

ANNEX 7 – OUTBOUND DELIVERY GUIDELINES



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

Please follow these collection guidelines and inform your customers or carriers accordingly.



CONTACT AND COLLECTION ADDRESS

Your pallet deliveries can be collected 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 your delivery is ready for collection, we will notify you via e-mail with all relevant details, including the quantity of pallets, measurements, and gross weights.

We kindly ask that you inform us via e-mail at fulfilment@internal.eu at least one day before the planned collection about the following details::

- ✓ Which company will be collecting the load
- ✓ The driver's name and vehicle registration number
- ✓ The expected day and time of arrival at our premises

To expedite the loading process, it would be beneficial to send us a copy of the carrier's CMR document.



COLLECTION REQUIREMENTS

Upon arrival, your forwarder must present a CMR (Consignment Note) listing your company as the sender and including your order number as a reference.

Pallets should be collected from vehicles that have a loading height of 1.10 m or are equipped with a hydraulic lift.

Failure to meet these requirements may result in extended loading times, additional costs, or the refusal to load the carrier vehicle for safety reasons.



PALLET HANDOVER PROCESS

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

- ✓ The Internal team signs the CMR and keeps a copy. At this point, the collecting party takes full responsibility for any damages or losses during transit.
- ✓ Any irregularities or non-conformities must be noted by the collecting driver on the CMR.
- ✓ A EURO pallet exchange is allowed and will be documented on the CMR; however subsequent pallet exchanges are not permitted.

Any damaged pallets or missing goods must be reported by the consignee upon receipt on the CMR along with supporting photographs.



Pallets handed over to a third party on an EXW (Ex Works) basis are not tracked by us. Internal does not assume any responsibility for damages or losses that occur during transport. In the event of non-conformities, the receiver should contact the carrier or their insurance company.