

Guidelines for Logistics and Customs

**for raw materials, packaging materials, containers, merchandise,
auxiliary materials and cleaning materials**

Herbert Ospelt Anstalt, FL-9487 Bendorf

Ospelt Trading Anstalt, FL-9487 Bendorf

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1 Introduction

With these guidelines, we aim to ensure a smooth delivery process. The Logistics and Customs Guidelines form an integral part of your contract.

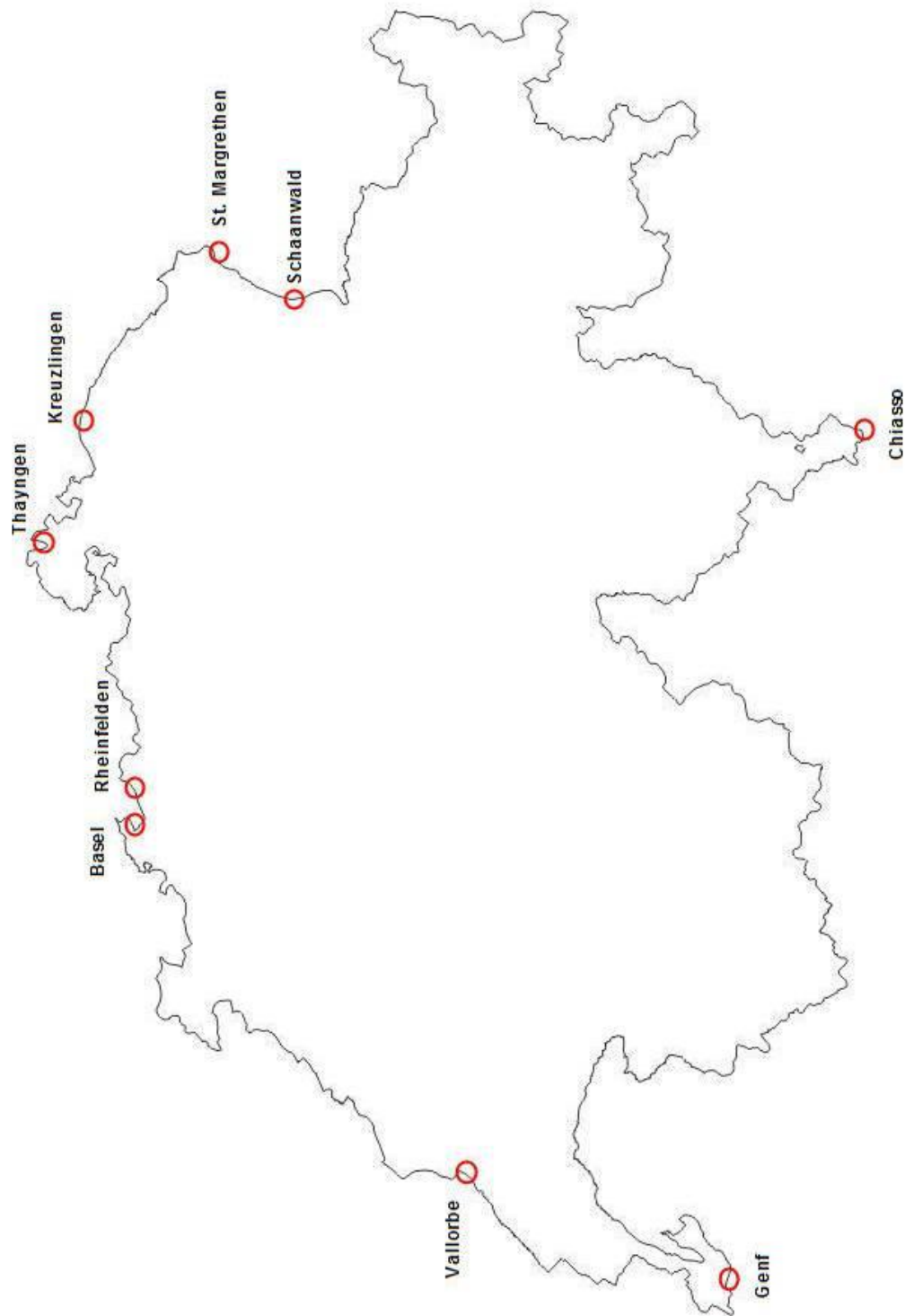
The Principality of Liechtenstein forms a customs union together with Switzerland, meaning that any goods crossing the border from the European Union are subject to Swiss customs.

