

bol.com **Logistics**

Version 2023

Terms of delivery



Hallo



bol.com^{go}

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1. General



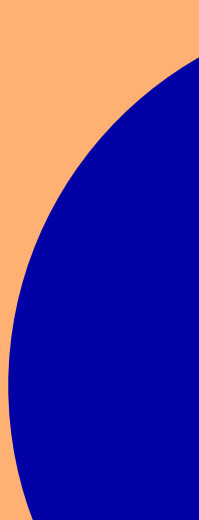
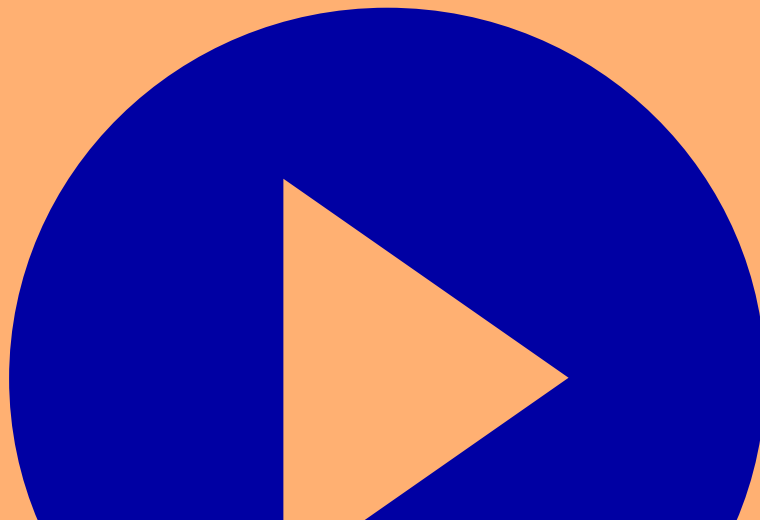
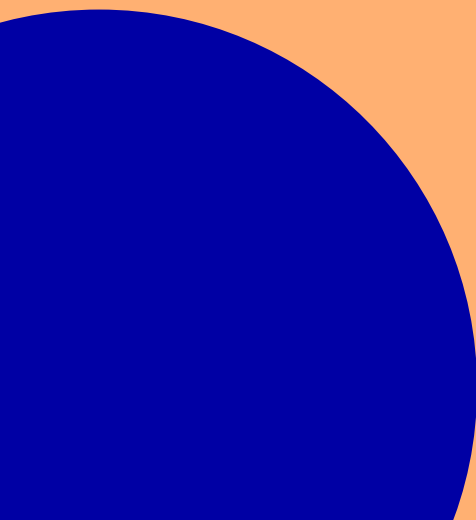
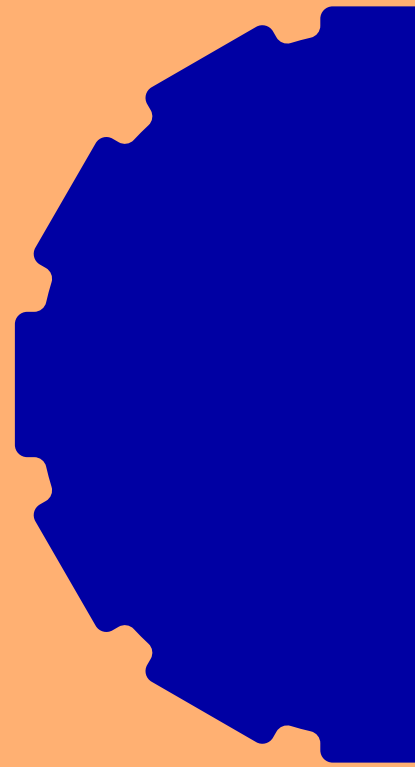
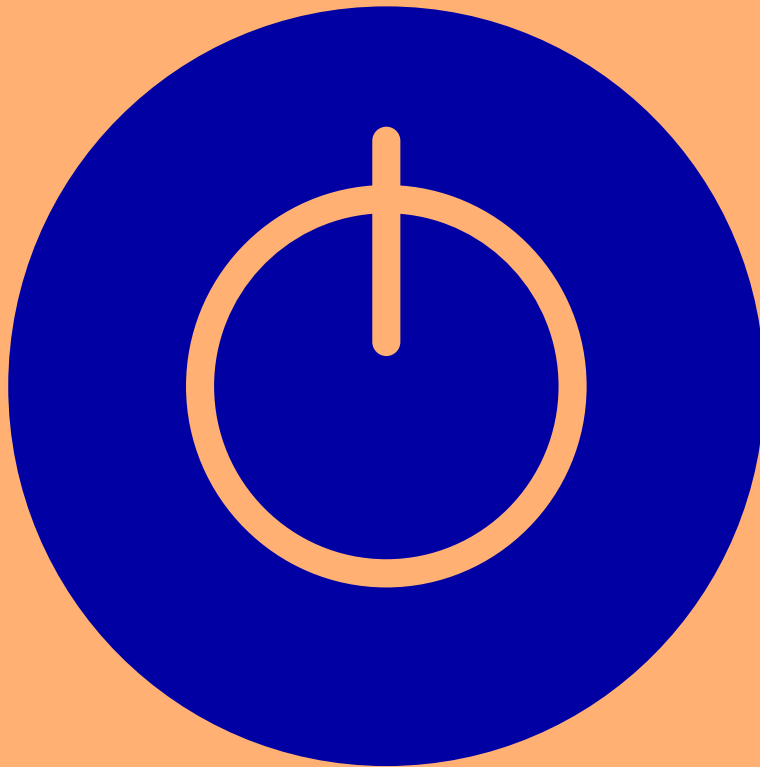
1. General

bol.com offers high-quality delivery to its customers by delivering Items on time and in good condition. Standardised processes in logistics and fulfilment are essential for this.

