

## ANNEX 7 – OUTBOUND B2B DELIVERY GUIDELINES



If you or your clients wish to collect a pallet delivery at Internal, ex works Warsaw delivery conditions apply (**EXW** Incoterms 2020).

Please follow these collection guidelines and inform your carriers accordingly.



### CONTACT AND COLLECTION ADDRESS

Your pallet deliveries can be collected from Monday to Friday, 07.00-16.00 hrs at:

**Internal Sp. z o.o.**  
**ul. Ks. Ziemowita 59**  
**PL-03-885 Warsaw**  
**Tel. +48 22 380 62 48**



### COLLECTION ADVICE

Once a delivery is ready to be collected, we will advise you by e-mail of all relevant information such as quantity of pallets, measurements and gross weights.

As of which we ask you to notify us by e-mail to [fulfilment@internal.eu](mailto:fulfilment@internal.eu) minimum 1 day ahead of the planned collection about:

- ✓ Which company will collect the load
- ✓ Driver name and vehicle registration number
- ✓ Expected day and time of arrival at our premises

It is on advantage to send us a copy of the carrier CMR as to speed up the loading process.



### COLLECTION REQUIREMENTS

At arrival, your forwarder shall present a CMR (merchandise consignment form) with your company as sender and your order number as reference.

Pallets must be collected on vehicles with a loading height of 1.10 m or equipped with a hydraulic lift.

Failure to comply with these requirements may lead to longer loading times, extra costs or refusal to load the carrier vehicle due to safety reasons.



### PALLET HANDOVER PROCESS

Once the pallets are handed over to the driver for transfer to his vehicle:

- ✓ Internal signs the CMR and retains a copy, as of which the collecting party takes full product responsibility for damages or losses in transit
- ✓ Non-conformities, if any, shall be noted by the collecting driver on the CMR
- ✓ A EURO pallet exchange is welcome and will be documented on the CMR – a later pallet exchange is not possible

Damaged pallets or missing goods need to be reported by the consignee at receipt on the CMR, with supporting pictures, if any.



Pallets handed over to a 3<sup>rd</sup> party on EXW basis, are not tracked by us. Internal does not take any responsibilities for damages or losses during transport. In case of non-conformities, the receiver shall contact the carrier or his insurance company.