

Logistical Delivery Terms and Conditions

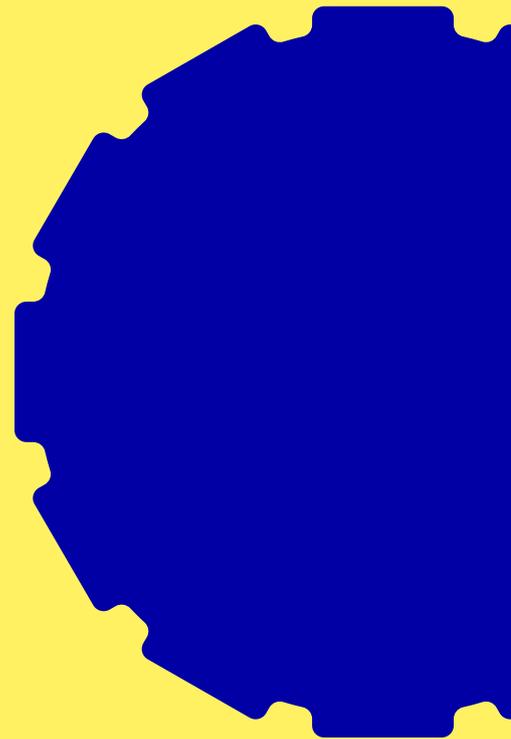
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Contents

1. General	2
2. List of Definitions and Abbreviations	6
3. Labeling and packaging Items	8
3.1 Item barcode	8
3.2 Labeling Items	9
3.2.1 Selling as a Set/Multipack	11
3.2.2 Unit of Sale Consisting of Multiple Packages or Multiple Different Items	12
3.3 Packaging Items	13
3.3.1 Breakable and fragile Items	13
3.3.2 Clothing, Fabric and Textile	14
3.3.3 Plush	14
3.3.4 Sharp Objects	15
3.3.5 Items Packaged in a Carton	15
3.3.6 Hazardous Substances	16
3.3.7 Hygiene Items	16
3.3.8 Perishable Items	17
3.3.9 Additional requirements for Items delivered to BFCXL	17
4. Pre-Alert	19
4.1 Date of Delivery	19
4.2 Requirements Concerning Pre-alert	19
4.3 Items not Pre-alerted	20
5. Preparing the shipment	21
5.1 Specifications per Load Carrier	23
5.1.1 Shipped by loose-loaded cartons (parcels)	23
5.1.2 Shipped by pallet	23
5.2 Reference on Shipment	25
5.3 Packaging material	26
5.3.1 Transport Packaging made of Cardboard	26
5.3.2 Preferred packaging	26
6. Sending the shipment	27
6.1 Delivery Address	28
6.2 Carriers	28
6.2.1 Parcel Delivery Service	28
6.2.2 Delivery using First Mile (Delivery Service)	28
6.2.3 Shipments from Countries Outside the Netherlands	29
6.3 Safety Regulations	29
6.4 Registration at porter	29
6.5 Unloading	29
6.5.1 Combined unloading at BFC site 1 and BFC site 2	30
6.6 Sanctions	30
7. Damage and Item Shortages	31
8. Appendix	33
8.1 I-Specifications barcode	34

1. General



1. General

To enable bol.com to process items correctly in its operational process, BL Sellers are obliged to comply with the demands regarding packaging, pre-alert and delivery to a bol.com Fulfilment Center as stated in these Logistical Delivery Terms and Conditions (hereinafter "Delivery Terms and Conditions"). Complying with these Delivery Terms and Conditions will lead to faster processing.

In the event of failure to comply with these Delivery Terms and Conditions, bol.com may:

- 1.** Refuse delivery of shipments;
- 2.** Send shipments back at the expense of the BL Seller;
- 3.** Perform actions necessary for processing a shipment at the expense of the BL Seller. The additional costs are stated in Article 4 of the Conditions of Use BL.