The bol.com Logistics Delivery Terms and Conditions (hereinafter “Delivery Terms and Conditions”) contain the requirements that must be met concerning quality, packaging, labels, notification and delivery of Items. Compliance with these Delivery Terms is required in order to process shipments correctly and safely in the bol.com Fulfilment Centres. It will also lead to faster processing.

Read these Terms of Delivery carefully and, if necessary, inform all relevant departments and support service providers.

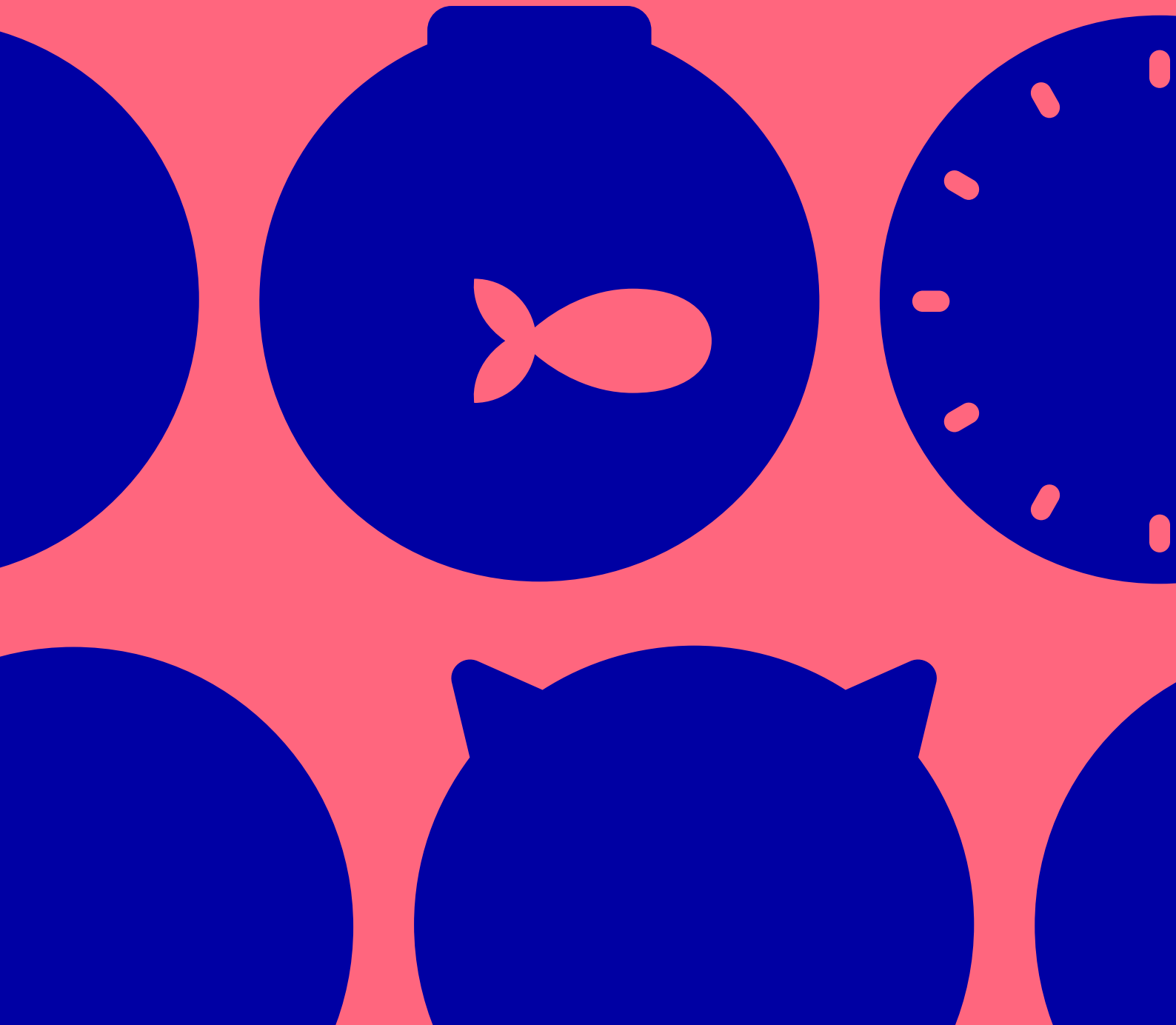
2. List of Definitions and Abbreviations



2. List of definitions and abbreviations

Item	Unit as sold to customers. An Item may consist of a single Item or multiple Items if offered as a set or multi-pack.
Item barcode	Data carrier of an Item, consisting of a sequence of lines, which can be read by a scanner.
CHEP Pallet	A brand pallet from the organisation CHEP.
EPAL Pallet	A type of pallet with a size of 800x1200 mm, also known as a Euro pallet.
Fulfilment Center	The logistics centre designated by bol.com where the Items are stored and then sent to customers.
GS1	Global Standards One; a neutral, non-profit and international organisation that develops and maintains standards, including barcodes.
GTIN	Global Trade Item Number; a code to identify Items, issued by GS1 (also known as EAN in bol.com systems).
Hangtag	Label with Item barcode that is attached to an Item such as clothing, fabric or textile.
Mono pallet	The pallet consists of a singular batch of the same Item, i.e. one GTIN.
Mixed pallet	The pallet consists of different Items, so different GTINs.
Outer box	Multiple individual Items packed together in one box.
Partner	In the context of this document, this refers to the supplier or partner using the Logistics service via bol.com.

3. Item packing and labeling



3. Item packing and labeling

The Items are subject to the conditions below regarding packaging and labelling.

