

Packaging requirements and delivery terms for pallet shipments

Stand: Februar 2025

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avisierung@cosmetic-service.com

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Gültig ab: 04.03.2026	

Packaging regulations:

1. General information:

Packaging design must take into account logistics, quality assurance, environmental impact and cost effectiveness.

Packaging must be easy to empty, easy to clean and fitted with liners where necessary. Material combinations should be avoided or minimised.

Components should be easily separable after use (e.g. nails or metal clips in wood).

Packaging must adequately protect the goods from damage in transit and must not exceed the external dimensions of the pallet.



2. Returnable and non-returnable carriers:

- Only Euro pallets are accepted. Other deposit systems such as CHEP or LPR are not accepted.
- Other load carriers require prior approval from Cosmetic Service GmbH with size and weight specifications.

There is no charge for the exchange or provision of pallets, containers or other load carriers. Exchange is on a one for one basis.

The exchange of loading equipment is generally based on reciprocity.

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3. Product identification:

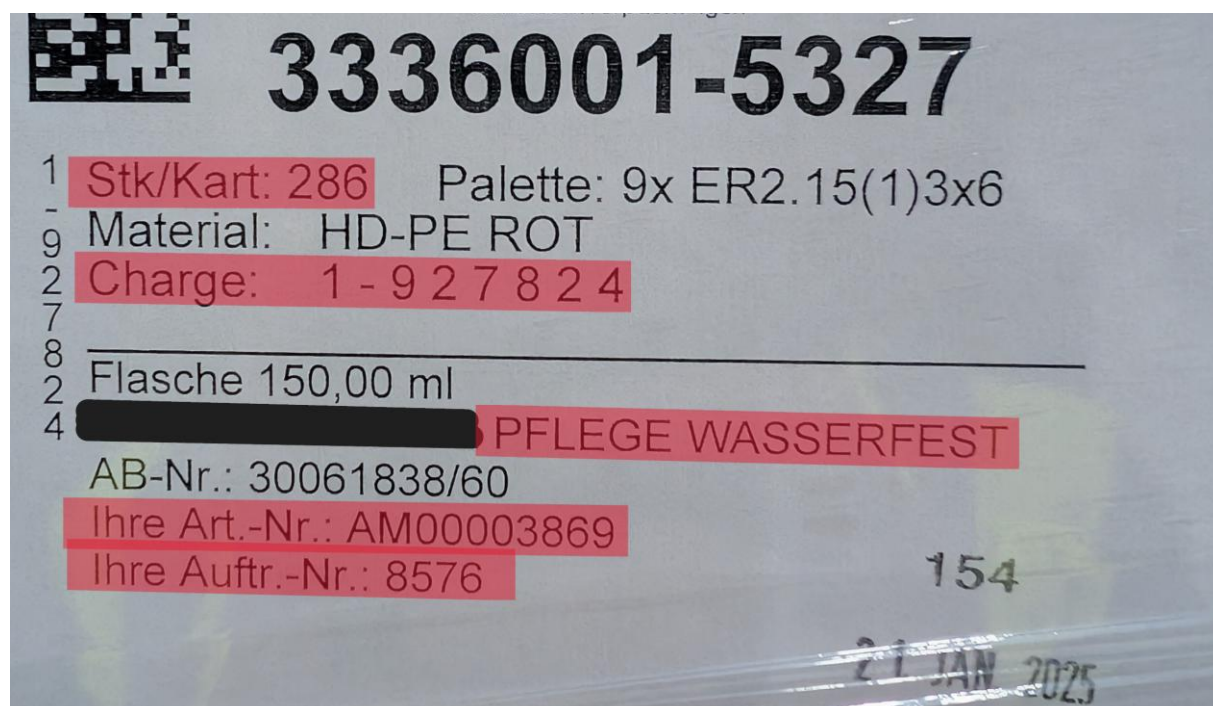
a. Dangerous goods:

Packaging materials must bear the legally required symbols and substance numbers. The shipper, as the distributor placing the goods on the market, is responsible for the dangerous goods declaration as well as for the classification and labelling of the products during transport and is liable for any damage resulting from non-compliance with the legal requirements.

b. Packaging Labeling:

Each packaging unit (box, canister, drum, etc.) must contain the following information

- Cosmetic Service article number
- Order number (if applicable)
- Article description
- Quantity per unit
- Batch and/or BBD (Best Before Date)



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c. Pallet labeling:

Each pallet must be labelled on at least one narrow side with the following information:

- Cosmetic Service article number and/or Customer article number
- Article description
- Quantity on pallet
- Batch and/or BBD

Partially filled or mixed cartons must be clearly marked. Mixed pallets should be avoided; if unavoidable, items must be clearly distinguishable.

Delivery conditions:

1. Scope:

These conditions supplement the above regulations regarding packaging of Cosmetic Service GmbH.

