

1. Scope / Download information

These delivery guidelines applies for all deliveries made by the supplier to Ingram Micro Distribution GmbH, Ingram Micro Pan Europe GmbH and Ingram Micro Mobility Germany GmbH (jointly referred to as „Ingram Micro“).

When cooperating with logistic-service providers, the vendor has the responsibility to ascertain that these delivery guidelines are adhered to by said logistic-service providers.

You can download these delivery guidelines in their most recent version in German and in English at <http://www.ingrammicro.de/public/vendor/>.

2. Delivery address

Ingram Micro's delivery address is: Europaring 20-22, D-94315 Straubing

3. Notification and Delivery

3.1 General

We have to be notified of each delivery at least 24 hours before the intended delivery time.

The following listed particulars need to be given with each notification:

- Supplier
- Carrier (each with complete contact details)
- Date and time of the intended delivery
- Number of pallets
- Total number of boxes (boxes on pallets and any loose boxes)
- Electronic delivery notes
- Statement “exclusively duty-free-goods” or “delivery contains dutiable goods”
- Licence plate number of the delivery truck
- Gas Free Certificate (GFC)

Only duty-free goods must be delivered. Should, in an individual case, deviating agreements be made, we will need to be told about the fact that the delivery contains dutiable goods at the time of the notification. In this case our customs-department will need to be notified (see in 10. contact list).

Once the notification has been made, you will receive a slot-number as well as a delivery time and place by Ingram Micro.

If the allotted delivery time cannot be kept, you will need to inform Ingram Micro or our notification department (see in 10. contacts) at least 24 hours before the due delivery time. In the event of a short-notice inability (hold-up) to deliver on time, you will need to notify Ingram Micro at the very latest before the allotted delivery time.

Our Receiving Department is open Monday until Friday between the hours of 06:00 am and 07:00 pm.

The allotted delivery time is the time by which the truck will need to „dock“ at the gate at the very latest. A delivery is classified as behind schedule if the truck has not been registered by the driver at the delivery gates at least 15 minutes ahead of the allotted delivery time.

If no delivery note has been made available in electronic form with the electronic notification (see chapter 3.2), the truck must be registered by the driver at least 1 hour ahead of the allotted delivery time.

When registering the truck, the allotted slot-number needs to be indicated without fail.

Split deliveries caused by the carrier are not accepted.

Ingram Micro points out that for all the currently supplied goods for hazardous materials, the currently valid version according to the regulations of IATA / ICAO and ADR - Chapter 1.4 of ADR Safety obligations of the participants - applies. This concerns the producer and therefore also the supplier or the person acting on behalf of the supplier. Thus the supplier or the person acting on behalf of the supplier guarantees that all required duties are incumbent on him. In that case, a liability claim against third parties is forfeited. As a precautionary measure Ingram Micro refers to the currently applicable legal requirements for each mode of transport in the various dangerous goods regulations.

3.2 Electronic data-transfer

For delivery of goods, Ingram Micro requires the delivery note information as well as the notification in electronic form due the use of i-LogX, a support internet platform.

The electronic delivery data are for this purpose the basis for the subsequent notification via the internet platform. Furthermore, this means that the product related serial data (e.g. IMEI) have to be provided when sending the delivery note, however, at the very latest with the notification.

There are a range of connection options when sending the electronic delivery note and serial data. Please contact the i-LogX project team for more information. You can find the contact details in item 10.

The notification enquiry is carried out in the next step using the internet platform i-LogX. For this purpose, Ingram Micro provides access information and also training documentation (video & handbook).

An email is sent with all information relevant for the delivery (slot number, address information etc.) after the notification enquiry has been transmitted with all necessary data. The truck turnaround times such as truck arrival or start of unloading can also be found in the internet application.

Please also contact our i-LogX project team for further information.

The vendors need to have concluded this changeover 6 weeks after the first delivery at the very latest.

4. Transport

The goods have to be secured in such a way to avoid slipping, falling over or falling down.

Single parcels have to be packed together within in a unit to assure that they are safe during transport and to avoid slipping.

