Packaging and Delivery Instructions

Requirements for Suppliers of the Alois-Müller-Group

Important

These guidelines outline the fundamental requirements for packaging, load securing, labeling, shipping documentation, and delivery. They supplement the respective purchase order and the agreed-upon terms and conditions of purchase. Any deviating project-specific requirements shall take precedence.

1. Principles for Packaging and Transport

- The goods must be packed in such a way that they can withstand the intended transport, handling, and storage conditions without any loss of quality.
- The packaging must provide reliable protection against impact, pressure, shifting, moisture, contamination, and—where necessary—corrosion.
- Packaging and load units must be capable of being safely picked up, moved, set down, and stored using standard industrial handling equipment.
- Dimensions, weight, and center of gravity must be taken into account to ensure safe loading and unloading.
- Special protective measures for sensitive surfaces, electronics, glass, and painted or machined parts must be designed in a manner appropriate to the specific product.

2. Packaging Materials and Sustainability

- Reusable and highly recyclable solutions are to be preferred, provided they are technically and economically suitable.
- Packaging material should be limited to the amount necessary for protection and handling. Unnecessary empty space and multiple layers of packaging are to be avoided.
- Combinations of materials should be easy to separate. Adhesive tapes, films, labels, and fillers should, as far as possible, not hinder material recycling.
- For wooden packaging used in cross-border shipments, the applicable phytosanitary requirements, in particular ISPM 15, must be complied with.
- Hazardous substances and dangerous goods must be shipped exclusively in packaging and with labeling as prescribed by law.

3. Pallets, load units, and load securing

- Pallets and other load carriers must be clean, dry, structurally sound, and free from any damage that could compromise safety.
- Goods must not extend unnecessarily beyond the safe perimeter of the load carrier. Protrusions, loose ends of wrapping film, or projecting fasteners must be avoided.
- Load units must be secured against tipping and shifting. Strapping, stretch wrap, edge protection, or other suitable securing elements should be used, depending on the nature of the goods.
- Stackable load units must have a flat top surface that is sufficiently load-bearing. Non-stackable shipments must be clearly marked.
- In the case of mixed shipments, different items must be clearly separated from one another and distinctly labeled. Heavy and large items should be placed at the bottom, while light and small items should be placed at the top.

4. Protection of sensitive goods and items prone to corrosion

- Components susceptible to corrosion and machined metal surfaces must be appropriately preserved, taking into account the duration of transport and storage conditions.
- Suitable protective measures may include, for example, protective caps, separating layers, VCI materials, or desiccants. The materials used must be compatible with the product.

- Parts susceptible to scratching, impact, or pressure must be protected against contact with one another by using appropriate padding, interlayers, or molded inserts.
- In cases of an increased risk of moisture exposure or risks associated with transport by sea, additional moisture protection measures must be implemented.

5. Marking of packages

- Each package must be clearly and permanently marked with at least the order number, supplier, recipient (or project reference), and item description.
- Where relevant, the material/item number, quantity, batch or serial number, weight, and any special handling instructions must be specified.
- Standard transport symbols—such as ”Keep dry“, ”Fragile“, ”This side up”, ”Center of gravity“, or ”Do not stack”—should be applied in a clearly visible manner whenever required.
- Old, no longer valid labels must be removed or permanently obliterated before packaging is reused.

6. Shipping documents

- Each delivery must be accompanied by a uniquely identifiable delivery note. It must contain, at a minimum, the order number, delivery note number, supplier, item/service, quantity, and place of delivery.
- Where agreed upon or required, batch/serial numbers, inspection certificates, certificates, proofs of conformity, and safety data sheets must be provided with the delivery or in advance.
- In the case of multiple packages, the association between each package, the items, and the delivery note must be traceable.

7. Delivery and Coordination

- The delivery address, delivery terms, time windows, and contact persons specified in the order must be adhered to.
- Any specific requirements regarding unloading, lifting equipment, cranes, forklifts, or lifting points—as well as requirements for heavy or oversized shipments—must be coordinated well in advance of delivery.
- Partial deliveries, early deliveries, express shipments, and any deviations from agreed-upon packaging or delivery terms require prior coordination.
- Visible transport damage, shortages, or incorrect deliveries can be documented and flagged as issues. Recurring discrepancies may necessitate an action plan.

Quick check before dispatch

Packaging	Goods protected, clean, dry, and secured for transport
Load unit	Stable, easy to handle, stackable when needed, and secured
Labeling	Ordering/item reference and handling instructions visible
Documents	Delivery note and required supporting documents complete
Delivery	Address, appointment, and specific unloading conditions clarified

Important

Any specific requirements set out in drawings, purchase orders, quality agreements, or project-specific packaging instructions must also be complied with. In case of any ambiguity, please contact the relevant purchasing representative or project contact person prior to shipment.