulfilment Center must be pre-announced.

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.

4.1 Date of Delivery

The delivery date stated on the purchase order is leading. Delivery dates are determined in mutual consultation and are managed by bol.com. The Supplier must deliver on the date of the pre-alert and the pre-alert date must correspond to the purchase order.

4.2 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 Fulfilment Center. In case pre-alert is performed using EDI it is possible to, after consultation and approval, deviate from this requirement.
2. Any change in the digital pre-notification must be sent at least one hour before the physical delivery.
3. 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.
4. 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 Fulfilment Center.
5. The requested delivery location is leading. The location in the pre-alert must exactly match the Fulfilment Center at which the delivery will take place.
6. The Items, the quantities per Item and the EAN barcodes registered in the pre-alert must exactly match the contents of the physical shipment. Furthermore, the correct purchase order must be referred to.
7. 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. More information about the SSCC is provided in 5.2.1.
 - 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.
8. 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.
9. 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. The primary load carrier is the main load carrier, for example a pallet. Secondary and tertiary load carriers are packaging on the primary load carrier, for example cartons on a pallet. In case the shipment is delivered in separate packages, then these packages are the primary load carriers. In case the shipment is delivered on pallets (with separate Items or Items in cartons on it), then those pallets are the primary load carriers.
10. The carrier which will be delivering the shipment to the Fulfilment Center must be registered in the pre-alert.

4.3 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 Fulfilment Center. 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.

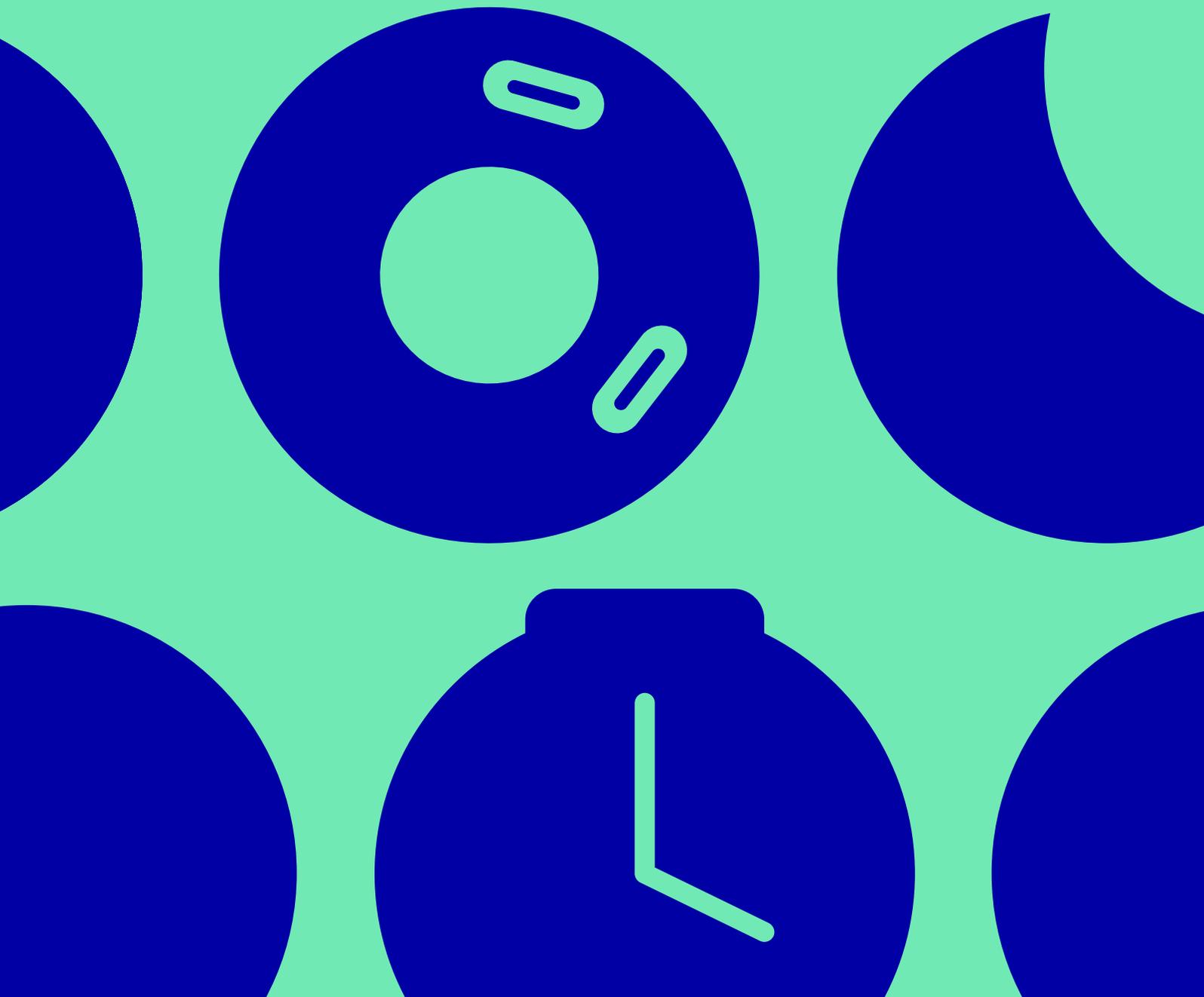
Furthermore, the carrier is, in the process of reserving a time slot, required to register the license plate number of the vehicle that will be used to deliver the goods. The carrier must also register which packing list numbers from which Supplier(s) will be delivered in the time slot. In case a carrier 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.