When securing boxes always ensure the following:

- Boxes have to be firmly closed, however, not every box requires a strapping band.
- The box lids have to be secured tightly to the box.
- Lateral straps and other openings on the box have to be sealed with suitable packaging tape.

Consignments containing more than 15 boxes have to be delivered on pallets.

Please consider the following when delivering goods on pallets:

- Goods on pallets have to be wrapped with transparent foil. The foil has to be fixed onto the pallet.
- The pallets need to have guard-strips along the edges.
- It has to be possible to safely unload pallets from the truck using a forklift.
- Pallets must not be stacked on top of each other, if the items below could not support such a load.
- Pallets have to be loaded in such a way that their access opening (located on the narrow or front side of the pallet) is facing the unloading side.

The truck has to be suitable for ramps. This means that the cargo area of the truck has to be at least 2.00 m wide and have 1.05 to 1.10 m ground clearance. Furthermore, the goods destined for Ingram Micro need to be directly accessible during unloading. Due to liability reasons, goods not meant for Ingram Micro cannot be unloaded.

5. Delivery Documents

Each delivery must be accompanied by a waybill and a delivery note. The driver has to keep the waybill as well as a copy of the delivery note at hand and present them when the truck is being registered at the delivery gates. The original delivery note has to be on the outer box for parcel delivery, for pallet deliveries the delivery note has to be applied to the pallets.

If the delivery is not from an EU country, then a Gas Free Certificate has to be provided for the container. Please assume a downtime of 30 minutes to air the container.

5.1 Contents of the waybill

Each delivery can only have a maximum of one waybill. Products which are listed on different delivery notes, but are handed to a carrier for delivery at the same time have to be considered 1 consignment.

The waybill has to have the following information:

- Waybill no. and date
- Supplier address
- Ingram Micro address
- Carrier address
- Number of pallets
- Total number of boxes (boxes on pallets + loose boxes)
- Consignment weight
- List of all delivery note number(s) included in the waybill
- Comment when delivering dutiable goods
- Slot number issued by Ingram Micro
- Seal number(s)
- List of packing serial numbers

5.2 Contents of the delivery note

Items which are listed on a delivery note may not be split into several deliveries.

The delivery note has to have the following information:

- Delivery note no. and date
- Supplier address
- Ingram Micro address
- Purchase order number (Ingram Micro's order number)
- Ingram-Micro-item number
- EAN- / UPC-Code
- Manufacturer item number
- Product description
- Delivery quantity
- Number of pallets
- Number of boxes (boxes on pallets and any loose boxes)
- Country of origin

6. Labelling of the goods

6.1 Goods on pallets

The product labelling has to be visible from the outside. Part of the product labelling is all information from chapters 6.2 or 6.3. Shock and tilt watches must be visible from the outside. For this purpose, a transparent pallet foil has to be used. Mixed pallets have to be clearly identified as such and require the relevant packing list.

The following information has to be applied on the outside of every pallet on a sticker in the specified format (generally in legible writing, if stated also as a barcode):

- Full supplier address (legible writing)
- Ingram Micro's order number - Purchase Order (legible writing)
- Sequential number of the pallet and total number e.g. pallet no. 3 of 5 (legible writing)
- Number of units per pallet (legible writing)
- List of all serial numbers for unmixed pallets (legible writing + barcode labelled with SN)

6.2 Packaging units (outer box)

Mixed boxes have to be clearly identified as such and require the relevant packing list.

Packaging units, which have unit numbers which are different to other (standard) packaging units (e.g. "incomplete boxes") have to be identified clearly as such.