3.1 Label Item with Item barcode

Each Item must have an Item barcode, whether a GTIN-8, GTIN-12, GTIN-13 or ISBN, and must comply with the GS1 standard and be registered as such with GS1. The use of so-called Application Identifiers (AIs), with which additional information can be included in the barcode, as identification of Items is not permitted.

The 2 paragraphs below are In addition to the GS1 standard for the benefit of bol.com's process.

3.1.1 Confirming the Item barcode

- The Item barcode mentioned in Item 3.1 must be able to be scanned without opening or unpacking the packed Item.
- If there is plastic foil around the packaging, the Item barcode must be on the outside of the plastic.
- The Item barcode must be freely visible and sit on a flat area so as not to interfere with scanning.
- The Item barcode must be securely attached and may not, under normal circumstances, come loose.
- For Items marked with a 'this side up' sticker, the Item barcode may not be attached to the bottom of the package.

3.2 Packing Items

Each Item must have individual packaging and the packaging must ensure that the Item is resistant to dust and humidity and can be stored and transported undamaged.

If an Item has a 'this side up' marking, the Item must be transported and stored as such before it arrives at the bol.com fulfilment centre.

3.2.1 General packaging requirements

- The Item must not contain any parts protruding from the packaging.
- There must be no price on the Item, Hangtag or packaging.
- If individual Items are delivered in an Outer Box, the Item barcode of the Item that is in the box may never be visible on the Outer Box.

3.2.2 Additional requirements for specific Item Groups

Clothing, shoes and accessories

- The Item must be packed in a sealed polybag or box.
- The Item may not contain a clothes hanger.
- Clothing must have a Hangtag with the same Item barcode on it as on the packaging.
- Shoes must be delivered in their original packaging.

Sharp, pointed Items or Items that otherwise pose a safety risk

- All sharp edges and pointed ends should be covered and should not protrude.
- The Item must be packaged in such a way that it can be processed safely.

Perishables

- Each Perishable Item must bear an expiration date on the outside of the protective packaging.
- Items must have a shelf life of more than 270 days at the time of receipt by bol.com. Items with a limited expiration date of less than 100 days are no longer considered sellable Items. These Items will be destroyed by bol.com, unless agreed otherwise.

Selling sets, multi-packs and bundles

- All loose Items should be packed together in such a way that they cannot come loose.
- The set, multi-pack or bundle must have an Item Barcode that does not correspond to the Item Barcode of the individual Items and/or Outer Box.
- There must be a sticker on the outer packaging with one of the following texts: "Do not separate", "Do not unpack", "Sold as single unit" or "Ready to ship".
- Bol.com does not accept Items that need to be bundled by bol.com.

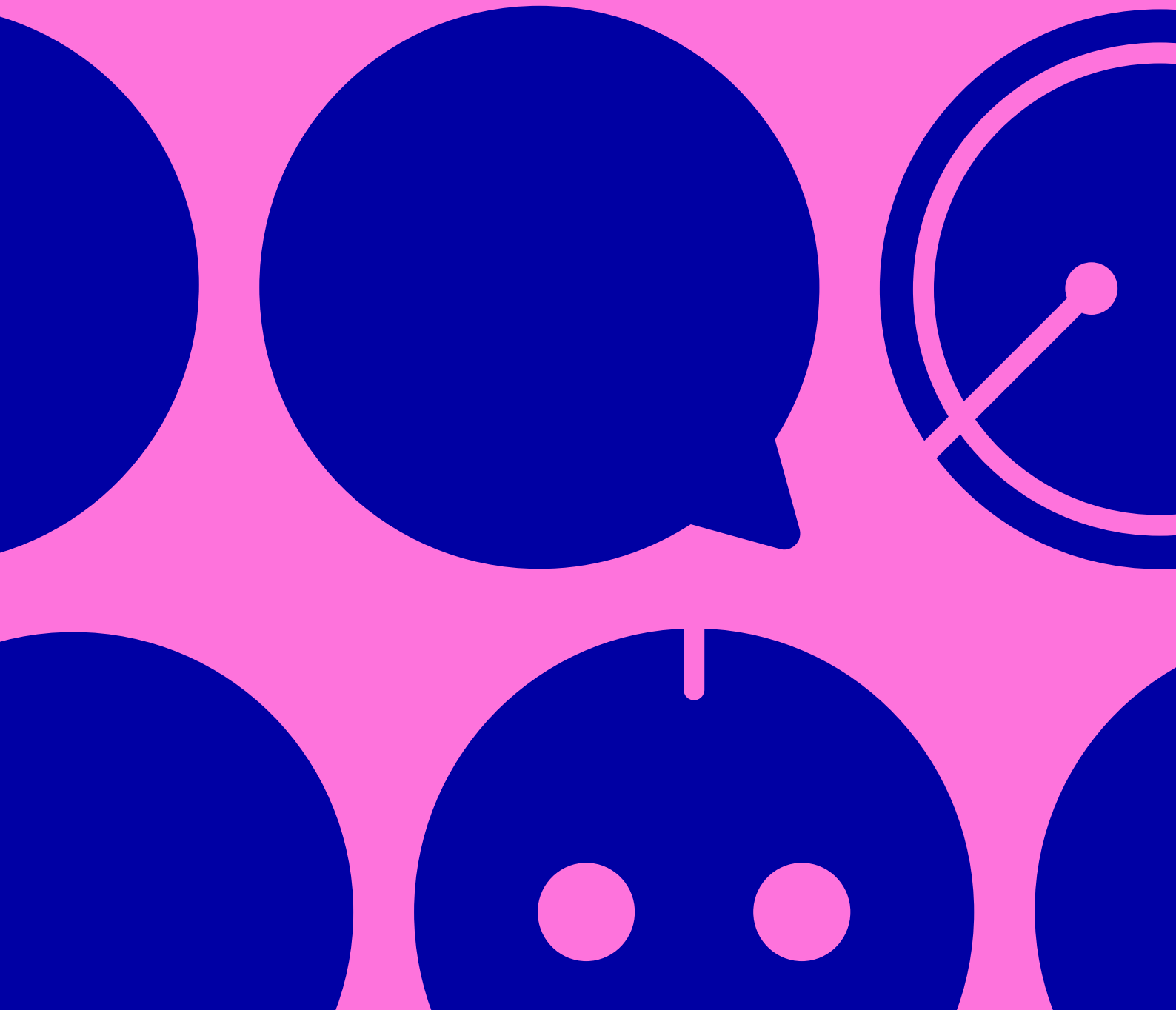
Item consisting of several individual parts