4.4 Non-ordered Items

Items which were not ordered by bol.com will be stored in the Fulfilment Center 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.

5. Preparing the shipment



5. Preparing the shipment

The Supplier is responsible that the Items are packaged in such a way that they arrive undamaged at the bol.com Fulfillment Center. Packaging material must reduce the risk of damage to a minimum.

The Supplier must ship its Items by loose-loaded carton (parcel) or pallet(box). Loose loaded cartons are only allowed if the weight of the carton is <15kg and the measurements are < 800 x 800 x 800 mm.

A shipment must be delivered on a pallet if:

- Carton weight > 15kg
- Item weight > 15kg
- Carton measurements > 800 x 800 x 800 mm
- A shipment consists of 10 or more cartons

In addition, the following requirements apply:

- Each Load carrier only contains Items that are part of the same pre-alert. Combining multiple pre-alerts on one Load carrier is not allowed.
- A Load carrier must only contain Items from one Supplier
- Delivery of cartons from multiple Suppliers on one Load carrier is not allowed
- Only one UBD/BBD per Item is permitted to be packaged per Load carrier
- The Items of the physical shipment must exactly match the data in the pre-alert.
 - EAN
 - Quantities per Item



The pallet contains only cartons from Supplier A.



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

5.1 Specifications per Load Carrier

5.1.1 Shipped by loose-loaded cartons (parcels)

Dimensions and weight must comply with the following requirements:

- maximum 15 kilograms
- maximum 800 x 800 x 800 mm

Cartons larger or heavier than the above requirements must be delivered on a pallet. The same holds if a shipment consists of 10 or more cartons.

Loose loaded cartons must comply with the following requirements:

- When reusing cartons, all old shipping labels and barcodes must be removed or covered with opaque tape. This prevents the wrong barcode from being scanned during the receiving process.
- Use a sturdy, six-sided carton with flaps that are intact.
- Pack all Items separately and use suitable packaging material (bubble wrap, rigid foil paper, etc.).
- Use strong tape that is designed for transportation.
- Especially with fragile Items: leave 5 cm space between each individual Item and the inside of the carton to prevent damage from shock, vibration and item-to-item contact.
- Fill all empty spaces with filler material.
- The contents of the carton should not move when shaken.

5.1.2 Shipped by pallet

Bol.com accepts two Type of pallets:

1. EPAL pallet (800x1200 mm)

EPAL pallets will be exchanged for undamaged, empty EPAL pallets at the bol.com Fulfilment Center 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 Fulfilment Center.