The following information has to be applied on the outside of every box in the specified format (generally in legible writing, if stated also as a barcode):

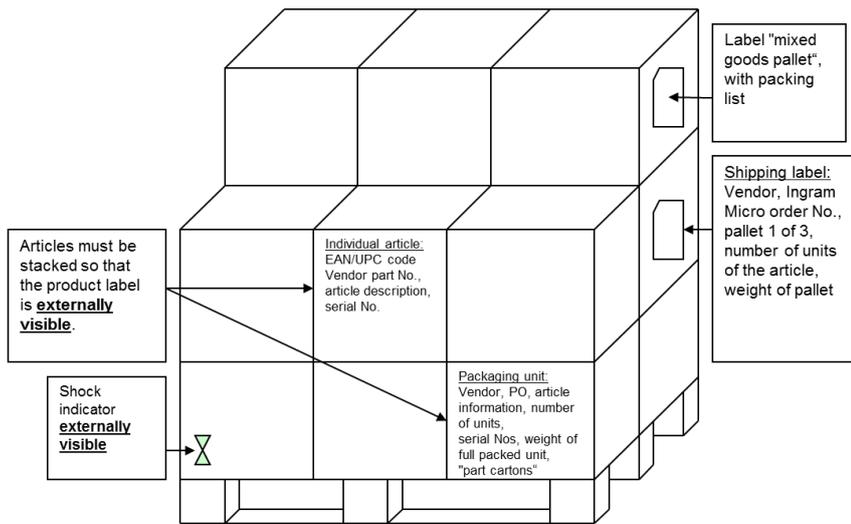
- Full supplier address (legible writing)
- Ingram Micro's order number - Purchase Order (legible writing)
- Sequential number of the packaging unit and total number e.g. box no. 3 of 5 (legible writing)
- Number of units per packaging unit (legible writing)
- Serial number (legible writing + barcode, clearly marked with SN)
- IMEI numbers (legible writing + barcode, clearly marked with IMEI)
- EAN- / UPC-Code (legible writing + barcode)
- Manufacturer item number (legible writing + barcode)
- Ingram Micro's item number (legible writing)
- Item name (legible writing)
- Weight per packaging unit (legible writing)

6.3 Single units

Single units must not be labelled nor marked in any way. This information must be attached on the outside of the packaging unit.

The following information has to be applied on the outside of every single unit in the specified format (generally in legible writing, if stated also as a barcode):

- EAN- / UPC-Code (legible writing + barcode)
- Manufacturer item number (legible writing + barcode)
- Item name (legible writing)
- Serial number (legible writing + barcode, clearly marked with SN)



7. Demands regarding goods on pallets

7.1 Measurements of the pallet

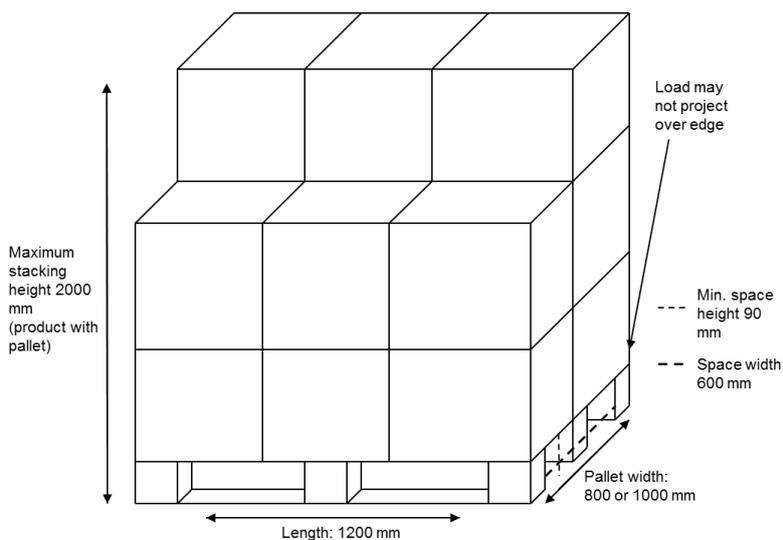
In general, 4 way entry Euro-flat pallets (1.20 x 0.80 m) have to be used for transport. Alternatively, it is also possible to use disposable wooden pallets as long as the dimensions correspond to those of EURO or industrial pallets (1.20 x 1.00 m) and the applicable requirements with regards to access opening are met. The basic measurements of pallets must be observed, projection of goods must be completely avoided. The delivered pallets must not exceed a height of a maximum of 2.00 m (product including pallet).

