



Guideline

Customer requirements
PE Automotive GmbH & Co. KG
(PE returns standards)



1. General information

The following guidelines and regulations regarding the delivery of goods to PE Automotive GmbH & Co. KG (“PE Automotive”) are the basis for logistical processes.

1.1 Guideline objective

This guideline is designed to inform customers about the logistical requirements for returns to PE Automotive (PE returns standards).

1.2 Scope of the guideline

The present guideline applies to returns to PE Automotive and, in addition to covering general administrative regulations, particularly regulates delivery in accordance with quality standards.

2. Delivery regulations

The delivery address, unless agreed otherwise, is:

PE Automotive GmbH & Co. KG
Industriestraße 77
42327 Wuppertal/Germany

Delivery times:

Mondays – Thursdays: 07:30 a.m. – 3:15 p.m.

Fridays: 07:30 a.m. – 11:30 a.m.



3. Handling returns

3.1 Request returns

Every return must be registered in advance by mailing the corresponding return form to retouren@pe.de.

In the case of returns delivered to PE Automotive without prior approval, PE Automotive reserves the right to refuse acceptance of the goods or to return the goods to the customer "EXW".

In order to comply with PE's requirements, it is necessary to arrange all deviations from packaging quantity units for a product in writing in advance.

Any and all changes shall require the prior written consent of PE Automotive.

3.2 Transport

If PE Automotive is not at fault, the return delivery shall be arranged by the customer at no cost to PE Automotive. In all other cases, the return shall be collected free of charge by PE Automotive. If the goods have already been dispatched by the recipient, however, PE Automotive cannot pay for the transport costs.

3.3 Credit

After receipt of resellable goods, a corresponding amount shall be credited. As regards any returns not occasioned by PE Automotive, currently 15% of the net good value shall be deducted as storage costs.

4. Packaging regulations

It is absolutely necessary to comply with the following in order to ensure delivery in accordance with quality standards:

- The goods must not be contaminated in any way
- The goods and the packaging must be protected against mechanical damage (e.g. deformation, impact) and corrosion

The selected transport packaging must withstand a variety of potential dangers, especially effects of the weather. This must also be taken into account in the case of transshipment of the transported goods. The following aspects have to be considered:

- Climatic conditions
- Condition and type of the route
- Potential risk of soiling during transport
- Protection of the packaging during transshipment and other movement of the goods

Overseas cargo must be packaged in a form suitable for transport by sea in order to account for the special conditions (temperature fluctuations, salt content of the air and humidity etc.).

The sender shall be liable for damage caused because different packaging was utilised.

As regards mixed pallets due to delivery quantities that are too low, the following rules apply:

- **“heavy before light”**: pack heavy goods first, then the lighter goods
- **“much before little”**: pack large amounts first, then smaller amounts

Third-party labels have to be removed by the sender before every return. Should this no longer be possible, repackaging is to be paid for by the sender.

5. Documents accompanying the goods

Each return delivery must contain a return request, a delivery note, a packing list (in case of more than two pallets) as well as any other documents that may be required by law domestically or abroad.

The sender is obliged to hand over to the commissioned forwarder duly issued shipping documents and accompanying documents for each shipment. The sender shall bear the costs of obtaining any information missing on the shipping documents.

5.1 Delivery note

A delivery note must be attached to every return. The delivery note must be attached in a manner clearly visible for the recipient. The delivery note must contain the following information:

- Delivery note number
- Date
- PE article number
- Article name
- Delivery quantity

5.2 Packing list

If a return delivery consists of more than one package or pallet, a packing list with the following information must be attached to the delivery note for each transport unit:

- Pallet number
- PE article number
- Article name
- Article quantity per package



6. Customs requirements

If customs duties have to be paid for the delivery, customs documentation must be attached to the delivery in addition to the above documentation:

- Invoice, pro forma invoice
- Export accompanying document
- Certificate of origin, certificate of origin form A, etc.
- Import documents of the original purchase

The sender is responsible for due preparation of the customs documents in accordance with the currently applicable regulations.

7. Compensation for expenses

Additional costs and damage that PE Automotive incurs due to non-compliance with the packaging and shipping regulations shall be borne by the sender and shall be invoiced by PE Automotive (e.g. transshipment, handling and disposal costs).

Unacknowledged returns can be collected by the sender at its own cost from the PE Automotive premises within 14 days after receipt of the rejection. Transport packaging shall be invoiced afterwards. After expiry of this period, the goods will be destroyed by PE Automotive.