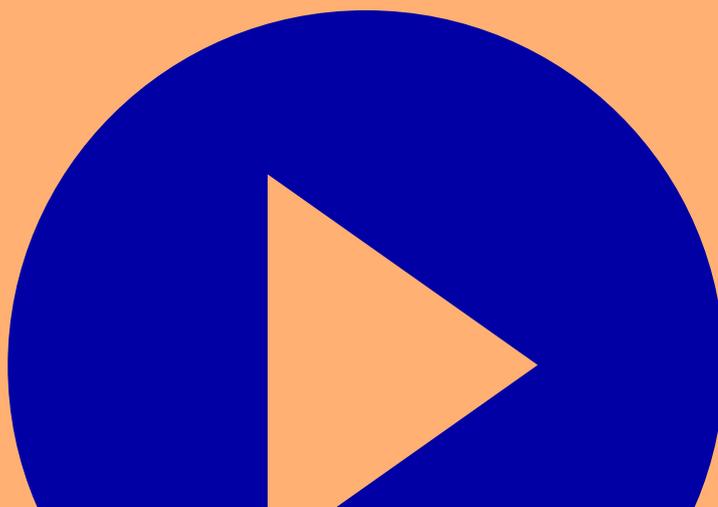
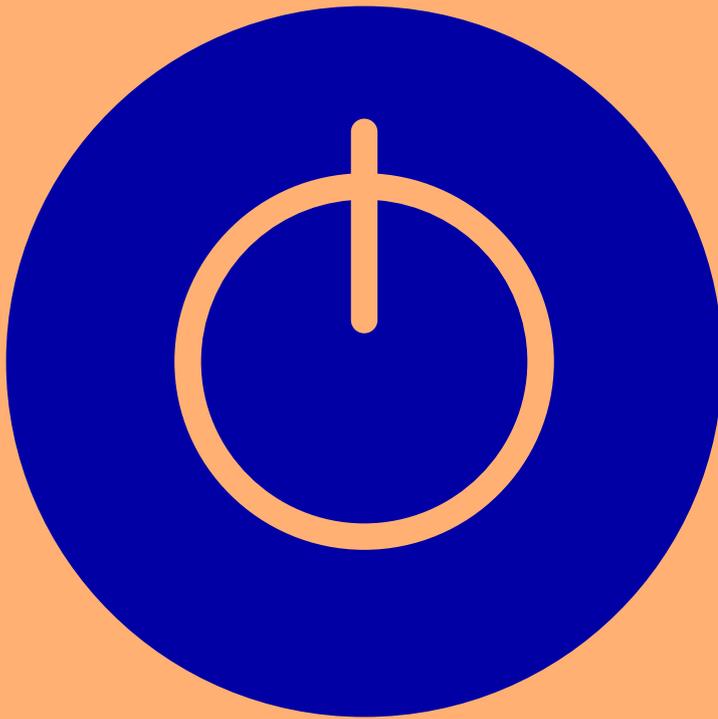
If non-compliance with these Delivery Terms and Conditions results in bodily harm liability lies with the LB Seller.

These Delivery Terms and Conditions apply to all bol.com Fulfilment Centers. In case additional Delivery Terms and Conditions apply for a specific Fulfilment Center it will be stated in this document.

These Delivery Terms and Conditions are a complement to the terms and conditions regarding assortment.

These Delivery Terms and Conditions are an appendix to, and integral part of, the Conditions of Use BL. The definitions and concepts as stated in the Conditions of Use BL, apply to these Delivery Terms and Conditions, except when explicitly deviated from.

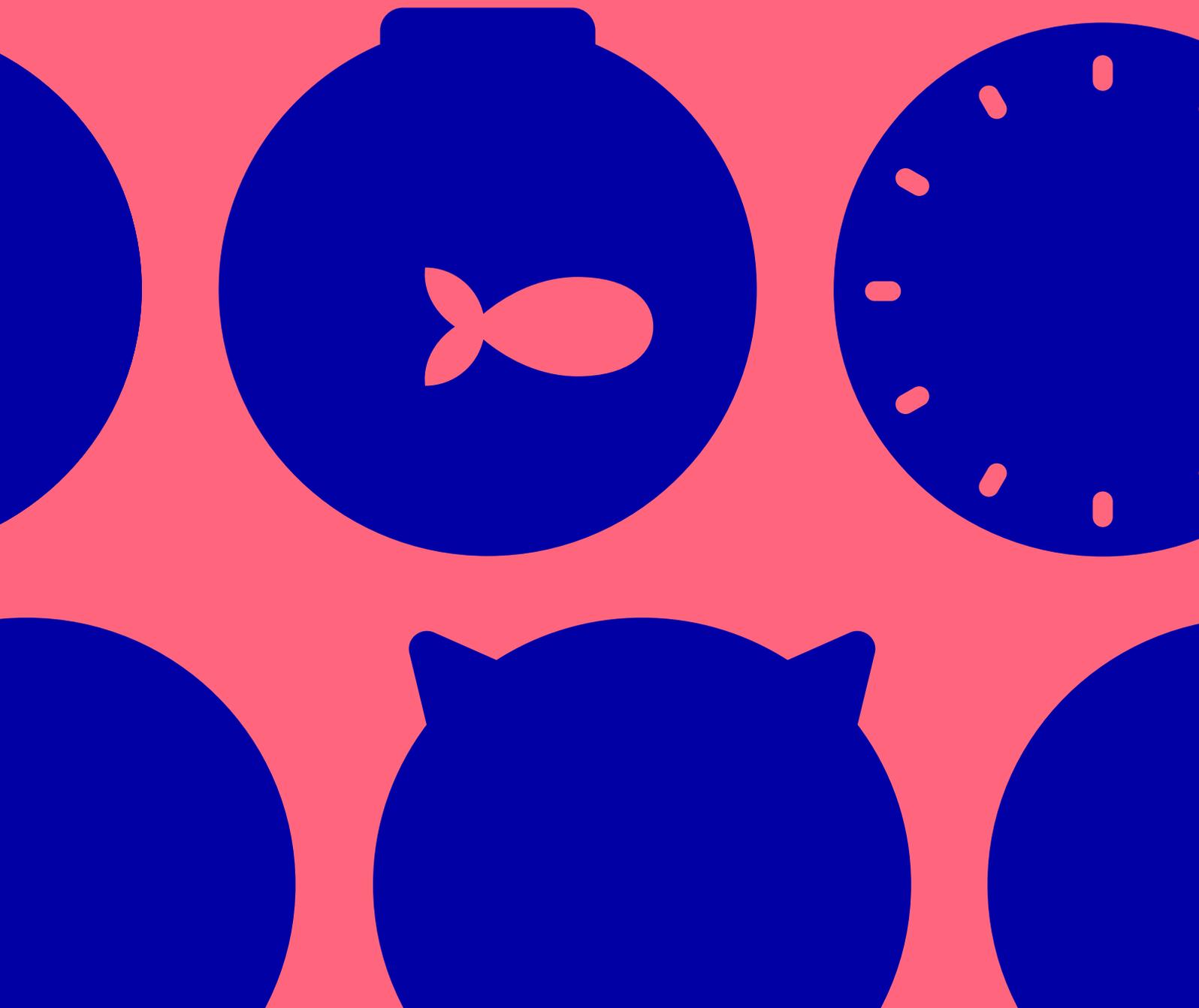
2. List of Definitions and Abbreviations