Dimensions and weight must comply with the following requirements:

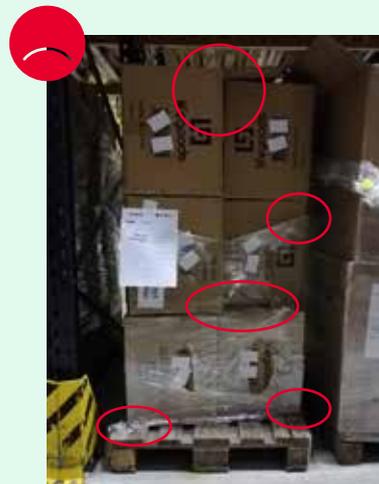
- 1.** Dimensions of a pallet are 800x1200 mm. The Items on the pallet must not protrude beyond these dimensions. At BFCXL different regulations for delivering large Items apply, which are mentioned later in this chapter.
- 2.** Delivery of Items must take place on pallets which are not stacked higher than 1.80 m (including pallet).
- 3.** Delivery of items on double stacked pallets is permitted only if the single pallet is not stacked higher than 1.80 m (including pallet) and the combined pallet is not higher than 2.20 m (including pallets).
- 4.** A mono pallet must not exceed a weight of 680 kg, a mixed pallet must not exceed a weight of 1000 kg. A double stacked pallet must not exceed a weight of 1000 kg.

Requirement per Fulfilment Center	Ingram Micro Veerweg 16 5145 NS Waalwijk	BFC Mechie Trommelenweg 1 5145 ND Waalwijk	BFC XL Inundatiedok 34 3439 JJ Nieuwegein
Type of pallet	EPAL CHEP		EPAL CHEP Similar quality*
Dimensions	800x1200 mm		800x1200 mm with a max. of 1200x1600 mm
Maximum height incl. pallet	1,80 m		
Maximum weight mono pallet	680 kg		
Maximum weight mixed pallet	1000 kg		
Permitted to deliver Item larger than the pallet	No		Yes
Clamp truck Item permitted	No		Yes

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

The packaged pallet must comply with the following requirements:

- Use transparent plastic foil (preferred packaging)
- Make sure the plastic foil is around all boxes up to the top of the boxes on top.
- Make sure the plastic foil is partially wrapped around the pallet. This prevents the boxes from sliding off the pallet.
- The plastic foil must be undamaged.
- The boxes must be stacked straight.
- The boxes must not protrude beyond the dimensions of the pallet.
- Make sure there is no transparent tape or foil placed over shipment labels.



Preferably, it is indicated on the pallet whether it is a Mono or Mixed pallet.

Preferably, as many of the same EANs are put together on a pallet.

In case a Mono pallet contains Items without an outer carton, stack the pallet in such a manner that the barcode of the Items are visible without de-stacking the Items.

Pallet boxes

Delivery of Items in pallet boxes is only permitted if the Items in the pallet box are packed in separate cartons. Delivery of a load carrier with one EAN (a mono pallet) in a pallet box is **not permitted**.

Additional requirements Pallet delivery BFC XL

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

In case an individual Item is wider than Euro Pallet size (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 size 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.

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

5.2 Reference on Shipment

Items from multiple purchase orders can be merged into one shipment with one packing list number. Each parcel or pallet(box) must be provided with a reference in the form of a bol.com shipment label. The label must be clearly visible, which means that it must not be placed under the packaging material, inside the carton or overlaid by the carrier's shipping label.

The Supplier must make sure that the following information is included on the shipment label:

- Full delivery address
- Property designation (site 1 or site 2) in case of delivery at BFC in Waalwijk (see 6.5.1).
- Packing list number as used in pre-alert
- Name and address details of the Supplier (return to sender)



Both pallets have a visible shipment label.



Only one of the pallets has a visible shipment label.

5.2.1 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. Suppliers using SCP for the pre-alert must use the SSCC labels generated in SCP. bol.com considers these as the only valid GS1-labels for the load carriers.

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.

Please note: Each Load carrier must have two unique shipping labels. Do not use a shipping label for multiple Load carriers.

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 for the Fulfilment Center 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.