Goods deliveries to Herbert Ospelt Anstalt may only cross the border at the customs points and via the customs agents listed below.

Crossing of the border is not assured in the event of failure to observe these customs and procedural regulations. This could result in increased costs that will be billed to the supplier.

In addition to this, we refer you to our terms and conditions, which can be viewed at www.ospelt.com

2 Overview of borders customs offices



3 Customs agents

3.1 Customs agents for import shipments

Customs point	Partner
Schaanwald	Gerlach AG, Vorarlbergstrasse 227 9486 Schaanwald Tel. 0041 44 867 69 65 Fax 00423 373 48 17 E-mail: gerlach-schaanwald@ch.gerlachcs.com
St. Margrethen	Gerlach AG Grenzstrasse 24 9430 St. Margrethen Tel. 0041 44 867 66 82 Fax 0041 71 744 65 93
Kreuzlingen	Gerlach AG Haus C Neue Grenzzollanlage 8280 Kreuzlingen Tel. 0041 44 867 66 51 Fax 0041 71 671 13 56 E-mail: gerlach-kreuzlingen@ch.gerlachcs.com
Thayngen	Gerlach AG Zollstrasse 81 8240 Thayngen Tel. 0041 52 645 07 20 Fax 0041 52 645 07 39
Rheinfelden	Gerlach AG Zollgebäude 4310 Rheinfelden Tel. 0041 61 833 30 30 Fax 0041 61 833 30 21
Basel	Gerlach AG Zollanlage St. Louis 4056 Basel Tel. 0041 61 386 88 01 Fax 0041 61 322 17 15
Vallorbe	Gerlach AG Vallorbe Route 1337 Vallorbe Tel. 0041 32 499 87 62 Fax 0041 21 843 04 16

Customs point	Partner
Genève, La Croix-de-Rozon	Gerlach SA Chemin des Epinglis 20 Bardonnex 1257 La Croix-de-Rozon Tel. 0041 22 885 94 04 Fax 0041 22 771 43 40
Chiasso	Gerlach SA Via Gerolamo Porta 2 6830 Chiasso Strada Tel. 0041 44 867 67 75 Fax 0041 91 682 32 38

3.2 Customs agents for export shipments

Customs point	Partner
Schaanwald	Zollagentur Imlig Vorarlbergstrasse 227 9486 Schaanwald Tel. 0041 584 537234 Fax 0041 58 667 5712 E-Mail: schaanwald@za-imlig.ch

4 Documents

4.1 Bill of delivery

- The bill of delivery shall travel with the goods
- Please include the Ospelt order number on the bill of delivery

4.2 Commercial invoice

- Please include the Ospelt order number on the commercial invoice

4.3 Preference certificate

- The original bill of preference shall travel with the goods
- The following documents are permitted as bills of preference:
- EUR.1 movement certificate
 - Declarations of origin on invoices are valid only up to a value of CHF 10,300.-/EUR 6,000.-
 - Authorised exporters can attach the bill of preference to the bill at any time.
 - Long-term supplier declarations are only valid within Switzerland. They have no preferential character internationally and are therefore inadmissible.
- Special tariffs or exemption from customs may only be claimed on the basis of documents provided by you at the time of the customs check (physical crossing of the border).
- If there is no bill of preference at the time of the customs check, then this can result in significant extra costs, which will be billed to the supplier.
- The presentation of an incorrect bill of preference shall entail criminal proceedings. The financial consequences resulting from this will be billed to the supplier.