2. List of Definitions and Abbreviations

BBD	Best Before Date.
bSKU	bol.com Stock Keeping Unit, also called Lvb product label. A unique identification number referring to the Lvb seller, the item and its condition.
CHEP Pallet	A type of pallet from the organization CHEP.
EAN	European Article Number; global unique barcode for identification of Items, issued by GS1.
EPAL Pallet	A type of pallet with size 800x1200mm, also called Euro Pallet.
GS1	Global Standards One; the organization that issues barcodes.
Hangtag	Label with barcode which hangs on an item such as clothing, fabric or textile and which must have the barcode printed on it.
Item	Unit as sold to customers, also known as Sales Unit.
Load carrier	That which carries the load; in the context of this document this can be a parcel or pallet.
Mono pallet	The pallet consists of the same Items, so one bSKU.
Mixed pallet	The pallet consists of different Items, so different bSKU's.
Outer carton	Extra carton used to package separate, already existent packaging(s) of one or multiple Units of Sale.
UBD	Use By Date.
Unit of Sale	Unit as sold to the customer, also referred to as item.
Fulfilment Center	Location where Units of Sale are stored and from where it is send to the customers.

3. Labeling and packaging Items



3. Labeling and packaging Items

3.1 Item barcode

bol.com uses Item barcodes to identify and track Items through its entire handling process. Each Item sent to a bol.com Fulfilment Center must be provided with an EAN barcode which corresponds to the EAN as registered in the bol.com database. The barcode must meet the GS1 standards.

An EAN is not necessarily unique to a BL Seller: bol.com or another BL Seller might sell the same EAN. For this reason, BL also uses a different barcode. This is the BL label referred to as bSKU. A bSKU goes one step further than an EAN: it corresponds to one unique Item and one unique BL Seller. The bSKU produces a link between the EAN and the BL Seller ID. bol.com stocks Items in its Fulfilment Center using the bSKU so we can trace any Item to its owner. This means that Items must be labeled with a bSKU.

There are two ways to make sure your Articles get a bSKU label:

- 1.** The BL Seller delivers Items to the bol.com Fulfilment Center with EAN on them. Bol.com will label the Items with a bSKU for a fee.
- 2.** The BL Seller labels his Items with a bSKU himself and delivers them to the bol.com Fulfilment Center.

The BL Seller indicates in the pre-notification which option he is going for. If the labeling is done by bol.com, the articles will be provided with a bSKU label during the unpacking of the shipment.

In case it was registered in the pre-alert that the BL Seller will label the Items, but the Items are delivered with a GS1 barcode instead of a bSKU, the BL Seller runs the risk that the Items cannot be processed correctly. In case the Items have yet to be provided with a bSKU label, the BL Seller will pay a higher fee than the regular fee. The higher fee is €0,24 per sticker attached instead of the regular fee of €0,18 per sticker attached.