5.3 Packaging material

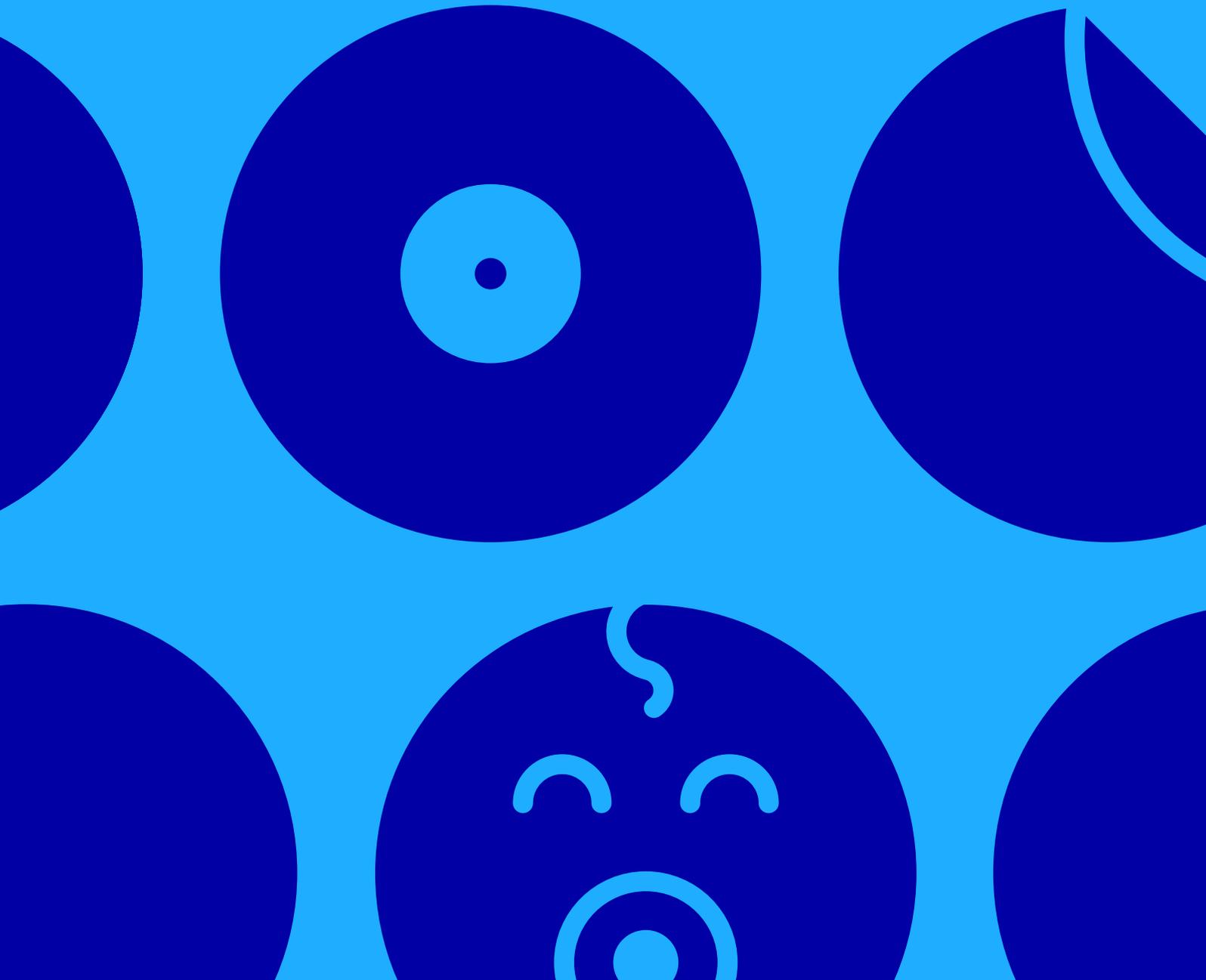
5.3.1 Transport Packaging made of Cardboard

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.

5.3.2 Preferred packaging

In respect to bol.com's sustainability efforts, transparent film (sealing made of recycled plastic) is the preferred packaging for pallets

6. Sending the shipment



6. Sending the shipment

6.1 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 Fulfilment Centers. 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. In case of delivery at BFC, it is necessary to state the property designation (see 5.4.1). The addresses of the Fulfilment Centers 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.