4.4 Commercial document/accompanying document

- The commercial document is valid only for animal secondary products from the EU, while the accompanying document is valid only for animal by-products from CH.
- Every shipment which contains animal secondary products and/or by-products must be accompanied by a commercial document in accordance with Regulation (EC) No 1069/2009 of the European Parliament and of the Council laying down health rules as regards animal by-products not intended for human consumption, and for exemption from the Regulation (EC) No 1774/2002 (regulation on animal by-products), and/or an accompanying document in accordance

with the Ordinance 916.441.22 of the Swiss Federal Council on the disposal of animal by-products (VTNP). The commercial document must satisfy the requirements of the Commission Regulation (EU) No 142/2011.

- For further information, see www.bvet.admin.ch

4.5 EKAER Number

Hungary introduced a registration procedure for all goods deliveries on 1 January 2015. This means that only companies that have been issued an EKAER Number (Elektronikus Közúti Áruforgalom Ellenőrző Rendszer = Electronic Control System for Goods Transport on Public Roads) may receive and send goods within the meaning of the law. When making deliveries to the Ospelt Works in Hungary, it is essential that the EKAER Number is requested by the supplier from the recipient, in accordance with the statutory provisions concerning the nature of the goods, the weight and the value. The supplier is responsible for ensuring that the EKAER Number is requested in good time, and that this is correspondingly visible on the delivery documents.

If the EKAER Number is not requested by the supplier in good time, or if the Number is not cited on the delivery documents, then in the event of a check and the possible subsequent imposition of a fine, the supplier shall be held comprehensively liable.

The corresponding contact details for requesting the EKAER Number are available from the responsible purchase agent.

5 Border clearance

Prior to transport, you, as the supplier, must produce a commercial invoice, an export declaration and, if permitted by regulations, a bill of preference. The originals of these documents travel with the goods. Customs clearance of imports to Switzerland must only be carried out by one of the aforementioned customs agents. Our customs agents specialise in the clearance of our raw materials. Customs agents should ideally be informed 24 hours in advance of the arrival of goods, assuring a smooth import customs clearance process. Please note the opening hours of the selected customs points.

The Swiss Customs Office is authorised to order an inspection of goods. Please therefore ensure that the goods listed correspond to the goods loaded on the vehicle. The false declaration of goods to the Swiss Customs Administration is a punishable offence, resulting in criminal proceedings and incurring further costs.

Please note that in Switzerland and Liechtenstein, there is a ban on night journeys between the hours of 22.00 – 05.00.

The customs department in BERN will be pleased to answer your queries on the following telephone number:

Customs Department of Herbert Ospelt Anstalt, BERN: 0041 58 377 1077

6 Food defense

The supplier ensures that the food defense for the transported goods is guaranteed at all times. He guarantees that the supplied goods are free of defects, and are insured against intentional manipulation and forgery by third parties on the transport route. Appropriate agreements will be made with transport service providers, which will be made available to Herbert Ospelt Anstalt or Ospelt Trading Anstalt on request.

For deliveries of chilled and frozen raw materials from meat and animal by-products as well as raw materials in silo trucks or trailers or product-related special requirements for Herbert Ospelt Anstalt Werk Petfood, tanks and silo trucks/tankers must be secured with seals (sealed). The seal number must be noted on the delivery document.

7 Deliveries to Herbert Ospelt Anstalt, Petfood plant

7.1 Delivery address and times

7.1.1 Herbert Ospelt Anstalt

Delivery adress:

Herbert Ospelt Anstalt, Schaanerstrasse 79, FL-9487 Bendorf

Delivery times for chilled and frozen raw materials and tanker or silo goods:

Monday – Friday: 06.00 – 15.00

Delivery times for packaging and other raw materials:

Monday – Friday: 06.00 – 15.00

Saturday: 08.00 – 12.00

Please agree a delivery window with your relevant dispatcher prior to shipment.