The BL Seller can also request bol.com to change a bSKU (BL label) on an Item for a fee. The fee determined for this procedure can be found on the Professional Sellers Website.

3.2 Labeling Items

The BL Seller must label all Items with one visible barcode

- The bSKU barcode if the BL Seller labels the Items himself
- The EAN barcode the BL Seller let bol.com label the Items with a bSKU

Printing the bSKU

A bSKU can be found in the Seller Dashboard as soon as you have converted the Item to BL in 'My Assortment'.

The bSKU can be printed using several methods.

Using a regular printer on an A4 sticker sheet:

1. Avery j8159 - A4, 24 labels - 64 x 33,9 mm
2. Avery j8160/herma 4677 - A4, 21 labels - 63,5 x 38,1 mm
3. Avery 3474/herma 4615 - A4, 24 labels - 70 x 37 mm

Met een labelprinter:

1. DYMO 99012 / S0722400 – 98 x 36 mm
2. Zebra Z-Perform 1000T – 76.2 x 39.1 mm
3. Brother DK-11208 – 90 x 38 mm

Attaching the bSKU

The bSKU should be attached over the EAN



There is only one barcode on the Item to be processed.



There are multiple barcodes on the Item to be processed.



There is only one barcode on the Item to be processed



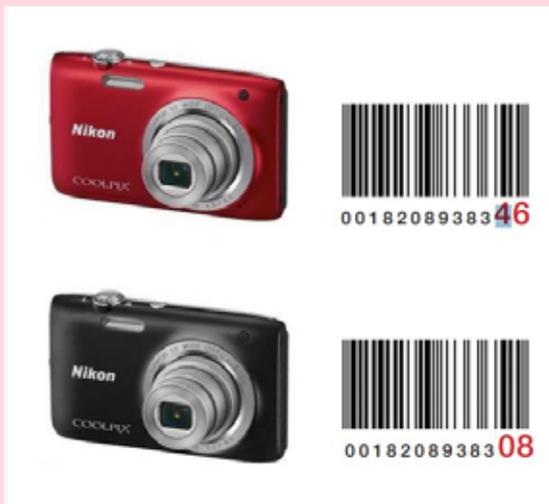
There are multiple barcodes on the Item to be processed.

The following must be taken into account:

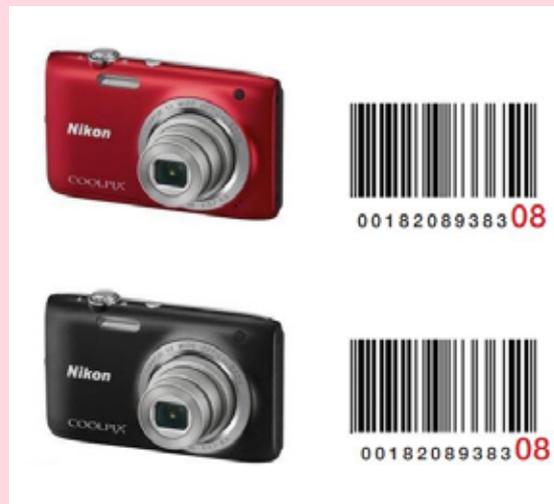
1. In case two Items are not completely identical (they differ for example in size, measurements or color), then these Items must have different barcodes.
2. A maximum of one visible barcode is allowed on each separate Item. All other barcodes (except for serial number barcodes) must be taped off completely with blank stickers. Covering the barcode using a marker is not sufficient.
3. The barcode must be freely visible. Stickers/plastic/straps which obstruct view of the barcode or part of the barcode are not allowed.
4. The barcode must be attached to the outside of the packaging, in such a way that it will not become unfastened under normal circumstances. Furthermore, the barcode must be attached to a section of the packaging so that its placement does not interfere with scanning of the barcode. For Items with a 'this side up' sticker, the barcode must not be attached to the bottom of the packaging.
5. Remove all EANs from Outer cartons (except when the Outer carton is the Unit of Sale) to prevent incorrect registration of the Item concerned.
6. The barcode must be legible for a human being. This means that the numerical value of the barcode must be printed under the barcode itself.
7. The barcode on the Item must exactly match the EAN in the pre-alert.

In case Items are delivered to a bol.com Fulfilment Center unlabeled or incorrectly labeled, the stock concerned cannot be processed correctly. This is at the risk of the BL Seller.

Technical specifications can be found in appendix 1 to this document.



The different colors have different EAN barcodes.



The different colors have identical EAN barcodes.