2. Delivery addresses:

Standard delivery address:

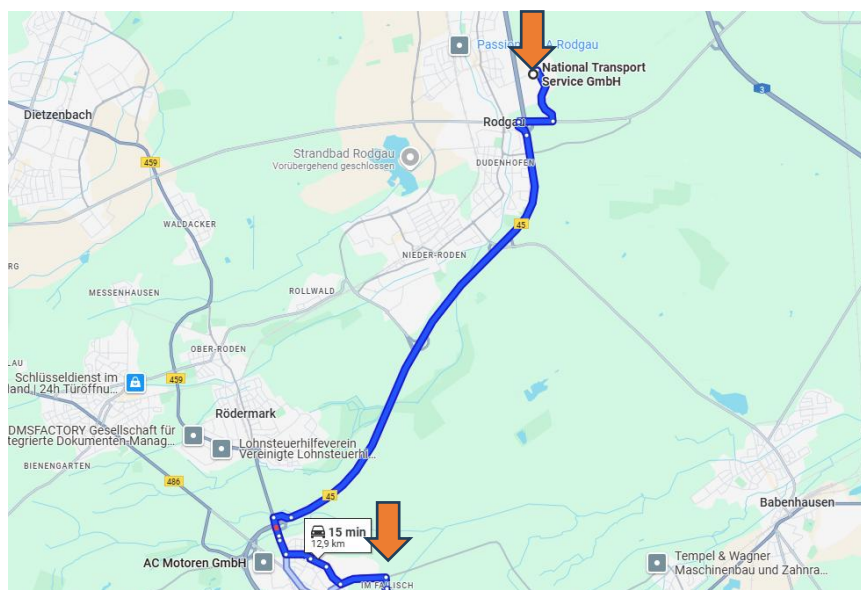
Cosmetic Service GmbH
Im Weißen Holz 3
64859 Eppertshausen

Alternative warehouse (if necessary):

NTS – National Transport Service
Ferdinand-Porsche-Ring 3
63110 Rodgau

Suppliers/forwarders must deliver to the specified location without extra cost if a rerouting is required.

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3. Delivery notification (Avis):

All deliveries by truck are to be announced via email to:

avisierung@cosmetic-service.com

Please ensure that you provide at least two days' notice. The notification must include the following information:

- Type of supplier/sender
- Number of pallets
- Height and weight of pallets
- Article name and quantity
- Preferred time slot

Please be advised that deliveries made without prior arrangement may be refused or delayed.

4. Time slots:

The following time slots are available for delivery:

- **Groupage / local traffic or deliveries up to 5 pallets:** Mon-Fri, 9:00-12:00
- **More than 5 pallets:** Mon-Fri, 6:00-8:30 and 12:30-14:30

For coordination of time slots, please contact avisierung@cosmetic-service.com

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5. Shipping documents:

It is essential that each shipment includes a delivery note and all legally required documents (e.g. hazardous goods documentation, analysis certificates). These documents must either be attached so that they are clearly visible or handed over before unloading.

a) Delivery Note Content:

- Order number
- Article number
- Batch number
- BBD (we recommend a minimum of 12 months, but if you have a different preference, just let us know!)
- Supplier name
- Number of pallets
- Quantity per pallet
- Quantity of open cartons
- Net and gross weight
- Delivery note number

6. Delivery conditions:

Only units that are undamaged and clean will be accepted. We regret to inform you that damaged packaging or transport materials may be rejected. The supplier will be liable for any resulting downtime costs.

7. Dimensions:

Unless otherwise agreed upon, the maximum dimensions, including the pallet, are 80 x 120 x 180 cm. Should the dimensions exceed these parameters, the supplier reserves the right to either reject the order or repackage the item at the customer's expense.

8. Weight:

The maximum weight that can be carried on a pallet is 800 kg.

9. Delivery disruptions:

Suppliers are required to notify Cosmetic Service GmbH without delay of any potential delays. While same-day delays may be accepted after coordination, no guarantee can be provided.

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10. Incoming goods inspection:

- Cosmetic Service GmbH inspects for obvious quantity/quality deviations within three working days.
- Any hidden defects must be reported within three days of discovery.
- Cosmetic Service expects suppliers to perform sufficient in-process or final inspections.
- During incoming inspections, random checks are performed.
- If production downtime results from undetected quality deviations, Cosmetic Service reserves the right to charge the supplier.

11. Loading regulations:

Suppliers are required to ensure secure loading in accordance with regulations and national/international requirements. It is imperative that shipments are appropriately packed and secured for transport in accordance with the type of goods and the designated mode of transport.

12. Access to warehouse and unloading:

Drivers are required to:

- Upon arrival at the ramp or office, please report to the relevant person.
- Wearing certified safety shoes (S3/S1P) and a high-visibility vest is mandatory on the premises.
- Please observe site rules, such as those regarding children, animals, smoking, and the misuse of equipment.
- Any damage caused during docking or unloading must be reported.
- Please consent to video surveillance while on the premises for theft prevention

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