Items which exceed the individual dimension of the above mentioned pallet size have to be delivered on especially suited pallets.

The following requirements (for standard EURO-pallets) apply with regard to access opening for pallets:

- Access on all sides: A 4 way entry for a full accessibility with forklifts and lift trucks.
- The access width (cleared width of the access opening between the spacing blocks) has to be at least 0.60 m.
- The access height (cleared heights of the access opening) has to be at least 0.09 m.

The following illustration (example B) clarifies the necessary requirements.



7.2 Nature of pallets

In general flat wooden pallets have to be used. The delivered pallet must be usable. Furthermore, only heat-treated pallets (HT: Heat Treatment) are accepted. Fumigated pallets (MB: fumigating with methyl bromide) are not accepted.

Flat pallets are not considered usable if they have the following damages or faults:

- A board is missing, is skewed or is broken across
- More than two bottom, top border boards or a diagonal board have been splintered in such a way that per board more than one nail or screw shaft is visible.
- A block is missing, or broken/splintered in such a way that more than one nail or screw shaft is visible.
- Improper components were used for repair (too narrow, too short boards or blocks).
- The general condition of the pallet is so bad, that its load capacity can no longer be guaranteed or goods could get dirty or damaged.

Please see the attachment "Examples for the delivery guidelines" to look at correct and wrong scenarios.

7.3 Exchange of pallets

To be able to exchange pallets, the pallets must conform to the exchange criteria of the European Pallet Pool with regards to EURO-pallets. At Ingram Micro the exchange of pallets generally occurs on a one-for-one basis at the point of delivery. Should there be no exchange of pallets, Ingram Micro is freed of its duty to return, as long as Ingram Micro is not responsible for the non-exchange (example: the carrier refuses to accept exchangeable pallets at the point of delivery).

To be able to exchange pallets, the pallets must correspond with the exchange criteria of the European Pallet Pool with regards to EURO-pallets:

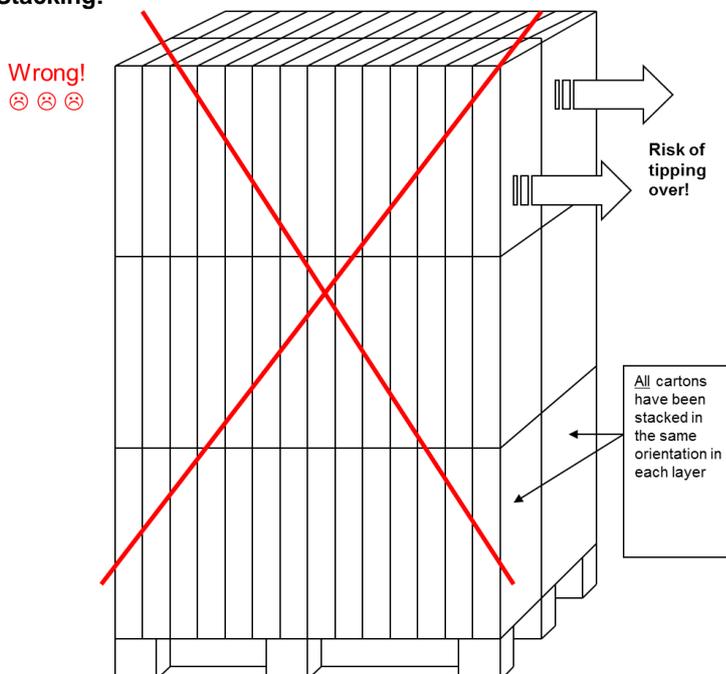
- According to this, only EURO-flat pallets, i.e. wooden exchange pallets, can be exchanged which are manufactured as per UIC standard 435-2 with dimensions of 1.20 x 0.80 m.
- EURO-pallets which cannot be used, i.e. which have damages or faults as described in 7.2 cannot be exchanged.
- Furthermore, please consider that only EURO-pallets can be exchanged which have been repaired properly (can be recognised on the EPAL labelling nail on a middle block at the lateral side).