Barcode on Outer Carton

In case multiple Items are delivered in an Outer carton it is not permitted to have EAN barcodes visible on the Outer carton. Only the separate Units of Sale inside the carton may have an EAN. This is necessary to prevent the Outer carton being registered as a Unit of Sale and to prevent scanning the wrong barcode during the receiving process, which would result in the Customer receiving an entire Outer carton instead of the Unit of Sale. All existing barcodes on the Outer carton must be removed or covered up by using opaque tape or a sticker. Covering the barcode using a marker is not sufficient.



EAN barcode on the Outer carton is taped off.



EAN barcode on the Outer carton is not taped off.

In case the Unit of Sale consists of an Outer carton this must be clearly stated on the outside of the Outer carton. See requirements regarding “selling as a set” below.

3.2.1 Selling as a Set/Multipack

Units of Sale which consist of multiple identical Items must be packaged together in a way which prevents the Items from becoming separated and being sold as separate pieces. A barcode, which is different from the barcode of the separate Item, must be on or attached to the Outer carton or outer packaging. Furthermore, a sticker which clearly identifies the Item as a set must be visible on the packaging. This can be done by using one of the following texts: “Do not separate”, “Do not unpack” or “Sold as Single Unit”. Using one of these texts enables bol.com to identify the Item concerned as a set and will not be further unpacked.



Multipack with visible EAN barcode or bSKU and sticker with approved text.



Multipack without visible EAN barcode or bSKU and sticker without approved text.

3.2.2 Unit of Sale Consisting of Multiple Packages or Multiple Different Items

Units of Sale consisting of multiple packages or multiple different Items must be delivered bundled together and must have only one barcode on or applied to the complete unit. Bol.com does not accept Items requiring assembly by bol.com.

Requirements concerning packaging and the barcode are identical to the requirements concerning sets: the Items must be packaged together, must be physically recognizable as one unit and must have a visible and scannable barcode on the packaging.

3.3 Packaging Items

The BL Seller is responsible to pack each Item properly that they are not damaged during transport or during handling in a bol.com Fulfilment Center. The Item must also be resistant to dust and moisture. By packing it properly, it is prevented that the Item ends up as unsaleable stock. In addition, additional packaging requirements apply to specific Article groups.

3.3.1 Breakable and fragile Items

Breakable Items (such as tableware, glassware, lightning, decoration, etc.) or fragile Items (such as liquids) must be packaged in such a way that the risk of damage is reduced to a minimum. A breakable Item must be packaged in a carton with six sturdy sides or be completely wrapped in protective foil. Please take note that the barcode must be on the outside of the extra protective packaging of the separate Item.

Please make sure that a packaged Item can withstand a 1-meter drop test on a hard surface without breaking.

A drop test consists of 5 ways of dropping an Item:

1. Flat on the bottom
2. Flat on the top
3. Flat on the longest side
4. Flat on the shortest side
5. On a corner



**The breakable item
Is well packaged**



**The breakable item
Is NOT well packaged**

3.3.2 Clothing, Fabric and Textile

Clothing, fabric and textile can be damaged by dust or moisture. These Items must be packaged in such a way that they will not be damaged during the handling process. Make sure the Items are packaged in a sealed polybag or carton with a barcode on the outside.

The following must be taken into account:

1. The barcode must be on the polybag or carton in such a way that it is scannable without removing the protective packaging.
2. Beside being packaged in a polybag or carton, the Item must be provided with a Hangtag which has the same barcode as the polybag or carton.
If bSKU labelling is done by bol.com, it is not possible to place a bSKU label on both the hangtag and the packaging since opening the packaging could potentially damage the Item.
3. The Item must not contain a clothes hanger.
4. The Item must not have parts, including the hangtag, protruding from the polybag.
5. The Item, polybag or Hangtag must not be marked with a price.
6. In case a certain Item is delivered in different sizes the Items must be packaged by size as much as possible.
7. Shoes must be delivered in the original packaging.



The items is packaged correctly.



The clothes hanger is protruding and the polybag is not closed.

3.3.3 Plush

Items made of plush, like stuffed animals or dolls, must be packaged in a polybag or carton to make sure that the Items will not be damaged or soiled by moisture or dirt during the handling process. Please make sure that all plush is packaged well (no exposed surfaces) to prevent damage. BL Seller is required to make sure that the barcode is on the outside of the polybag or carton.

3.3.4 Sharp Objects

Sharp and pointed Items have sharp edges or pointy tips which, when exposed, form a safety hazard to bol.com's employees and the Customers receiving the Items. Sharp objects must be packaged in such a way that sharp edges or pointy tips do not (and will not) protrude during the logistical handling process.



The sharp sides are well packaged.



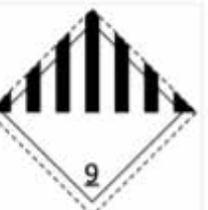
The sharp sides are not well packaged.