Currently, the time window must be agreed with our dispatchers. A time window platform (CargoClix or similar) will be available to freight forwarders in future.

7.1.2 Liegl & Dachser Logisztikai Kft. / Petfood Service Solution Kft.

Delivery adress:

Liegl & Dachser Logisztikai Kft. / Petfood Service Solution Kft. für Herbert Ospelt Anstalt, Jászberényi Str.
43-49, HU-1106 Budapest

Delivery times:

Monday – Friday: 06.00 – 12.00

7.1.3 C.E. Noerpel GmbH

Delivery adress:

C.E. Noerpel GmbH für Herbert Ospelt Anstalt, Am Bühlfeld 2-8, D-89537 Giengen

Delivery times:

Montag – Freitag: 08.00 – 18.00 Uhr

7.2 Pallet and packaging regulations

7.2.1 Chilled and frozen raw materials

The following pallets are accepted:

Euro pallets	80x120cm
Plastic pallets	80x120cm
Industrial pallets	100x120cm
Chep (blue)	100x120cm
Disposable pallets	80x120cm

The following pallet boxes are accepted:

Plastic pallet boxes	100x120x80cm
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The pallets must correspond to at least quality A or B in accordance with GS1 principle, and must not have an overhang. The container carriers must correspond to the same standard as the pallets.

Deviations in the packaging form must be agreed in writing.

The maximum gross weight is 1200kg with a max. height (incl. pallet) of 1.80m.

Internal transportability must be retained once transport securing devices and protective foil have been removed. Pallets must not disintegrate. The overhang on all sides must not exceed 50mm for Euro pallets and 100mm for industrial pallets.

Every pallet and/or container must be provided with a label. The content of the label must correspond to the guideline RL_SSCC_GS1_PF. The label must contain the following information amongst other things:

- Supplier name
- Ospelt material description
- Ospelt material number
- Batch number of the supplier
- Net weight
- Date of production
- Best-before date

Please also note the specifications, signed by you, for the relevant raw material.

7.2.2 Tanker or silo goods

According to the raw material transport, silo trucks and tankers must correspond to the requirements of the Regulation (EC) No 852/2004 on food hygiene, Regulation (EC) No 853/2004 with specific hygiene regulations for food of animal origin, ADR or the principles of HACCP in the respective valid version. The vehicle licence must be presented, and proof of cleaning the tanker and/or silo truck and details of the materials transported immediately beforehand must be provided on delivery.

Please also note the specifications, signed by you, for the relevant raw material.

7.2.3 Packaging materials, other raw materials and materials

The following pallets are accepted:

Euro pallets ¹	80x120cm
Plastic pallets ²	80x120cm
EUR 3 Industrial pallets ¹	100x120cm

¹ with "EUR" or "EPAL" branding

² H1 pallets suitable for conveying with anti-slip on the bottom side of the skids.

The following pallet boxes are accepted:

Plastic pallet boxes	80x120x80/140cm
Plastic pallet boxes	100x120x80/140cm

The pallets must correspond to at least quality A or B in accordance with GS1 principle, be compatible with storage in high-bays and must not have an overhang. The container carriers must correspond to the same standard as the pallets. Deviations in the packaging form must be agreed in writing.

The maximum gross weight is 850kg with a max. height (incl. pallet) of 1.80m. For disposable pallets and plastic pallets (incl. H1) the max. height (incl. pallet) is 1.60m.

Internal transportability must be retained once securing devices and protective foil have been removed. Pallets must not disintegrate. The overhang on the 1200 mm side of the pallet must not exceed 100 mm and on the 800 or 1000 mm side of the pallet must not exceed 50 mm.

Every pallet and/or container must be provided with a label. The content of the label must correspond to the guideline RL_SSCC_GS1_PF. The label must contain the following information amongst other things:

- Supplier name

- Ospelt material description
- Ospelt material number
- Batch number of the supplier
- Net weight, quantity or length
- Date of production
- Best-before date

Please also note the specifications, signed by you, for the relevant raw material.