- All loose parts of an Item must be packed together in such a way that they cannot come loose.
- Bol.com does not accept Items that have to be assembled by bol.com.

Hygiene Items

- Items not suitable for resale after the seal has been broken, including Items in the erotic category, razors and toothbrushes must have an additional seal.

4. Register shipment



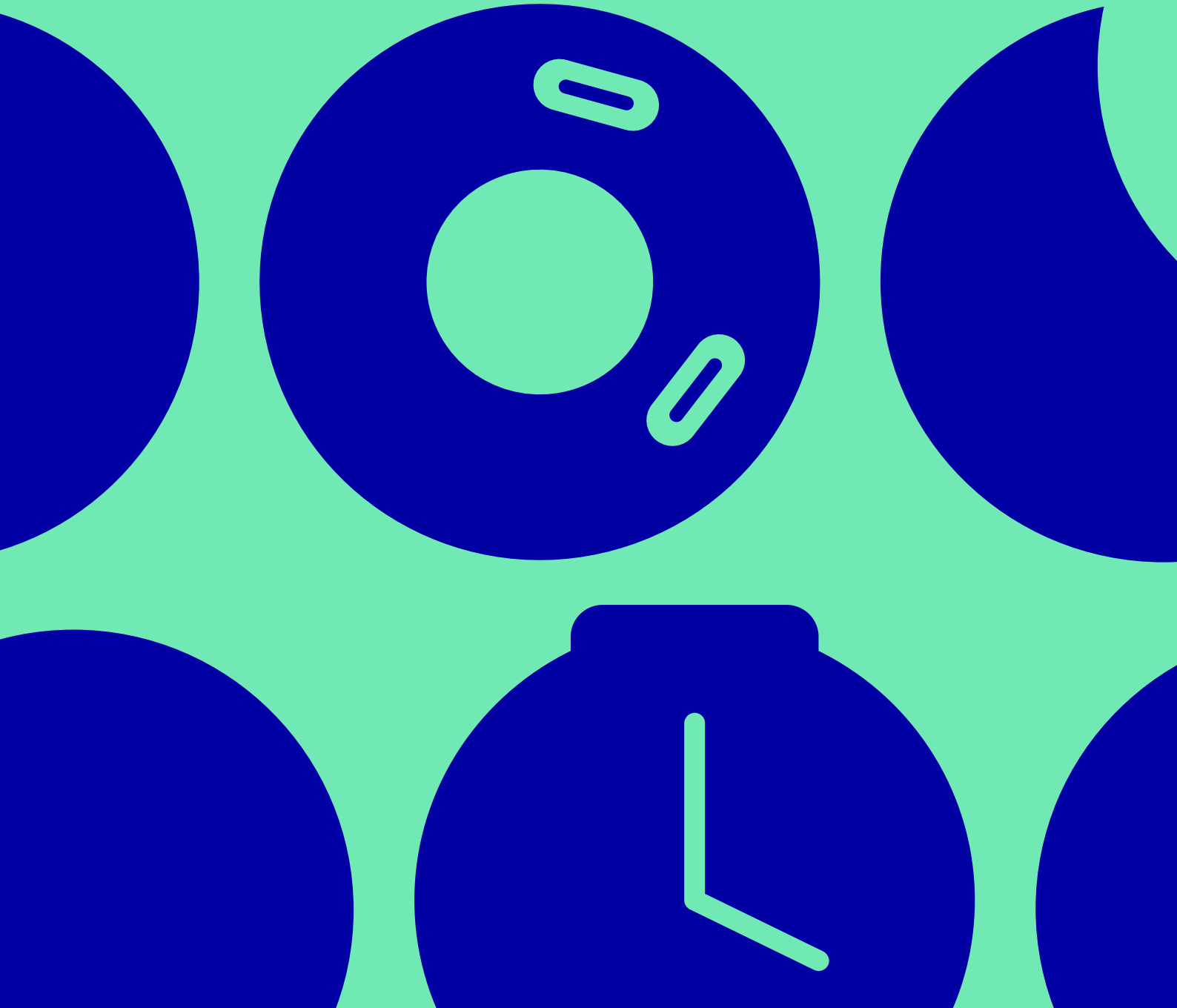
4. Register shipment

All shipments are subject to the conditions below regarding pre-registration of the shipment and sharing the required data.

4.1 Algemene vereisten

- Per shipment, a digital registration is required prior to delivery.
- A shipment that has been registered must be delivered on the specified delivery date.
- Registration of the shipment must be made no later than 23:59 on the day before the physical shipment arrives at bol.com.
- The GTINs and quantities mentioned on the registration must correspond exactly to the content of the physical shipment.

5. Packing shipment



5. Packing shipment

The packaging of the shipment is subject to the conditions below and the shipment must be delivered to bol.com undamaged.