6.2 Carriers

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

The Supplier is responsible to provide the carrier with the following information for each Load Carrier.

- Full delivery address
- Property designation (site 1 or site 2) in case of delivery at BFC in Waalwijk (see 6.5.1)
- Packing list number of the pre-alert.
- Name and address of the Supplier (return to sender).

This information should be stated on each shipping label of the carrier

6.2.1 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 parcel level. A check on the correct number of cartons always takes place afterwards.

6.3 Safety Regulations

The Supplier, when at the bol.com Fulfilment Center, 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.** It is not allowed to be present in the building unaccompanied.
- 3.** It is not allowed to enter the bol.com Fulfilment Center with jewelry/telephone.
- 4.** Wearing certified safety shoes is mandatory at all times (meets at least S1P and S3).
- 5.** Wearing a safety vest is mandatory (bring your own).

Unloading, collecting and any other activities relating to shipments in the bol.com Fulfilment Centers cannot 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 Fulfilment Center.

6.4 Registration at porter

Upon arrival, the carrier must sign up at the porter. He must provide the BL Seller name and report all packing list numbers of the shipment(s) so the porter can register all packing lists. If the carrier provides multiple packing lists, all packing list references must be reported. When a packing list is not reported to the porter, the whole shipment or part of the shipment can be refused at unloading.

6.5 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.

During the delivery of shipments, there are differences between regular and fast lane procedures. As a result, it is not always possible to process the first registration first.

Preferably, the driver speaks Dutch, English or German. In case the driver speaks another language, partial access to the premises may be denied. bol.com will then take care of unloading the freight.

6.5.1 Combined unloading at BFC site 1 and BFC site 2

In case multiple dock numbers are assigned to the driver, unloading must be done in the order of the driving direction on the site.

It is important that the Supplier always delivers the load carriers separately for the different sites, such that that these can be unloaded separately at each site. In case the Supplier uses a carrier or third party for the delivery, then the Supplier must provide them this information.

In case the carrier has load for both BFC site 1 and BFC site 2, then the load for BFC site 2 must be unloaded first. On arrival, the Supplier will then be assigned two dock numbers at the porter. The order of loading and unloading is important here. The shipments with BFC site 1 as destination must be loaded first at the Supplier and unloaded second.

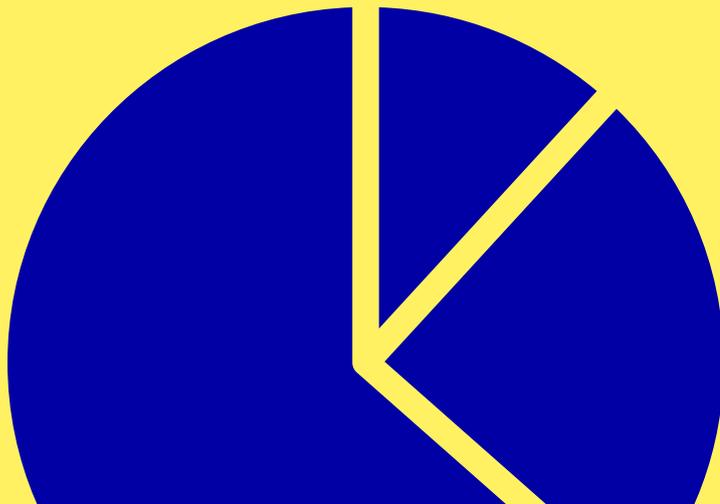
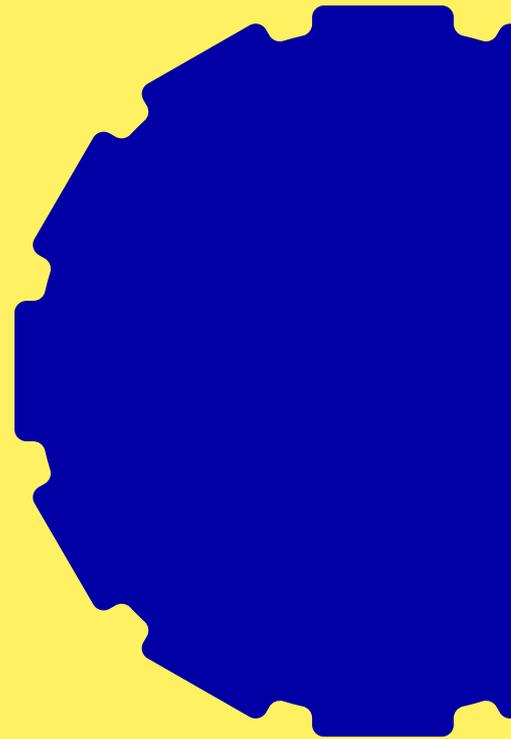
6.6 Sanctions