3.3.5 Items Packaged in a Carton

The bottom of the carton must be flat due to the way Items are processed in the Fulfilment Center. Bulging boxes cannot be processed.

3.3.6 Hazardous Substances

Items containing dangerous substances (see table below) are non-suitable assortment and the BL Seller is not permitted to sell these, even if the BL Seller has sales rights for these Items. These Items will not be accepted and will be returned to the BL Seller.

ADR pictograms				
				
1-Explosives	2.1-Flammable gases	2.2-Non-toxic and non-flammable gases	2.3 Poison gases	3-Flammable liquids
				
4.1-Flammable solids	4.2-Spontaneously combustibles	4.3-Dangerous when wet	5.1-Oxidizers	5.2-Organic peroxides
				
6.1-Poison	6.2-Infectious substances	7-Radioactive	8-Corrosive	9-Miscellaneous dangerous substances

3.3.7 Hygiene Items

Hygiene Items are Items which, after breaking of the seal, are not fit for resale for reasons of protection of health or hygiene. Hygiene Items therefore must be supplied already sealed. Examples of this are products in the category erotic, cosmetics, care products, toothbrush/toothpaste. Beware, the examples mentioned here are for illustrative purposes only and are not exhaustive.

3.3.8 Perishable Items

Each perishable Item must be supplied with a visible 'use by date' (UBD) or 'best before date' (BBD) on the outside of the packaging. Furthermore, only one UBD/BBD per Item is permitted to be packaged per Load carrier.

Items must have a minimum shelf life of 270 days at the time of delivery, unless agreed upon otherwise in writing. Items of which the shelf life is less than a 100 days will be marked for destruction by bol.com. Stock subject to destruction cannot be returned to the BL Seller. Destruction costs are at the expense of the BL Seller.