5.1. Delivery of parcels

- A shipment may consist of a maximum of 10 individual parcels (for more than 10 parcels, the shipment needs to be delivered on a pallet as described below in Item 5.2).
- Maximum weight per package: 15 kilograms.
- Maximum dimensions per package: 800 x 800 x 800 mm.
- A package may only contain Items that are part of the same registration. It is therefore not allowed to combine several shipments in one package.
- Parcels should be delivered in cardboard boxes.

5.2 Delivery of pallets

Bol.com only accepts EPAL pallets (with size 800x1200 mm), unless the situation described in Item 5.2.2 applies.

- EPAL pallets will be exchanged for undamaged, empty EPAL pallets immediately upon delivery to the bol.com Fulfilment Centre. If the exchange is refused, the EPAL pallets become the property of bol.com.
- When delivering pallets from a pallet pool, bol.com only accepts CHEP.

5.2.1 Packing EPAL pallet.

In case an Item does not fit on an EPAL pallet, the requirements of Item 5.2.2 shall apply.

- A pallet may only contain Items that are part of the same registration. It is therefore not allowed to combine multiple shipments on a pallet.
- The pallet must not be stacked higher than 1.80 m (including pallet).
- A double-stacked pallet is allowed when the single pallet is not stacked higher than 1.80 m (including pallet) and the combination does not exceed 2.50 m (including pallets).
- A Mono pallet must not exceed 680 kg, a Mixed pallet must not exceed 1,000 kg. A double-stacked pallet must not exceed 1,000 kg.
- It is not permitted to deliver Items in a pallet box (Gaylord box).
- The pallet should be sealed with transparent plastic film.
- The plastic wrap must enclose the entire load including the top, and the load must be sealed to the pallet so that the load is stable and does not slide.
- The load must be stacked straight and must not protrude beyond the dimensions of the pallet.

5.2.2 Item that does not fit on an 800x1200 mm pallet

If a single Item does not fit on an 800x1200mm pallet, this format may deviate. This Item must be delivered on a suitable, high-quality, robust and undamaged pallet on which the Item does not protrude.

- The maximum permitted size of a deviating pallet is 1200x1600 mm. The width of the pallet should be at least 750 mm.
- For televisions, the maximum permissible size of the deviating pallet is 2100x1200 mm. The width of the pallet should be at least 750 mm.
- Televisions 55 inches or larger may be stacked on one pallet up to a maximum of 2.10 m (including pallet) and may only be delivered as Mono pallets.
- If an Item has a “this side up” marking, the Item must be transported and stored as such before it arrives at the bol.com fulfilment centre.
- The pallet will not be exchanged and becomes the property of bol.com.

5.3 Delivery of clampable Items (Only at BFCXL2 in Oosterhout(Nijmegen))

Clampable Items are Items with a clampable symbol.