The stated exchange criteria can be found on the internet at (see link): www.gpal.de

8. Stacking and sorting of goods on pallets

The goods must be stacked on the pallet in a stable way to prevent packages from falling over when being unloaded one-by-one later on!

Stacking:

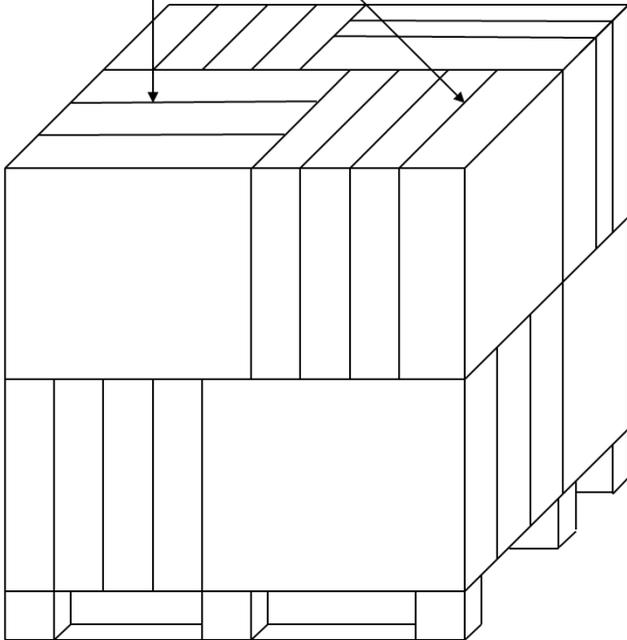


All boxes are aligned in such a way that they point in the same direction. This makes the stacking on the pallet unstable.

If the pallet gets a (slight) push from the back or front, then there is a risk that the boxes fall into the relevant direction ("domino effect").

Right!
😊😊😊

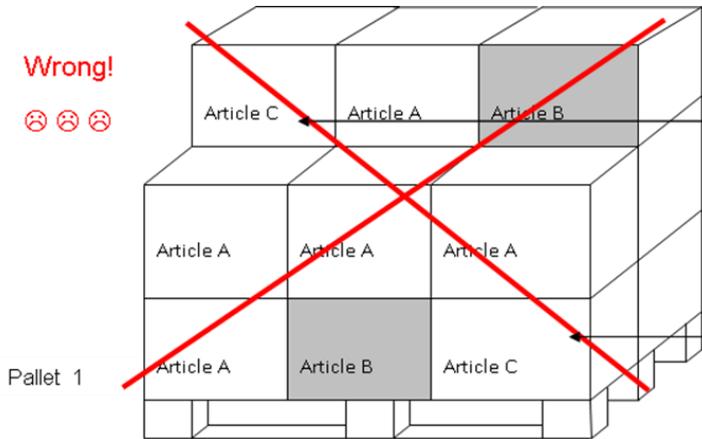
Each layer has been arranged so that some cartons are placed longitudinally and others laterally.



The items are stacked in a safe way. The goods can be removed without causing a "domino effect".

Sorting

Wrong!
😞😞😞

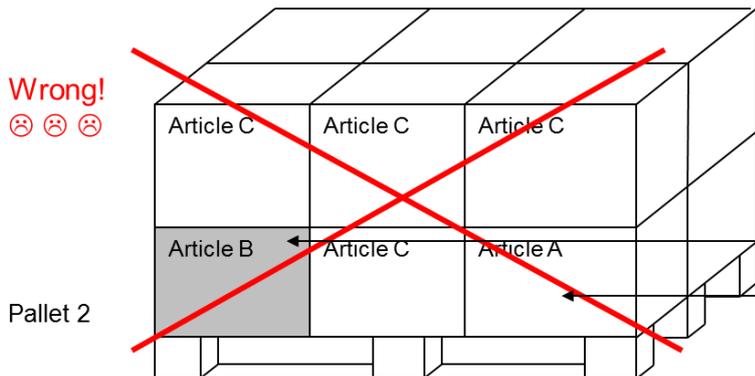


Article C is mixed with article A and B on pallet 1. Articles have not been ordered by type on the pallet.