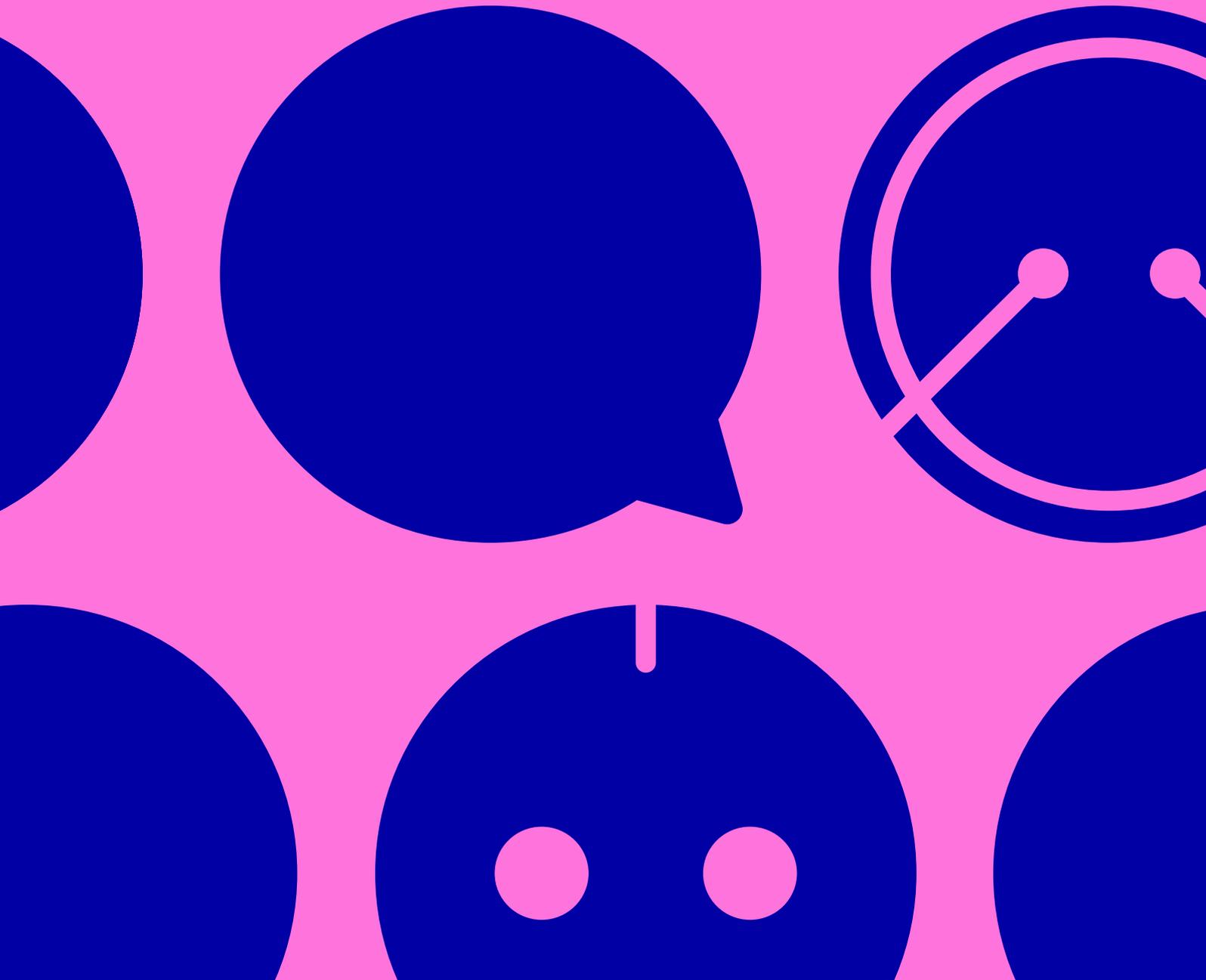


The BBD is on the packaging.

3.3.9 Additional requirements for Items delivered to BFCXL

It is not permitted to have plastic on the carton used as packaging for the Items. In case this is not possible the barcode must be applied on top of the plastic.

4. Pre-Alert



4. Pre-Alert

All shipments to a bol.com Fulfilment Center must be pre-announced.

Pre-alert for a shipment is performed by following the steps in the Seller Dashboard under 'Create New Shipment' through to the end.

After the BL Seller has added Items and quantities to the shipment the BL Seller must make a choice to:

1. Label the Items with a bSKU himself;
2. Let bol.com label the Items with a bSKU for a fee.

After selecting either option the BL Seller makes an appointment for delivery, fills in the packing list reference and confirms the pre-alert.

The packing list reference the BL Seller registers must be unique, which means the BL Seller has not used the same reference at an earlier point in time. Furthermore, the packing list reference can consist of a maximum of 15 numbers and/or capital letters. It is not possible to use special characters.

Please note: Don't just enter a date as packing list reference to minimize the chance that another party will use the same reference

The BL Seller must make sure that the packing list reference registered for the shipment in the Seller Dashboard matches BL Seller's own documentation.

When the BL Seller has entered the packing list reference and confirmed the shipment, a unique digital shipment label in PDF-format is generated in the Seller Dashboard for each Load carrier (pallet or carton). The BL Seller must download the shipment labels, print them out and attach them to the Load carriers.

4.1 Date of Delivery

The BL Seller must deliver on the date selected in the pre-alert. This date is leading. In case of delay, the delivery date must be adjusted in the Seller Dashboard. If the First Mile service of bol.com is used, then bol.com is responsible for picking up the shipment on the right day. The BL Seller is responsible for offering the Items on the selected collection day.

4.2 Requirements Concerning Pre-alert

Pre-alert of shipments must meet the requirements below. Failure to comply with these requirements can result in a refusal to accept the entire shipment.

1. Digital pre-alert must be submitted at least one day prior to physical delivery at the bol.com Fulfilment Center.
2. Any changes to the digital pre-alert must be submitted at least one hour before physical delivery of a shipment.
3. In case the change the BL Seller makes consists of adding additional Load carriers, a unique digital shipment label in PDF-format will be generated in the Seller Dashboard for each of these Load carriers. The BL Seller must download these labels, print them out and attach them to the additional Load carriers. In case the change the BL Seller makes consists of reducing the number