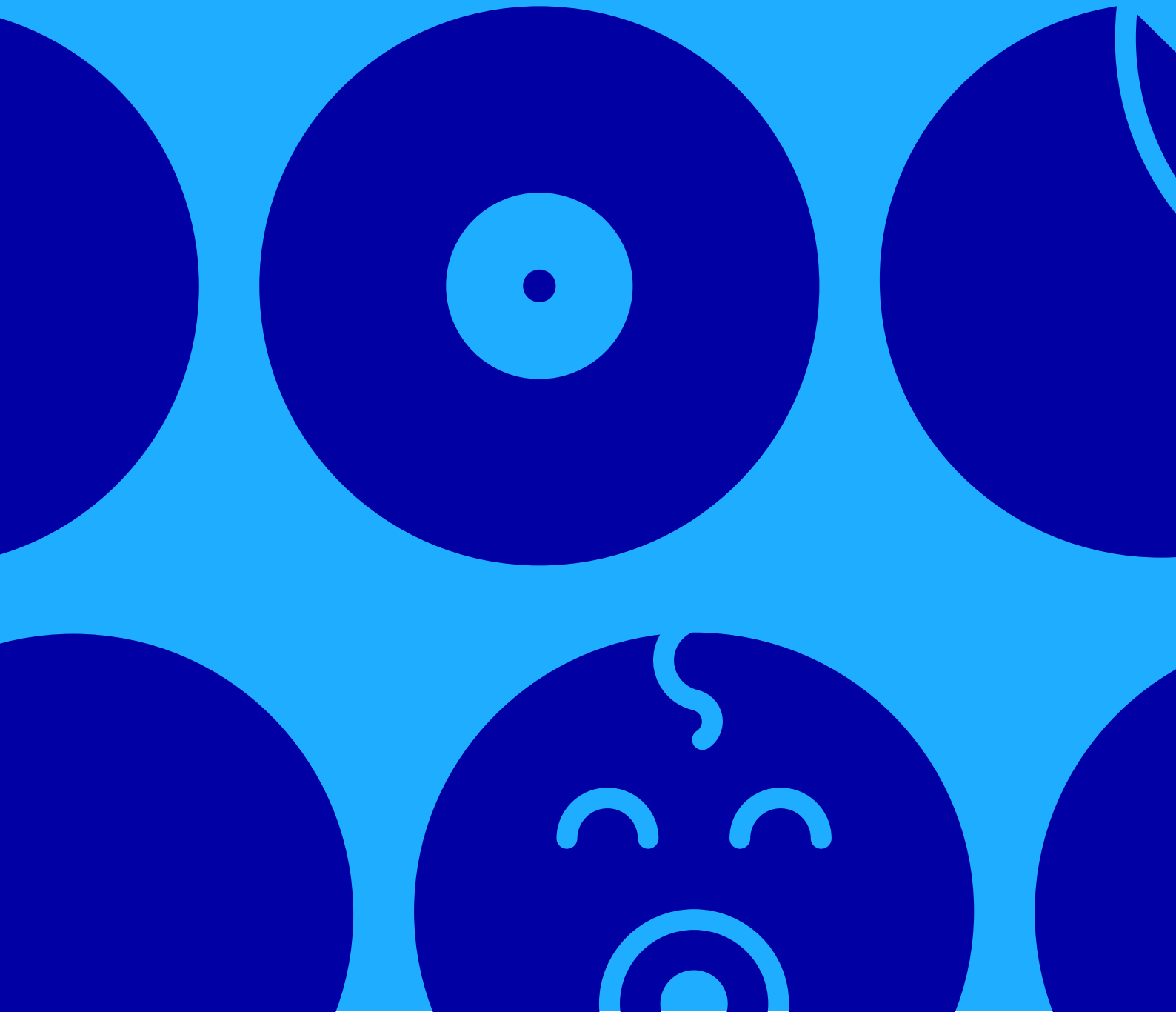


- Clampable Items must be delivered without a pallet.
- Clampable Items must be loaded with the back of the Items facing the trailer door.
- The same Items must be sorted and delivered next to each other in stacks with a maximum width of 1.70 m.
- For the Major Domestic Appliances (MDA) category, there may be a maximum of 2 Items placed widthwise against each other. The result is a load of 2 MDA wide plus 1 wide into a truck.
- Clampable Items next to each other that cannot be clamped at the same time need to have a minimum spacing of 15 cm between Items. The clearance between the Item/stack and the trailer is at least 15 cm on both sides.
- Items lower than 1.80 m may be delivered stacked. The uppermost Item must not be wider than the Item below it and the uppermost Item must also be clampable.
- The gap between the trailer roof and the top Item must be at least 25 cm.
- The first row on the trailer door's side is stacked a maximum of 2 high and lower than 2.10 m.
- Items must be delivered separately, without being sealed together.

5.4 Shipping label on the shipment

- Every parcel should have a visible shipping label. The shipping label provided by bol.com will contain the required information. PLEASE NOTE: the bol.com shipping label is not a postage for the shipment. The shipping label is needed in order for the shipment to be received at the bol.com Fulfilment Centre.
- Each pallet and clampable Item must have two visible shipping labels on the outside of the plastic film:
 - o Place the first label at the top right on one of the long sides of the pallet.
 - o Place the second label at the top right on one of the short sides of the pallet.
- A stacked pallet (double-stacked pallet) is considered as a stack of separate shipping units that should have 2 shipping labels.
- The information on the shipping label must not be covered (including the carrier's shipping label).

6. Deliver shipment



6. Deliver shipment

The shipment must comply with the Conditions of Delivery before it is delivered to the bol.com Fulfilment Centre. A shipment must be unloaded immediately and it is not allowed to make any changes to the shipment during delivery (e.g. sealing, stacking, labelling, etc.). The Partner is responsible for sharing these Delivery Terms and Conditions with the carrier delivering the shipment.