7.3 Requirements on trailers, vehicles, containers and pallets

Trailers

Unloading of trailers from the side is not permitted. Only tautliners (sliding curtain semi trailers) and/or box trailers and standard trailers with tarpaulin and/or board walls with a minimum installation height of 1150–1180mm can be unloaded. Trucks with multiple trailers, Lowliners, midliners or gicaliners cannot be unloaded! Swap bodies (all systems), ISO containers or C containers can also not be loaded and unloaded in our plant, and are therefore not accepted.

The loading areas must correspond to the hygiene regulations (swept, free from soiling). Superstructures and tarpaulins must be kept in good condition and must be leak-proof! Trailers will be checked by our loadmasters. Non-adherence to the regulations will result in the rejection of the trailer.

Silo trucks, tankers and containers

Silo trucks, tankers and containers must correspond to the specifications of the Regulation (EC) No 852/2004 on food hygiene, Regulation (EC) No 853/2004 with specific hygiene regulations for food of animal origin, ADR or the principles of HACCP in the respective valid version.

The chapters on transportation and regulations for implementation must be adhered to!

Transport containers and/or containers for transportation of raw materials must be kept clean and in good condition to protect the raw materials against contamination, and if required, they must be conceived and built in such a way that appropriate cleaning and/or disinfection is possible. If other goods are transported in transport containers and/or containers at the same time as food, or different foods are transported at the same time, then the products must be strictly separated from each other.

If transport containers and/or containers have been used for the transportation of other goods than food, or the transportation of various foods, then they must be cleaned thoroughly in between the individual loading procedures, so that there is no risk of contamination. With regards to the regulations for the transport of animal by-products, the same regulations apply as for food. The silo trucks and tankers must be sealed.

The following technical requirements for containers (e.g. pallet boxes) must be observed (does not apply to chilled or frozen raw materials):

- Three runners, with steel inserts
- Reinforced base
- Measurements W x L x H – 800/1000 x 1200 x 1400 (max)
- Optional: cover can be locked mechanically and sealed on at least two opposite sides

Temperature-controlled vehicles

Temperature-controlled vehicles must be equipped and maintained in accordance with the HACCP principles. The temperature recordings for the period of the entire transport are to be submitted before unloading. Permitted recordings:

- Print out of the temperature from the measuring system in the refrigerated vehicle
- Transmission of the recording to forwarders via GPS, which is then redirected to the goods receipt department by e-mail
- Recording via data logger (Tempmate)

Pallet and pallet exchange

Assessment of exchangeability is made according to criteria analogous to GS1 recommendations.

Only pallets with the following classifications will be exchanged:

NEWClass A

(Graduation compared to NEW pallets)

- Can be used for storage, transport, MSH*
- Signs of usage – but no soiling
- ISPM 15/IPPC not guaranteed
- All prescribed labelling legible
- No protruding splinters
- No protruding fastening elements, e.g. nail heads
- No twisted blocks
- No broken boards

***MSH** = **M**achinable, **S**uitable for materials handling technology, **H**igh-bay suitable

Class B

(Graduation compared to class A pallets)

- Can be used for storage, transport, MSH*
- Signs of usage – wood darkening permitted
- ISPM 15/IPPC not guaranteed
- All prescribed labelling legible
- No protruding splinters
- No protruding fastening elements, e.g. nail heads
- No twisted blocks
- No broken boards

***MSH** = **M**achinable, **S**uitable for materials handling technology, **H**igh-bay suitable

The pallet exchange occurs on delivery or on agreement. Non-exchangeable pallets will be noted on the bill of delivery and will not be exchanged. Disposable pallets will not be exchanged. Chep pallets (blue) that are delivered must be booked to our chep account. Please contact your dispatcher for initial booking of these pallets.

We reserve the right to only accept and exchange checked pallets, in the course of conversions and rebuilding of plants. Corresponding information will be provided separately.

