

Delivery guidelines for returns



Company	Maximex GmbH & Co. KG Im Hülsenfeld 17 Tor 3 40721 Hilden Deutschland
Notification of Returns before Shipment	<p>Returns can only be made after prior notification. Requests can be made by telephone or in writing to the contact person known to you in the office or in the field.</p> <p>The following information is required:</p> <ul style="list-style-type: none"> • Customer number and/or company name • Senders' name and address • Reason for return <p>After registration, you will receive a return note with an RMA number electronically. If several reasons for return are stated in the complaint notification, you will receive a separate return note for each reason for return.</p>
Notification of Shipments	<p>Notification of pallet deliveries must be provided <u>at the latest 24 hours prior to arrival</u>. Haulage companies that do not send notification of arrival may be rejected.</p> <p>The following information is required:</p> <ul style="list-style-type: none"> • Details regarding the sender(s) of the delivery. • Details of the haulage company commissioned with the transport. • Your full contact data in case of any problems. • Total of pallets to be delivered. • Detailed information regarding the recipient (department, contact person, reference number, etc.).
Contact	<p>Tel.: +49 2103 573281 E-Mail: retouren@maximex.eu</p>
Acceptance hours incoming goods	<p>Monday – Thursday: 07:30 AM to 3:00 PM Friday: 07:30 AM to 2:00 PM Saturday/Sunday/Bank Holidays: no goods accepted</p>

<p>General requirements</p>	<p>Delivery of approved returns must take place within a period of 4 weeks.</p> <ul style="list-style-type: none">• The driver must notify the warehouse upon arrival• For safety and health protection reasons the driver may only enter the premises with a face mask• All vehicles must be able to be unloaded from the rear (applies to pallet deliveries only) with electrically and manually operated forklift trucks.• Vehicles with damaged floors and / or side panels will not be accepted for safety reasons.• The goods have to be packed separately by reason for return.• Each shipment must be accompanied by a packing list / bill of lading which is attached where it can be seen easily• Each shipment has to be accompanied by the contact details (name / phone number) of the sender.
<p>Safety Instructions for delivery</p>	<p>Before unloading the delivery, the unloader checks that the load does not pose a health and safety risk. Not allowed are:</p> <ul style="list-style-type: none">• Pallets that have fallen over in a domino effect• Pallets stacked in a pyramid <p>All pallets must be in good condition with no broken boards or protruding nails. All vehicles for which any of the above points apply are rejected on site for safety reasons and the papers are signed accordingly. Maximex GmbH & Co. KG accepts no liability for rejected deliveries.</p>

General delivery guideline

Cartons must be stacked on Euro pallets, vertically aligned and not protruding beyond the edges of the pallet. Carton corners should be properly aligned to maximise stacking strength.

- It is the shipper's responsibility to ensure that the product is adequately secured and wrapped using a combination of stretch wrap, edge protectors and/or straps to prevent damage during transit.
- The maximum height of delivered pallets must not exceed 180 cm.
- The maximum pallet weight must not exceed 500 kg.
- The standard Euro pallet size 80 cm x 120 cm must be used.
- Packages must not be heavier than 30 kg; packages weighing 15 kg or more must be clearly marked as "heavy".

Not permitted are:

- Shipments with individual items completely without outer packaging.
- Shipment of loosely stacked goods without sufficient securing by an outer carton or stretch film

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