

# Mandatory delivery guidelines

Status 01/2026

## General

To ensure smooth receipt and processing of goods, compliance with our delivery guidelines is mandatory. Only in this way can we ensure that your products reach their destination for delivery as quickly as possible and without any extra effort. Please communicate our delivery guidelines as binding instructions to your suppliers.

## General Information

### Address

siro Production GmbH  
Büchelstraße 5-7  
D-66538 Neunkirchen  
Phone: +49 (0) 6821 - 91 44 220

### Receiving Hours

Monday to Friday  
08:00 AM to 12:30 PM and 01:00 PM to 04:00 PM  
By appointment as well

### Contact Person

Kai Ider  
Phone: +49 (0) 6821 - 91 44 277  
Fax: +49 (0) 6821 - 91 44 280  
Email: [avis@siro.one](mailto:avis@siro.one)

### Notification

Every delivery of palletized goods must be notified by the supplier or their representative at least 2 days prior to delivery, no later than 3:00 PM, either by fax (+49 (0) 6821 - 91 44 280) or email ([avis@siro.one](mailto:avis@siro.one)). Non-notified deliveries may result in refusal of acceptance or waiting times. Please use our notification form, which you find in the attachment.

### Shipping Terms

Deliveries are generally „freight paid“/DDP.

### Customs Clearance

Deliveries from abroad must be delivered with customs clearance.

### Delivery

Pallets must be loaded in such a way that safe unloading can be carried out from the rear of the vehicle using an electric pallet truck. Unloading of pallets must be obstruction-free. Direct unloading must not be hindered by empty pallets placed in front or by goods not intended for siro.

Any additional effort required will be charged at the applicable hourly rate. If proper unloading is not possible, siro assumes no liability for damages that may occur during unloading. For deliveries of packages (e.g., by mail or parcel service), siro does not perform unloading. Larger quantities of packages must be transferred to a pallet provided at the receiving area. Unloading of overseas containers will be invoiced separately based on time spent. Unloading outside the company premises is not performed.

## Transport Documents / Delivery Notes

Appropriate transport documents (shipping order) must be provided for each shipment, containing all shipment-relevant data, especially the ordering company and the sender. Obvious differences or damages must be noted on the transport documents and signed by the driver. Each delivery must include a delivery note with the following information:

- Sender
- Recipient
- Delivery note number
- Order number
- Item description
- Item number
- Quantity per item, as well as indications of any partial deliveries
- Number of cartons
- Number of pallets per item
- Possible purpose of use

Deliveries consisting of multiple parts or packages must be marked as related. For each item originating from the EU and Switzerland, please attach an original supplier declaration and, if applicable, a corresponding certificate of origin (originating from outside the EU and Switzerland) in accordance with EU Regulation 1207/2001, valid for the calendar year of the delivery. The declaration must include the correct 8-digit (or 11-digit for CH) statistical commodity number, as well as the item number and description. For deliveries by mail or other parcel services, a delivery note indicating the total contents of the carton(s) for each shipment must be attached to the outside of the packaging. Delivery notes must be machine-readable or very legible.

## Attached Correspondence / Invoices

Please do not include any correspondence and/or invoices with the shipment! These will not be forwarded.

## Shipment Inspection

siro confirms receipt of the delivered shipment to the carrier. The quantity and nature of individual items are not checked at the time of receipt. We reserve the right to later claim compensation for hidden damages or shortages. siro does not conduct quality and functionality checks upon receipt of goods, unless specified in a separate agreement.

## Recording and Pursuit of Incidents and Damages

In the event of obvious transport damage, an incident report is promptly initiated and documented. It is the responsibility of the owner of the goods to pursue claims for transport damage or discrepancies in quantity with third parties.

## Packaging

The supplier is responsible and liable for proper packaging, taking into account the respective shipping method. Unless otherwise specified, the supplier is obligated, at their own expense, to take back and properly dispose of the packaging. The place of performance for the return of packaging is the place of transfer of the goods. Packaging must be made of corrugated cardboard boxes that fit so precisely that the boxes cannot be crushed. The goods must be packed in high-quality material to protect against external influences. The boxes must be securely sealed. Damage resulting from non-compliance with this agreement is at the expense of the supplier.

## Delivery in Cartons

Each carton must be packed with items of the same type. Each carton must be clearly labeled on the front with stickers displaying at least the following information:

- Item description
- Item number
- Quantity per packaging unit
- Quantity of the item per carton

- The label must be clearly legible.
- The maximum weight of each carton must not exceed 25 kg.

### **Delivery on Euro Pallets**

The delivery of palletized goods is only allowed on undamaged Euro pallets in accordance with DIN 14156-3. The goods must not protrude beyond the sides of the Euro pallet. Damaged or non-original Euro pallets are considered disposable pallets and will not be exchanged. The disposal of such pallets will be billed separately. The height of the pallets (including the pallet) must not exceed 1.80 meters. The permissible total weight per pallet must not exceed 600 kg. Overloading the pallet is not allowed. Each pallet must always be delivered sorted by item type. Each pallet must be delivered with a pallet receipt on the front, indicating at least the following information

- Pallet number
- Quantity per pallet
- Item description (according to the order)
- Item number (according to the order)
- Quantity per layer
- Quantity of the remaining layer
- Number of items per packaging unit

Stacking must be done in the industry-standard configuration with the same quantity per layer. The goods must be equipped with edge protection and wrapped with PE stretch film. Wrapped items may only be delivered with anti-slip film. When delivering small quantities (carton on pallet), they must be clearly marked separately. Cartons must be packed sorted by item type and in accordance with the above requirements and labeled accordingly. Deviations that result in additional effort will be invoiced. Deliveries that do not meet the above conditions may on announcement be returned at the supplier's expense.

### **German Packaging Act**

Pursuant to Paragraph 7 Section 1 Sentence 1 of the German Packaging Act (VerpackG), manufacturers and distributors, when introducing to the market sales packaging (used for shipping goods), which typically accumulates at private end consumers, must participate in one or more dual systems to ensure the nationwide return of this sales packaging. The supplier assures to have licensed all used packaging products according to the law before handing them over to siro. siro reserves the right to further charge costs resulting from non-compliance with the packaging law.

### **Labeling of Remaining Quantities**

Cartons containing remaining quantities must be clearly marked as such. The smallest remaining quantity is the respective packing requirement of the order.

We thank you for your support.

Your team of siro Production GmbH

## Receiver

siro Production GmbH  
Büchelstraße 5-7  
66538 Neunkirchen

Phone: 0 68 21 - 91 44 277

Fax: 0 68 21 - 91 44 280

E-Mail: avis@siro.one

## Sender

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

We register the following goods for delivery on \_\_\_\_\_

between  8:00 AM - 12:30 PM  1:00 PM - 4:00 PM

## Delivery on pallets:

Article no.	Article designation	Quantity pallets	Quantity per pallet	Quantity per PU

Comments:

If the delivered goods are intended for a promotional campaign, please let us know.

## This part is filled in by siro

- We confirm the desired delivery date
- Your requested delivery date is unfortunately not possible.

Please deliver instead on \_\_\_\_\_

between \_\_\_\_\_ and \_\_\_\_\_

Comments: