



# DELIVERY INSTRUCTIONS & PROCESSING FEES

as of March 2022

Dear Sir or Madam,

In order to ensure a safe, smooth and effective process flow in the warehouse area of our company and to avoid unnecessary costs, subsequent queries, delays or unwanted returns, we request that you fully comply with the following instructions for each delivery.

Any agreements deviating from these instructions must be made in writing and must also be agreed by the goods-in department of ZWILLING Beauty Group GmbH. The respective and current delivery instructions apply. They can be viewed at any time at [www.zwillingbeauty.com/liefervorschriften](http://www.zwillingbeauty.com/liefervorschriften) or [www.tweezerman.de/liefervorschriften](http://www.tweezerman.de/liefervorschriften). On request we can also send you the current version of the delivery instructions.

## Delivery Address

ZWILLING Beauty Group GmbH  
Straussplatz 1  
42697 Solingen  
Germany

## Contents

1. Contact.....	3
2. Goods acceptance times & notification.....	4
2.1. Suppliers.....	4
2.2. Returns.....	4
2.3. Hazardous goods.....	5
3. Goods-in inspection.....	6
4. Packaging units.....	7
5. Delivery Note and Labelling.....	9
6. Documentary evidence of origin for your goods.....	10
7. Defects & processing fees.....	11
8. Sample & examples.....	12

## 1. Contact

- Martin Wackwitz (Team Lead Inbound)
  - [M.Wackwitz@ZwillingBeautyGroup.com](mailto:M.Wackwitz@ZwillingBeautyGroup.com)
  - +49 211 53803376
- Team Inbound
  - [Inbound@ZwillingBeautyGroup.com](mailto:Inbound@ZwillingBeautyGroup.com)
- Supply Chain Management
  - [SupplyChain@ZwillingBeautyGroup.com](mailto:SupplyChain@ZwillingBeautyGroup.com)
- Stefanie Reichart (Buyer)
  - [S.Reichart@ZwillingBeautyGroup.com](mailto:S.Reichart@ZwillingBeautyGroup.com)
  - +49 211 53803310
- Team Customs
  - [Customs-Team@ZwillingBeautyGroup.com](mailto:Customs-Team@ZwillingBeautyGroup.com)
  - +49 211 53803374
- Returns Germany
  - [Vertrieb@ZwillingBeautyGroup.com](mailto:Vertrieb@ZwillingBeautyGroup.com)
  - +49 211 53803336
- Returns Export
  - [Export@ZwillingBeautyGroup.com](mailto:Export@ZwillingBeautyGroup.com)
  - +49 211 53803320

## 2. Goods acceptance times & notification

- **Mon-Thurs** from 8:00 to 16:00
- **Fri** from 8:00 to 13:00

### 2.1. Suppliers

**All** goods-in must be notified at least 48 hours before delivery at the following email addresses:

TO: [Inbound@ZwillingBeautyGroup.com](mailto:Inbound@ZwillingBeautyGroup.com)

CC: [M.Wackwitz@ZwillingBeautyGroup.com](mailto:M.Wackwitz@ZwillingBeautyGroup.com)

We reserve the right to cancel the notified dates and to inform you of alternative dates. If this does not occur, your date is deemed accepted.

Should you have any questions we will be pleased to help you within the above business hours on telephone number **+49 211 53803376**.

### 2.2. Returns

Returns must first be arranged in writing or by telephone with the internal sales team. For returns from within Germany please contact [Vertrieb@ZwillingBeautyGroup.com](mailto:Vertrieb@ZwillingBeautyGroup.com) or +49 211 53803336 and for returns from outside Germany [Export@ZwillingBeautyGroup.com](mailto:Export@ZwillingBeautyGroup.com) or +49 211 53803320.

Returns with a parcel service do not require notification. These are shipped internally by the internal sales team. Please attach the completed return form with the shipment.

Pallets which come from a return must be notified at least 48 hours before delivery at the following email addresses:

TO: [Inbound@ZwillingBeautyGroup.com](mailto:Inbound@ZwillingBeautyGroup.com)

CC: [M.Wackwitz@ZwillingBeautyGroup.com](mailto:M.Wackwitz@ZwillingBeautyGroup.com)

### 2.3. Hazardous goods

Products designated as hazardous goods are only permitted by legislation for transportation under certain conditions. Due to the higher risk incurred by such transportations, they are also subject to specific labelling obligations. Hazardous goods must be clearly marked and visible from the outside.

For freight forwarders, suppliers and customer returns, international instructions/regulations upon delivery apply.

Where possible use the original ZWILLING Beauty Group box for returns as this displays all the legal markings. Check that the imprint is clearly legible. If you are using a new box, please follow the instructions below:



If the markings no longer exist, imprints (UN 3091 or UN 3481 with assigned item numbers) can be printed out as required on page 16 or downloaded under the following link:

Print out the markings (label size according to international specifications: 120 x 110 mm) in colour and stick them to the package as specified. If you are returning several items for which different labels have been assigned, please attach all applicable imprints.

Please note that:

we do not accept/take back any hazardous goods item numbers (see page 16) with damage, removed battery protective films and without original packaging for the safety of our employees and the environment. We will refuse any acceptance on these grounds. Please dispose of these items yourself in accordance with legal requirements.

Thank you in advance

### 3. Goods-in inspection

In goods-in the goods are inspected during unloading/acceptance according to the following criteria:

- External visual inspection for damages with documentation and damage descriptions if required.
- Check and inspection of the accompanying documents.
- Inspection and documentation on compliance with delivery instructions.
- Condition, correctness and completeness of the delivery.
- Concealed damages or defects.

The pallet is exchanged directly on delivery if the criteria for flawless Euro pallets are met. The pallet exchange shall be noted on the shipping order. If no exchange takes place the non-exchange is justified on the shipping order and this is countersigned by the employee and freight forwarder.

We hereby expressly point out that we reserve the right to invoice you for any costs, damages and losses incurred due to the non-observance of the delivery instructions in the form of processing fees and in accordance with the itemisation attached as Point 7.

We further reserve the right to totally refuse acceptance of deliveries with serious faults which are identifiable for us upon delivery.

## 4. Packaging units

**The special provisions for the permitted package dimensions must not be exceeded.**

- **Semi-finished items with the item ending (12)x-1 / (12)x-3 / (12)x-4**
  - Length 470mm x Width 300mm x Height 220mm
- **Finished items with the item ending (123)-0 / (123)-3**
  - Length 600mm x Width 400mm x Height 220mm

**If you have any questions, please contact [Inbound@ZwillingBeautyGroup.com](mailto:Inbound@ZwillingBeautyGroup.com) or die +49 211 53803376**

or

**contact [S.Reichart@ZwillingBeautyGroup.com](mailto:S.Reichart@ZwillingBeautyGroup.com) or +49 211 53803310.**

**Individual shipment pieces (package service) are only accepted up to a maximum weight of 20 kg.**

- All packaging guidelines are waived if a pallet scheme has been agreed in advance with ZWILLING Beauty Group GmbH.
- Deliveries to our company must only be made on flawless, undamaged and exchangeable Euro pallets.
- The load must not protrude either in height or over the palette surface and must not be packed so that it slopes.
- The maximum weight of the load including the pallet must not exceed 700 kg.
- The loading height including the pallet must not exceed the maximum height of 1.95 m.
- All pallets must be wrapped in transparent film and additionally secured with plastic straps to avoid the goods tilting or slipping during transportation by HGV or during any materials handling processes. Please also note that no film edges or similar should jut out.
- For piece good shipments, in order to protect the goods, every package must be wrapped in plastic strapping bands in order to avoid unauthorised access.
- Every pallet and every other package must be delivered as single-product types and be furnished with a pallet slip (See example in Appendix 4). Here the number of packages should be kept as low as possible through efficient packing. However, as a rule the weight of each package may not exceed 20 kg.

Mixed pallets are only permitted if for quantity reasons a single-product type delivery is not economic.

Example: For delivery of 1 pallet with 3 different items, see Appendix 4. The same packaging units must contain equal quantities of individual items. If a packaging unit is created with a leftover quantity it must be must be furnished with a **Lower Quantity Sticker**.



- Small quantities can be consolidated into one packaging unit provided that each sub-packaging unit is labelled accordingly.  
Each sub-packaging unit must be labelled with a contents list and the ZWILLING item number and number of pieces.  
Example: Package contains 300 pieces of Item XXXXX-XXX-X, packaged in 25 smaller cartons each with 12 pieces.  
**The large package** must display:  
*Item Number XXXXX-XXX-X. Total number of pieces 300 consisting of 25x 12 pieces.*  
The **inner smaller boxes** must then be labelled with:  
*Item Number XXXXX-XXX-X Number of pieces 12.*
- The pallet must be packed so that it can be easily counted from the outside. To do this the item numbers must be arranged so that they face outwards of the packaging.

## 5. Delivery Note and Labelling

A separate delivery note must be created for each delivery and attached in a delivery pouch on the outside of the goods.

Ideally the delivery note uses the layout as shown in our sample attached as Appendix 2. However, it must as mandatory contain the following information:

- The full name and address of the supplier and the name and direct dial of the handler.
- The ZWILLING Beauty Group GmbH supplier number.
- The delivery note number.
- The ZWILLING Beauty Group GmbH order number including order date.
- The ZWILLING Beauty Group GmbH order items.
- ZWILLING Beauty Group GmbH item description and ZWILLING Beauty Group GmbH item number.
- Delivery quantities.
- Number of Euro pallets, packages, lattice boxes etc.
- The shipping date.
- Batch number where present.
- In the event of differences between the original order quantity and the actual delivery quantity, the label must state the following:
  - "T" for partial delivery
  - "R" for remaining delivery
  - "M" for short delivery
  - "Ü" for over-delivery

## 6. Documentary evidence of origin for your goods

For the determination of the origin of goods, the rules of origin of Article 60 of the EU Customs Code and Articles 31 to 36 of the Delegated Regulation (EU) 2015/2446 apply.

Documentary evidence of origin are to be provided for the goods supplied by you.

Acceptable items of proof are

- Documentary evidence of origin from the Federal Republic of Germany as well as for goods from EU Member-States.
  - Supplier declarations for goods with a preferential origin status pursuant to Regulation (EC) No. 1207/2001 (without cumulation) and **Corrigendum /2002-06-29**.
  - Certificates of origin without preferential origin status issued for this purpose by a legitimate body.
  - Chamber of Commerce Declaration of Origin for non-preferential origin pursuant to Regulations (EC) 2913/92 (Customs Code) and 2454/93 (Customs Code-Implementing Regulation).
- Documentary evidence of origin for goods from preferential countries ([www.zoll.de](http://www.zoll.de)).
  - Original of the preference document (e.g. EUR.1/EUR-MED - without cumulation, declaration of origin on commercial documents, certificate of origin Form A).
  - Turkey supplier declaration pursuant to Decision No. 1/2006 of the EC-Turkey Customs Cooperation Committee of 26 September 2006 Appendix VI certificates of origin, issued for this purpose by a legitimate body.
  - Chamber of Commerce Declaration of Origin for non-preferential origin pursuant to Regulations (EC) 2913/92 (Customs Code) and 2454/93 (Customs Code-Implementing Regulation).
- Documentary evidence of origin for goods from other third countries.
  - Certificates of origin, issued for this purpose by a legitimate body.

Please note that the required documentary evidence of origin must be submitted by delivery, or at the latest upon delivery (Certificate of origin or Form-A in the original).

Please forward these delivery instructions to the relevant entities in your company and we ask for your understanding of our urgent request to comply precisely and in full with these points listed above.

If any of the individual aspects listed in Point 6 are still not clear to you, please contact [Customs-Team@ZwillingBeautyGroup.com](mailto:Customs-Team@ZwillingBeautyGroup.com) or +49 211 53803374.

## 7. Defects & processing fees

Processing fees amount to the following:

• Defective packaging and labelling	€100.00
• Missing or defective delivery note data	€50.00
• Missing documents	€100.00
• Hazardous goods violations as per Point 2.3. Hazardous goods	€50
• Other violations of these delivery instructions	€100.00

Furthermore, any additional costs incurred by ZWILLING Beauty Group will be calculated on the basis of an hourly rate of €25.00.

### Defects

- The delivery note is missing / the delivery note does not match the consignment and the packaging label is missing.
- The details on the delivery note relating to
  - Supplier
  - Delivery note number
  - ZWILLING Beauty Group GmbH order number including order date
  - Order item
  - Item description and item number
  - Delivery quantity
  - Number of Euro pallets, packages, lattice boxes etc.
  - Delivery type and dispatch date are missing or incorrect
- The information on the package label is incomplete or incorrect.
- Delivery on disposable pallets (unless specified by ZWILLING Beauty Group GmbH).
- Delivery on defective pallets.
- Euro pallet is overpacked (weight, height, width etc.).
- Euro pallet is not secured or not stably packed.
- Deliveries are not of a single-product type (depending on delivery volume).
- Violation of Point 2.3. Hazardous goods
- Other violations of these delivery instructions.

## 8. Sample & examples

### APPENDIX 1

Master boxes / outer boxes

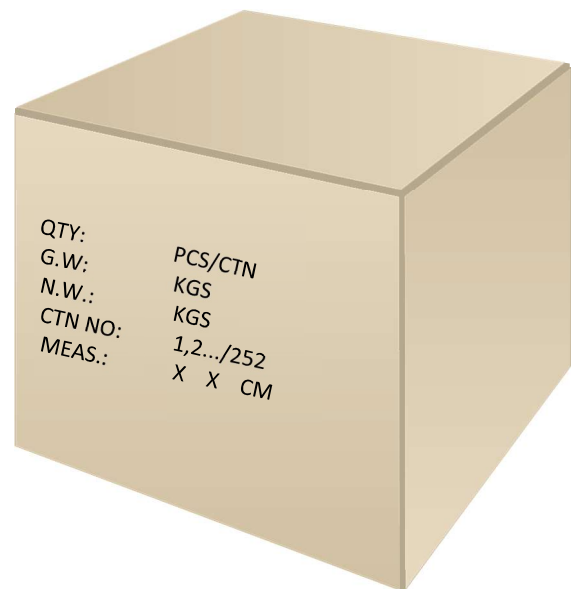
The following labelling for the master boxes/outer boxes must be observed and complied with.

#### Shipping label outer packaging

Front Side



Side Markings



The sender information on the packaging of the product determines the company name information (see example)

**ZWILLING Beauty Group GmbH**  
Gruenewalder Strasse 14-22 · 42657 Solingen  
Germany · [www.zwilling.com](http://www.zwilling.com)

**LIEFERSCHEIN ANLAGE 2**

**WARENEINGANG**

**Belieferungsart:**

Gesamtlieferung <input checked="" type="checkbox"/>	Restlieferung <input type="checkbox"/>
Teillieferung <input type="checkbox"/>	Minderlieferung <input type="checkbox"/>
	Überlieferung <input type="checkbox"/>

ZWILLING Bestellnummer :	
<b>4500005918</b>	
Bestellposition:	Bestelldatum:
<b>POS. 5</b>	<b>00.002016</b>

ZWILLING Artikelnummer:
<b>XXXXX-XXX-X</b>
Artikelbezeichnung:
<b>Musterfeile</b>

Lieferant (vollständige Anschrift):
<b>Muster XY KG</b>
<b>Nebenstraße 1</b>
<b>42657 Solingen</b>
Lieferanten-Nr.:
<b>XXXXXXXX</b>
Sachbearbeiter:
<b>Hr. Mustermann</b>
Durchwahl:
<b>(XXXX) XXXX-XX</b>
Lieferschein-Nummer:
<b>XXXXXXXX</b>

Bestellmenge	Colli-Art	Colli-Anzahl insgesamt	Stück/ Colli	Liefermenge	Gesamtgewicht	Bemerkung Wareneingang
2800 Stück	Karton	6	5 x 500 1 x 300	2800	140 kg	O.k.
Firmenstempel Unterschrift		Bemerkung				
		Absendedatum		Vermerk TQ		
		<b>00.002016</b>				
		Wareneingangsdatum				

**APPENDIX 3**

If a delivery consists of several pallets or packages, then in order to ensure the unique reference applies to the total delivery, in addition to the delivery note on each package, the accompanying paperwork in accordance with the sample below must be attached to each package.

<b>ZWILLING Artikelnummer:</b> <b>XXXXX-XXX-X</b>
<b>Artikelbezeichnung:</b> <b>Musterfeile</b>
<b>Packstück</b> <b>6</b> von <b>6</b>
<b>Inhalt:</b> <b>300 Stück</b>
<b>Gewicht:</b> <b>15 kg</b>
<b>ZWILLING Bestellnummer:</b> <b>4500005918</b>
<b>Lieferant:</b> <b>Muster XY KG, Solingen</b>
<b>Lieferdatum:</b> <b>00.002016</b>
<b>Fertigungsdatum:</b> <b>00.002016</b>

**APPENDIX 4**

**Palettschein**

Kunde  
**ZWILLING Beauty Group GmbH**

Lieferant  
**Fa. Mustermann**

Palette 1 von 1  
Päckstückanzahl auf Palette gesamt 36

Päckstück 1-12	Bestellnummer	Positionsnr.
Artikelnummer	4500123456	1
xxxxx-xxx-x		
Stückzahl		
1200		
11 x 105 Stück + 1 x 45 Stück		

Päckstück 13-24	Bestellnummer	Positionsnr.
Artikelnummer	4500234567	17
xxxxx-xxx-x		
Stückzahl		
144		
12 x 12 Stück		

Päckstück 25-36	Bestellnummer	Positionsnr.
Artikelnummer	4500345678	2
xxxxx-xxx-x		
Stückzahl		
240		
12 x 20 Stück		





**APPENDIX 5**

**UN 3091**

Item numbers for UN 3091: 58000-077-0(6762-R),58000-403-0(6796-R),58000-422-0(6769-R),58400-145-0,58400-268-0, 58400-268-3,58400-373-0



**UN 3481**

Item numbers for UN 3481: 79851-001-0,88320-090-0