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 or actions necessary to process the shipment will be performed.

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.

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

7. Damage and Item Shortages

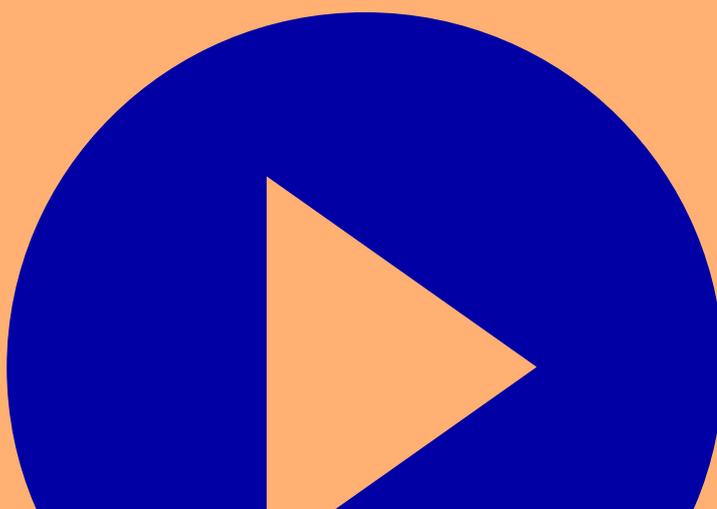
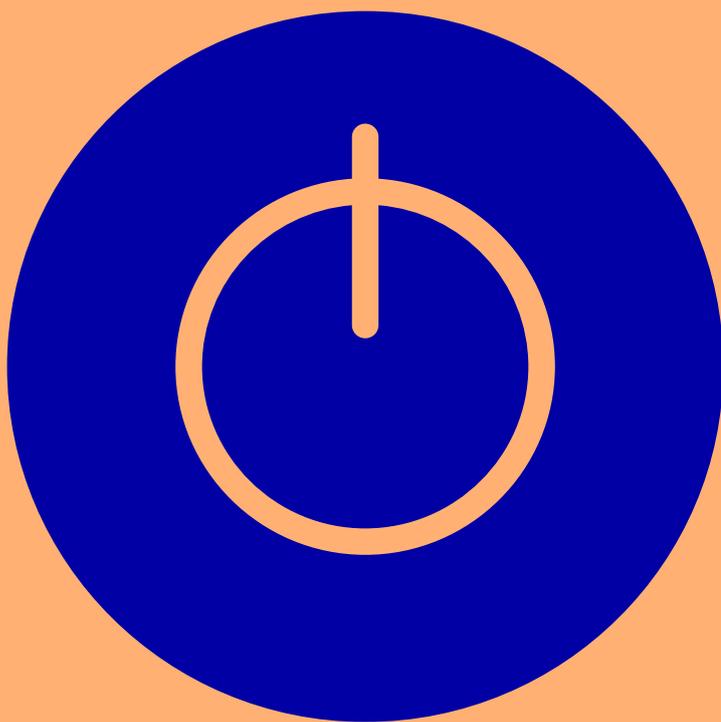


7. Damage and Item Shortages

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 for receipt of a shipment based on the data from the parcel delivery organisation. The check whether all parcels have been delivered correctly will take place at a later moment. Signing for receipt does not entail acceptance of the quality and quantity of the Items/cartons. In case any deviation on Item level is 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.