7.4 Consequence of non-adherence

- Agreed dates for the delivery of goods or the provision of services are binding for the contractual partner. If the contractual partner becomes aware that it cannot meet a deadline, it is to inform Herbert Ospelt Anstalt immediately with an explanation and, if possible, the length of the delivery expected delay. Providing this information does not reduce the contractual partner's obligation to deliver on time.
- We reserve the right to demand recourse and to return deliveries that do not correspond to the defined specifications. Herbert Ospelt Anstalt determines a new time slot for late deliveries, which can be the next working day, if possible. Pallets that do not correspond to the specified requirements may be rejected without exception.
- In the event of delay, Herbert Ospelt Anstalt is entitled to demand a flat rate of compensation in the amount of 1.0% of the net contract value for every complete day of delay, but not more than 10% in total. Herbert Ospelt Anstalt reserves the right to prove a greater loss, particularly in the event of production stoppage and loss of sales; you can find a list of corresponding penalties in our order conditions. Further statutory claims such as withdrawal and compensation instead of fulfilment also apply. The contractual partner has the right to prove to Herbert Ospelt Anstalt that the delay has not resulted in any loss or a substantially lower loss.

8 Delivery to Ospelt Trading Anstalt, Petfood plant

Delivery address:

Ospelt Petfood Anstalt
Zweigniederlassung Apolda
Liechtensteiner Strasse 5
D-99510 Apolda

8.1 Delivery times

Delivery times for raw materials:

Monday – Friday: 06.00 – 14.00

Please follow the delivery times on our orders.

Delivery times for packaging and miscellaneous:

Monday – Friday: 06.00 – 14.00

Please follow the delivery times on our orders.

8.2 Pallet and packaging regulations

8.2.1 Raw materials

The following pallets are accepted:

Euro pallets	80x120cm
Industrial pallets	100x120cm
Disposable pallets	80x120cm

The pallets must be compatible with storage in high-bays and must not have an overhang.

The maximum gross weight is 1000kg with a max. height (incl. pallet) of 1.80m.

Internal transportability must be retained once securing devices and protective foil have been removed.

Pallets must not disintegrate.

Every pallet and/or container must be provided with a label. The content of the label must correspond to the guideline RL_SSCC_GS1_PF. The label must contain the following information amongst other things:

- Supplier name

- Ospelt material description
- Ospelt material number
- Batch number of the supplier
- Net weight
- Date of production
- Best-before date

Please also note the specifications, signed by you, for the relevant raw material.

8.2.2 Packaging and miscellaneous

The following pallets will be accepted:

Euro pallets	80x120cm
Industrial pallets	100x120cm
Disposable pallets	80x120cm

The pallets must be compatible with storage in high-bays and must not have an overhang.

The maximum gross weight is 850kg with a max. height (incl. pallet) of 1.80m.

Internal transportability must be retained once securing devices and protective foil have been removed.

Pallets must not disintegrate.

Every pallet and/or container must be provided with a label. The content of the label must correspond to the guideline RL_SSCC_GS1_PF. The label must contain the following information amongst other things:

- Supplier name
- Ospelt material description
- Ospelt material number
- Batch number of the supplier
- Net weight, quantity or length
- Date of production
- Best-before date

Please also note the specifications, signed by you, for the relevant raw material.

8.3 Unloading and pallet exchange

The unloading of vehicles from the side is not permitted. Only trucks with a minimum height of 1.20m may be unloaded (no Jumbos, no low-loaders).

Assessment of exchangeability is made according to EPAL criteria. Pallets are exchanged on delivery or otherwise following agreement. Non-exchangeable pallets are noted on the bill of delivery and will not be exchanged. Disposable pallets will not be exchanged.

8.4 Delivery and unloading of silo trucks, tankers, tippers, sliding floor vehicles and containers

The declaration of our order number is needed on approach of the factory premises.