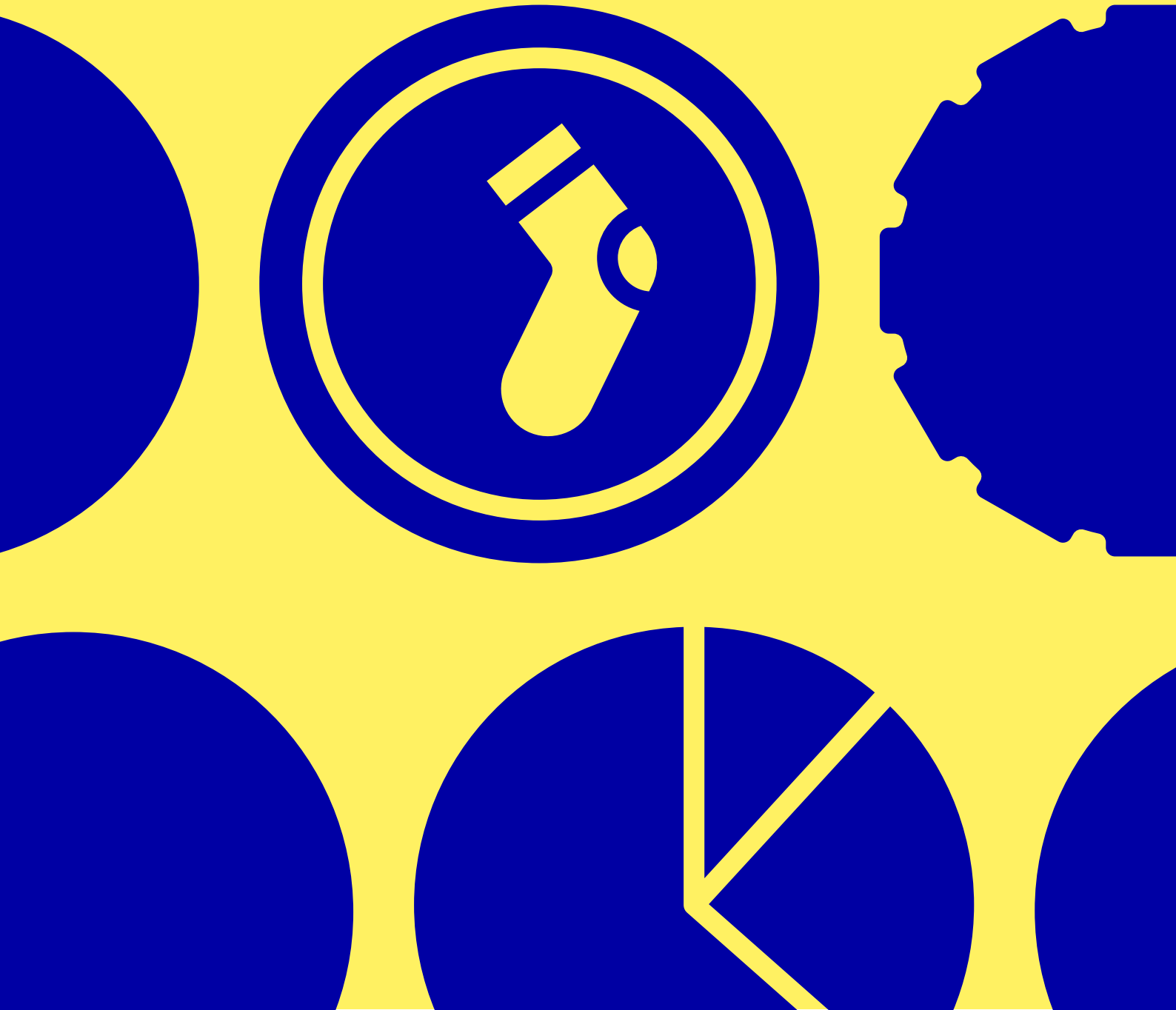
6.1 Delivery conditions

- The shipment must always be delivered on the delivery date, delivery time and at the delivery address as communicated in the registration.
- At the bol.com Fulfilment Centre, the carrier must comply with the safety regulations applicable and must follow instructions.
- If the driver does not speak Dutch, English or German, it may take longer before the driver can unload for safety reasons. If safety risks arise because communication is prevented by language barriers, bol.com can deny the driver access to the warehouse. In these cases, bol.com will take care of unloading the shipment, provided it meets the other delivery requirements.
- Upon arrival, the carrier shall report to the porter and provide all shipment references and corresponding senders in writing.
- The carrier will be assigned one or more docks and must unload the shipments at the appropriate designated docks. Unloading from the side of the truck is not possible.
- The carrier must unload and place the cargo on the lanes behind the dock. There are pump trucks available for this purpose (with the exception of clampable Items, which are unloaded by bol.com).
- Delivery of a sea container shipment is not allowed.

6.2 Vehicle requirements

- (Private) vehicles such as passenger cars, pick-ups, scooters and bicycles are not allowed.
- Pallet shipments and shipments with clampable Items should always be delivered with a vehicle that is capable of driving backwards to the dock and has a tailgate, so that the rear is accessible for a pallet truck (for unloading pallets) or clamp truck (for unloading clampable Items).
- At the bol.com Fulfilment Centre 'BFCXL in Nieuwegein', it is only possible to work from a unloading pit. The vehicle should have a loading ramp of a minimum height of 1.0 m.

7. Additional conditions



7. Additional conditions

In the event of failure to comply with these Terms of Delivery, bol.com may:

1. Refuse deliveries;
2. Return deliveries at the Partner's expense;
3. Perform actions necessary to process the delivery at the Partner's expense.

7.1 Declaration of packaging materials

bol.com has a legal obligation to provide an annual statement of product packaging material in connection with waste charges. If determined necessary by bol.com, the Partner will provide bol.com with a statement of the total weight in grams of packaging material per Item. This information will be provided within 4 weeks from the first request made by bol.com and will be released in the format used by bol.com.

7.2 Additional conditions for shipment registration

- Registration of primary load carriers with SSCC is mandatory. An exception to this obligation are clampable Large Domestic Appliances (MDA) shipments, which must be delivered without a pallet. SSCC: Serial Shipping Container Code; a code with 18 digits used to identify logistics units.
- The Partner must deliver on the delivery date indicated in the registration and this delivery date must match the requested delivery date on the purchase order.
- The requested delivery address on the purchase order is predominant, even if this means delivery to multiple bol.com Fulfilment Centres. The delivery address in the submission should correspond exactly to the bol.com Fulfilment Centre to which delivery is being made.
- **Required dates for shipment notification via EDI**
If an EDI connection is used to do the registration, at least the following data should be shared:
 - o Partner's Name
 - o The GTIN and the number of pieces of each GTIN;
 - o The SSCC code(s) of the primary load carrier(s) according to the GS1 SSCC standard;
 - o Shipment reference;
 - o Delivery date;
 - o Delivery address.

- **Required information on shipping label**

If a proprietary system is used to create the shipping label, the shipping label should contain at least the following information:

- o Recipient and delivery address;
- o Building designation (if applicable);
- o Reference as used in the application;
- o Partner's Name;
- o Return address;
- o The SSCC barcode of the primary load carrier according to the GS1 SSCC standard.