8. Appendix



8. Appendix

8.1 I - Specifications barcode

Specifications:

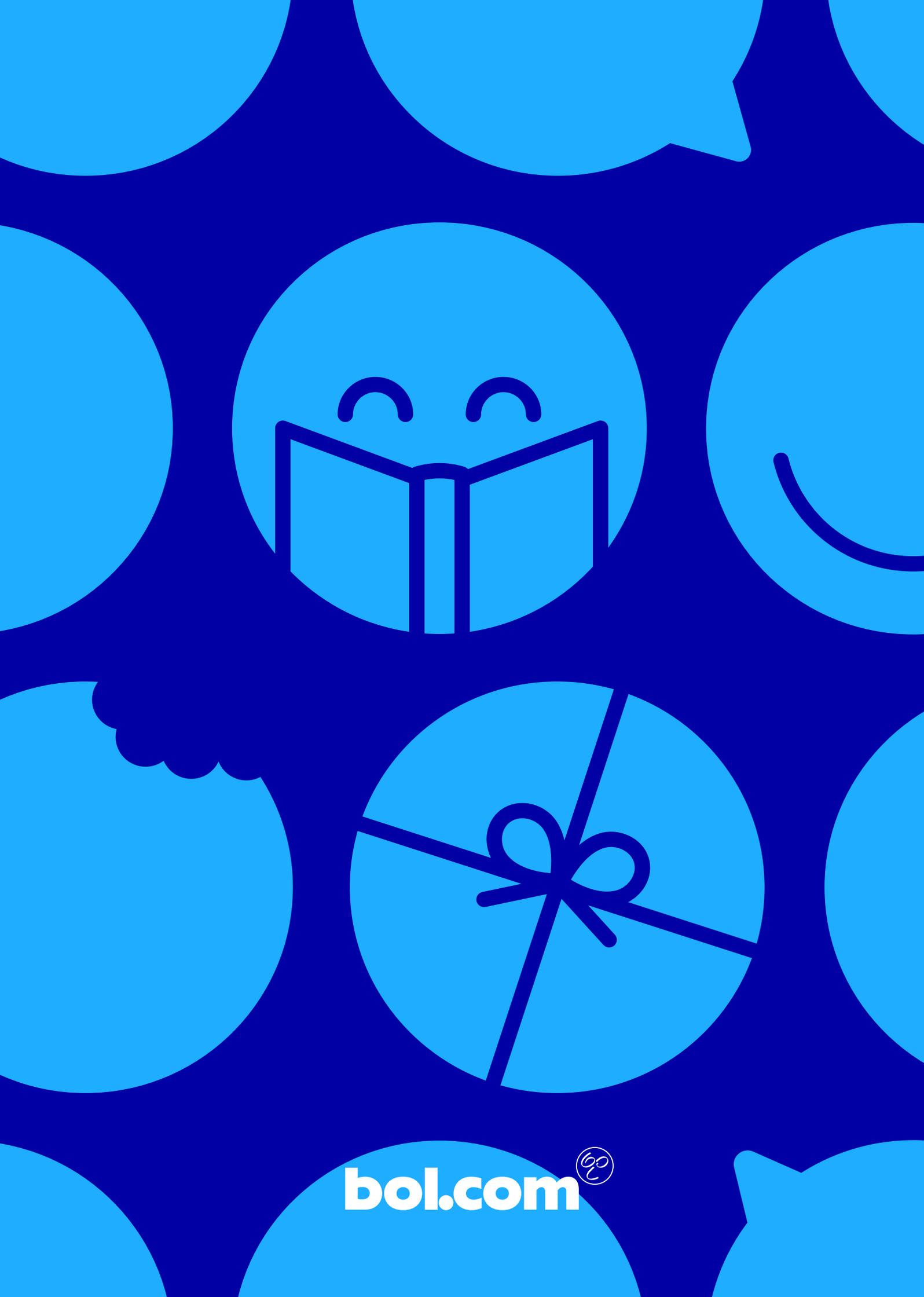
- Type: 1D & 2D
- Height (= length of one bar): > 1 cm
- Module width: > 25 mm
- 2D cell size: > 0,4 mm
- Quiet zone: 10x module width
- Quality: minimum ANSI C
- Orientation: Omni-directional
- Background: white

Permitted barcode types:

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

Permitted 2D barcodes:

- QR
- Datamatrix
- PDF 417



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