As followed on instructions: full weighing -> unloading -> empty weighing
difference = delivery quantity = invoice quantity

Latency is to be scheduled (up to 3h).

Please note the delivery times on our order.

The vehicles must correspond to the requirements of the Regulation (EC) No 852/2004 on food hygiene, Regulation (EC) No 853/2004 with specific hygiene regulations for food of animal origin, the Regulation (EC) No 1831/2003 with regulations for feed hygiene, the Regulation (EC) 1069/2009 with hygiene regulations for animal by-products not intended for human consumption, ADR or the principles of HACCP (Codex Alimentarius) in the respective valid version.

The chapters on transportation and regulations for implementation must be adhered to!

Transport containers and/or containers for transportation of raw materials must be kept clean and in good condition to protect the raw materials against contamination, and if required, they must be conceived and built in such a way that appropriate cleaning and/or disinfection is possible. If other goods are transported in transport containers and/or container at the same time as food, or different foods are transported at the same time, then the products must be strictly separated from each other.

If transport containers and/or containers have been used for the transportation of other goods than food/feed, or the transportation of various foods/feed, then they must be cleaned thoroughly in between the individual loading procedures, so that there is no risk of contamination. With regards to the regulations for the transport of animal by-products, the same regulations apply as for food. Proof of cleaning the vehicle and details of the materials transported immediately beforehand must be provided on delivery.

Transports for grain and other plant products must be carried out by QA/GMP+ or an equally certified company.

Tippers and sliding door vehicles must be locked and/or covered after loading, in such a way that a negative influence on the goods (e.g. due to rain, birds, etc.) can be ruled out.

The accompanying document must contain at least the following information:

- Supplier name
- Ospelt material description
- Ospelt material number
- Batch number of the supplier
- Net weight
- Date of production
- Best-before date

8.5 Consequence of non-adherence

- Non-adherence can lead to complaints, and various expenses can be invoiced. We reserve the right to any recourse claims.
- In the case of non-adherence to the specified delivery times (incl. unloading), the delivery will be deferred to a free time window. This can be on the next working day if necessary.
- Pallets, which do not correspond to the defined regulations, can be rejected without exception. We reserve the right to recourse claims for any production stoppages.

9 Delivery to Herbert Ospelt Anstalt, Malbuner plant

Delivery address:

Herbert Ospelt Anstalt
Schaanerstrasse 79
FL-9487 Bendern

9.1 Delivery times

Delivery times for meat products:

Monday – Thursday: 06.00 – 09.00
09.30 – 12.00
13.00 – 15.00
Friday: 06.00 – 12.00

Please agree a delivery window with your relevant dispatcher prior to shipment.

Deliveries outside of these unloading times will only be accepted after prior notification by telephone, during the goods acceptance times.

Delivery times for packaging and miscellaneous:

Monday – Thursday: 06.00 – 08.30
09.00 – 12.00
13.00 – 15.00
Friday: 06.00 – 08.30
09.00 – 12.00

Please agree a delivery window with your relevant dispatcher prior to shipment.

Deliveries outside of these unloading times will only be accepted after prior notification by telephone, during the goods acceptance times.

9.2 Pallet and packaging regulations

9.2.1 Meat products

Only plastic pallets (80x120cm) are accepted. Loose boxes without pallets are not accepted.

The maximum permitted weight is 850kg, with a maximum height (incl. pallet) of 1.80m. Stretch foils must be used for hard-to-stack or unstable pallets. The forklift slot must remain 100% free.

Internal transportability must be retained once securing devices and protective foil have been removed. Pallets must not disintegrate. An overhang of the products is not permitted.

Each container must be provided with a label. The label must at least contain the following information:

- Supplier
- Article description
- Slaughter date (or best-before date)
- Weight or quantity
- Required positive claims of product-specific certifications e.g. organic, Suisse Garantie

9.2.2 Packaging and miscellaneous

The following pallets are accepted:

Euro pallets	80x120cm
Plastic pallets	80x120cm
Industrial pallets	100x120cm
Disposal pallets	80x120cm

The maximum permitted weight is 850kg, with a maximum height (incl. pallet) of 1.80m.