The items A, B and C (mixed across two pallets) are delivered completely mixed-up.

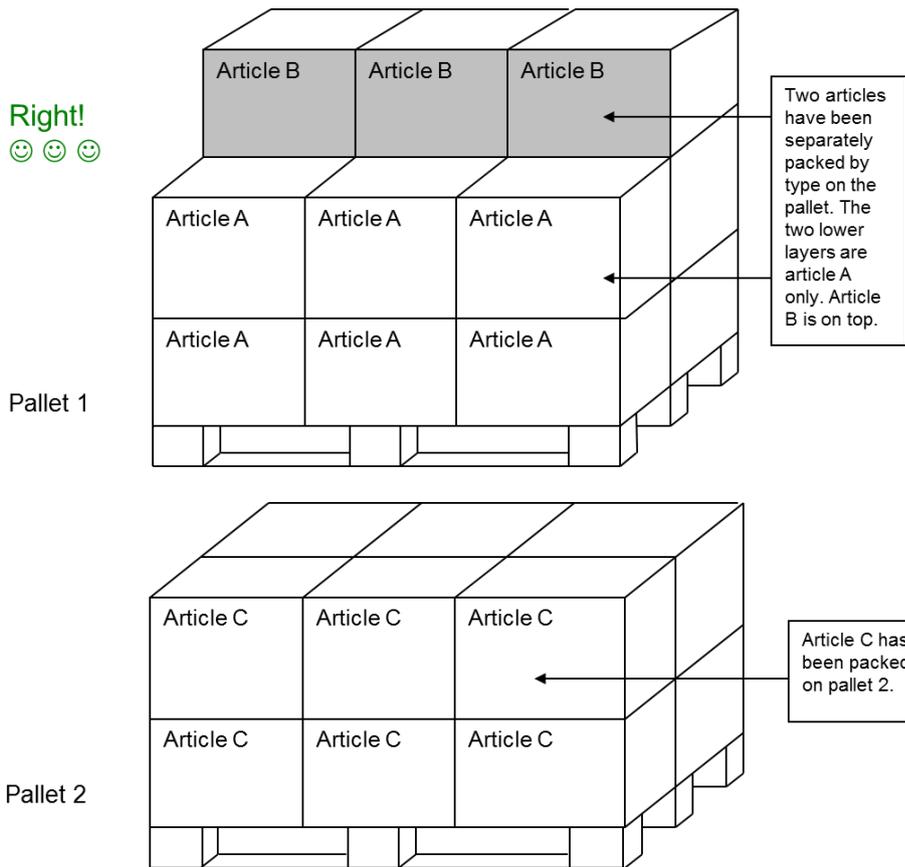
Both pallets have to be completely unpacked during goods delivery in order to sort the three items.

Wrong!
😞😞😞



Alternatively, articles A and B are mixed with article C on pallet 2.

Right!
😊😊😊



Pallet 1 is packed with items A and B (packaged unmixed).

In order to book item B, the pallet 1 does not have to be fully unpacked during goods delivery.

Article C is located on a separate pallet (pallet 2).

This makes checking the delivery much simpler.

9. Consequences when breaching the applicable delivery guidelines

If you breach any of the above mentioned points, then you have to face consequences. Please check the price list for the relevant information.

10. Contacts

If you have any questions then please get in touch with the following contacts:

Notification prior delivery

Phone +49 (0)9421 738-785
 Fax +49 (0)9421 738-771
 Email AvisRDC@ingrammicro.de

Delivery includes dutiable goods / import

Phone +49 (0)9421 738-265
 Email DESR-Customs-Import@ingrammicro.com

Delivery guidelines / quality and SCM

Phone +49 (0)9421 738-249
 Email VendorQM@ingrammicro.de

i-LogX

Phone +49 (0)9421 738-450
 Email i-logx@ingrammicro.de

Pick up of returns

Phone +49 (0)9421 738-110
 Email OrdermanagementRDC@ingrammicro.com