7.3 Reserving time slots - fast lane appointment

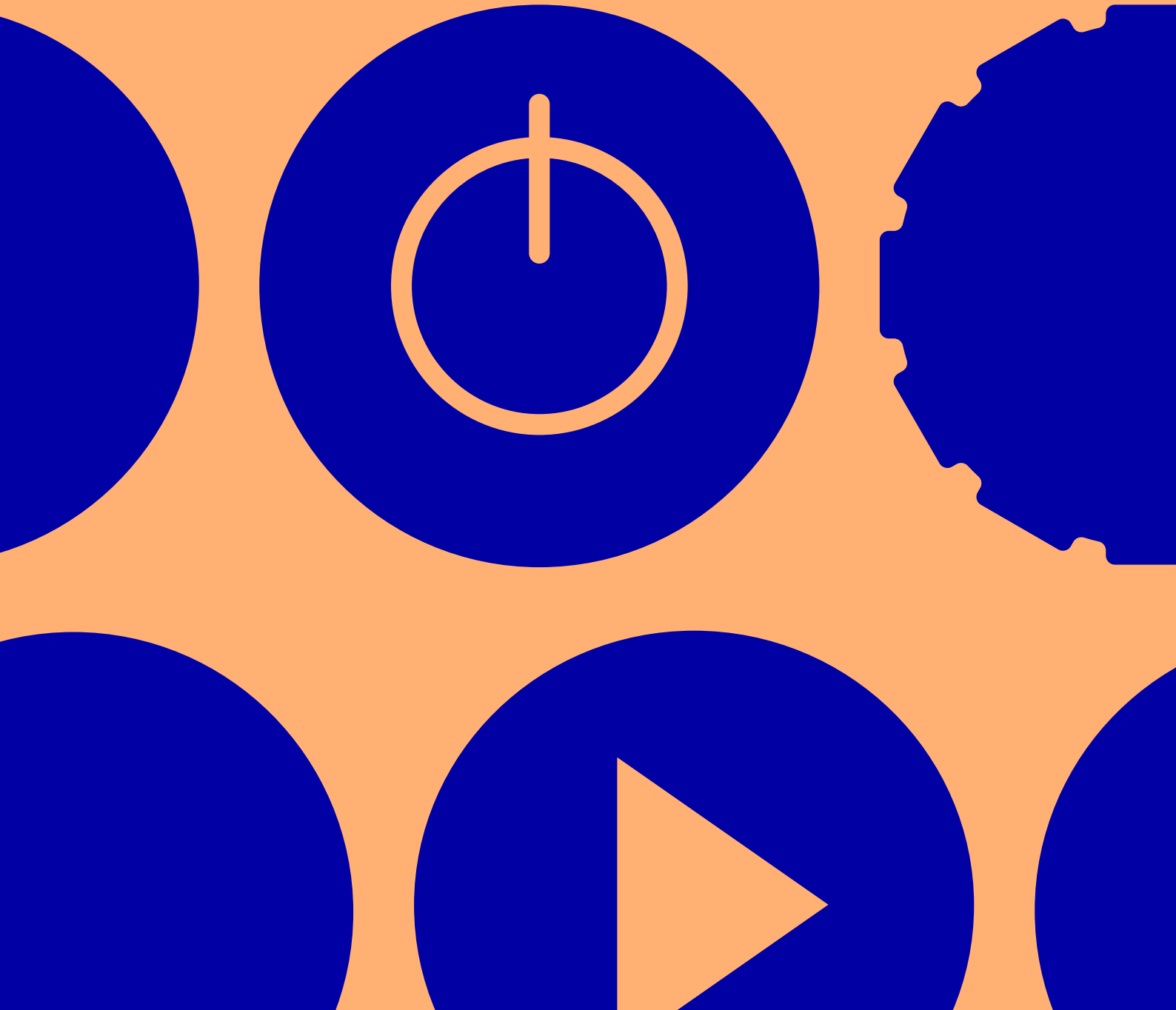
- For each registered shipment, a time slot in which the shipment will be delivered can be reserved digitally (via Supply Chain Portal) in advance by the carrier (also called fast lane appointment).
- Reserving a time slot must be done no later than 23:59 on the day before the physical shipment arrives at bol.com.
- Reservation of the time slot should match the delivery date of the registration.
- Reserving a time slot is an additional procedure. It is still important that the normal procedure is also followed.
- The driver must report to the bol.com Fulfilment Centre doorman between the start of the time slot.

7.4 Hazardous substances

If the Partner delivers Items to bol.com for storage by bol.com or by a designated third party and that these Items require additional measures or precautions according to law and regulations, the Partner must inform bol.com in advance and provide bol.com with the necessary forms.

Bol.com only accepts Items containing hazardous substances as listed in ADR hazard classes 2.1, 2.2, 3 and 4.1.

8. Shipment control



8. Shipment control

8.1 Reception

Delivery checks take place to monitor potential Deviations*. The waybill is signed off on delivered pallet units. If the Partner delivers individual packages, bol.com only signs for receipt of a shipment.

*Deviations are:

- Too many Items delivered when compared to the invoice;
- Not enough Items delivered when compared to the invoice;
- EAN number differs compared to the invoice;
- Items not ordered;
- Items delivered damaged;
- Items with a different purchase price at Item level compared to the agreement;

8.2 Quality control

After signing for receipt of the Items, a quality check takes place. The number of Items registered is central in determining the number of Items received by bol.com.

If a Deviation is found during quality control, bol.com has the right to claim this Deviation from the Partner. The payment obligation from bol.com will be immediately suspended for the delivery with the Deviation. Items not ordered by bol.com, including 'timely cancelled Items', will be stored at the risk and expense of the Partner in the bol.com Fulfilment Centre. These Items will be returned after payment of the invoice for the costs incurred by bol.com.

A Deviation will be reported to the Partner within 15 working days after delivery. This notification takes place via a credit note request. The Partner will send a credit note to bol.com within 15 days after receipt of the credit note request by bol.com. The credit note must be sent by the Partner:

- i. via an EDI connection, or
- ii. in the form of a PDF file to creditnotes@bol.com (stating the claim number on the credit note). For each claim, the Partner sends one (1) credit note. If the Partner has not sent a credit note, bol.com will withhold the claim amount from the outstanding payments in accordance with the due date stated in the credit note request.

8.3 Objection after request for credit note

If the Partner does not agree with a credit note request, the Partner must file an objection within 15 days from the date of the credit note request. The objection must be submitted by completing a ticket form which can be found in the credit note request (stating the claim number). In addition, at least the following supporting documents must be submitted by Partner:

- Proof of stock count;
- Proof of delivery (POD) and;
- Information on the packaging of the Items.

bol.com will reassess the claim based on the supporting documents provided. If the Partner does not submit an objection or if bol.com has not received the supporting documents mentioned above in time, the Partner agrees to the Deviation found by bol.com.



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