Internal transportability must be retained once securing devices and protective foil have been removed.

Pallets must not disintegrate. An overhang of the products is not permitted. Stretch foils must be used for hard-to-stack or unstable pallets. The forklift slot must remain 100% free. Each container must be provided with a label. The label must at least contain the following information:

- Supplier
- Article description
- Article number
- Weight or quantity
- Batch
- Best-before date
- Required positive claims of product-specific certifications e.g. organic, Suisse Garantie

9.3 Unloading and pallet exchange

The unloading of vehicles from the side is not permitted. Only trucks with a minimum height of 1.20m may be unloaded (no Jumbos, no low-loaders).

Pallets are exchanged on delivery or otherwise following agreement. Non-exchangeable pallets are noted on the bill of delivery and will not be exchanged. Disposable pallets will not be exchanged.

Assessment of exchangeability is made according to criteria analogous to GS1 recommendations.

Only pallets with the following classifications will be exchanged:

NEW

Class A

(Graduation compared to NEW pallets)

- Can be used for storage, transport, MSH*
- Signs of usage – but no soiling
- ISPM 15/IPPC not guaranteed
- All prescribed labelling legible
- No protruding splinters
- No protruding fastening elements, e.g. nail heads
- No twisted blocks
- No broken boards

***MSH** = **M**achinable, **S**uitable for materials handling technology, **H**igh-bay suitable

Class B

(Graduation compared to class A pallets)

- Can be used for storage, transport, MSH*
- Signs of usage – wood darkening permitted
- ISPM 15/IPPC not guaranteed
- All prescribed labelling legible
- No protruding splinters
- No protruding fastening elements, e.g. nail heads
- No twisted blocks
- No broken boards

***MSH** = **M**achinable, **S**uitable for materials handling technology, **H**igh-bay suitable

9.4 General regulations

- A designated and suitable vehicle must be used for the transport of packaged food. The temperature for the transport of frozen/chilled products must correspond to the specified temperatures. The cargo bay must be pre-cooled to the required temperature before loading. If a violation of the temperature requirements is found, the goods may be accepted with reservation or rejected in justified cases.
- If the cool chain cannot be guaranteed for any reason, or the vehicle shows a technical defect, the goods must be temporarily stored in a suitable warehouse at the cost of the contractor. The client has to be notified immediately.
- The contractor must ensure that the product protection is guaranteed at all times for the goods included in the scope of services. This has to be ensured through a documented safety assessment and regulations on location, personnel and visitor safety, and external checks.
- The loading bay of the trucks must be clean.
- The contractor ensures that it is not possible for unauthorised persons to access the vehicle and the loading bay, and that the goods of the client are protected against intentional forgery or sabotage by suitable procedures. In particular, security during interruption of transport (e.g. rest periods) must be guaranteed.
- The goods of the client must not be contaminated by other goods during transport, and quality and security of the goods must not be impeded. Transport together with goods other than packaged goods is not permitted (during transport of open fresh meat, no further articles can be loaded due to risk of product contamination).
- The truck driver is responsible for the correct load security.

10 Rejections

In the event that goods are refused due to defects, transport damage, etc., return transport of goods must be made via the same customs point that they were imported from.

The supplier shall bear any resulting costs. Non-adherence can lead to complaints, and various expenses can be invoiced. We reserve the right to any recourse claims. Pallets, which do not correspond to the defined regulations, can be rejected without exception. We reserve the right to recourse claims for any production stoppages.

11 Further information

You can find further information at:

Swiss Customs Office	www.ezv.admin.ch
Swiss Tax Office	www.estv.admin.ch
Federal Office of Agriculture	www.blw.admin.ch
Federal Veterinary Office	www.bvet.admin.ch
German Customs Authority	www.zoll.de