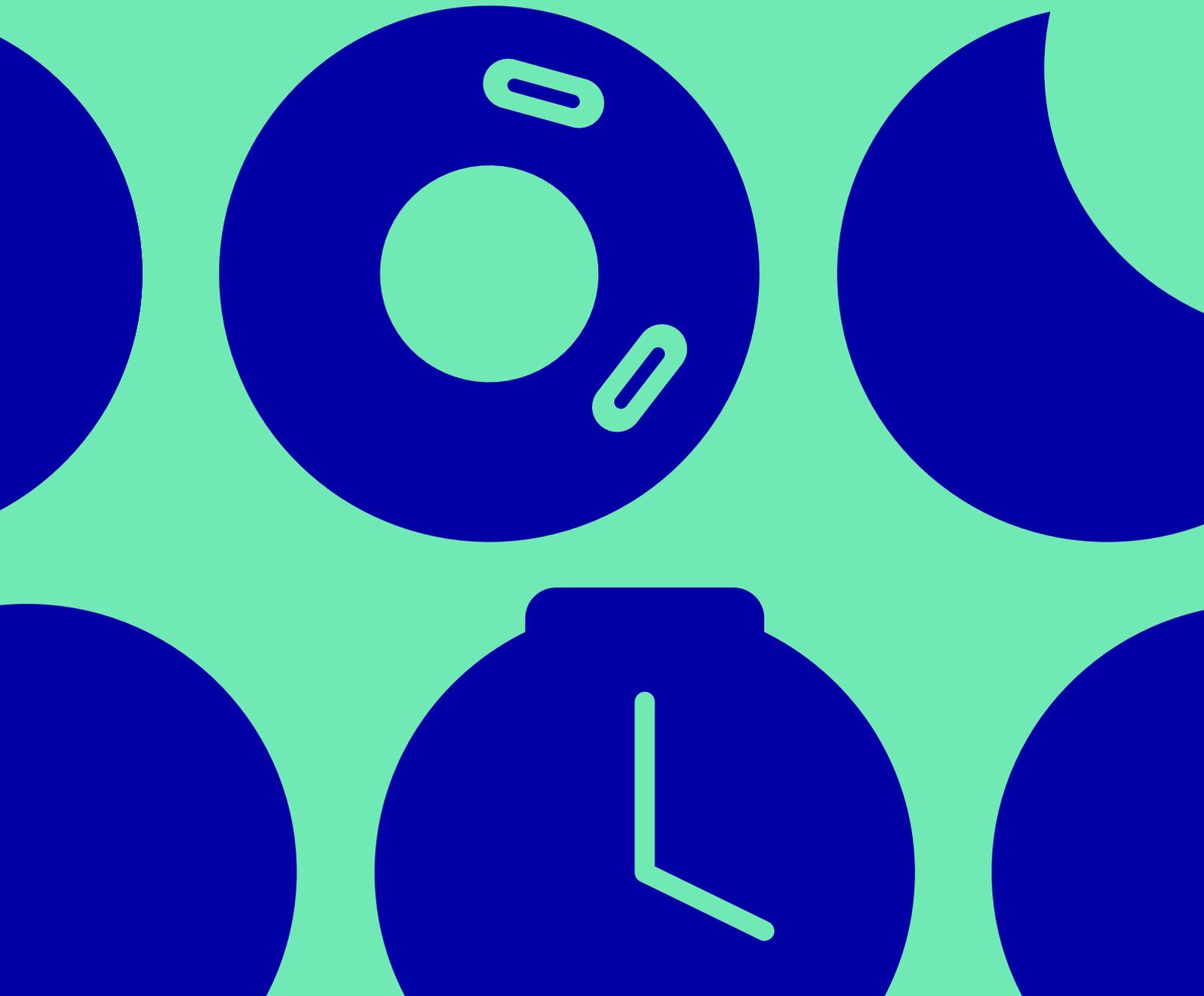
of Load carriers in the pre-alert, the BL Seller must discard the corresponding unique shipment labels. It is not possible to use these for a future shipment.

- 4.** The number of Load carriers, the Items, the quantities per Item and the bSKU/EAN barcodes registered in the pre-alert must exactly match the contents of the physical shipment.
- 5.** The delivery appointment in the pre-alert must match the date, time and location at which physical delivery takes place at the bol.com Fulfilment Center. We understand that the BL Seller does not know the exact date and time of delivery at the bol.com Fulfilment Center when a parcel delivery service is used. In case it turns out that the Track and Trace code for a shipment displays a different date than expected, the BL Seller must edit the delivery date for the shipment in the Seller Dashboard.
- 6.** In case the BL Seller completed the pre-alert but forgot certain Items in the process, the BL Seller must make a new pre-alert and send these Items as a separate shipment.

4.3 Items not Pre-alerted

Items which were not pre-alerted by the BL Seller will be received and consequently returned to the BL Seller at the risk and expense of the BL Seller.

5. Preparing the shipment



5 Preparing the shipment

The BL Seller is responsible that the Items are packaged in such a way that they arrive undamaged at the bol.com Fulfilment Center. Packaging material must reduce the risk of damage to a minimum.

The BL Seller must ship its Items by loose-loaded carton (parcel) or pallet(box). Loose loaded cartons are only allowed if the weight of the carton is <15kg and the measurements are < 800 x 800 x 800 mm.

A shipment must be delivered on a pallet if:

- Carton weight > 15kg
- Item weight > 15kg
- Carton measurements > 800 x 800 x 800 mm
- A shipment consists of 10 or more cartons

In addition, the following requirements apply:

- Each Load carrier only contains Items that are part of the same pre-alert. Combining multiple pre-alerts on one Load carrier is not allowed.
- A Load carrier must only contain Items from one BL Seller.
- Delivery of cartons from multiple BL Sellers on one Load carrier is not allowed
- Only one UBD/BBD per Item is permitted to be packaged per Load carrier
- The Items of the physical shipment must exactly match the data in the pre-alert.
 - bSKU
 - EAN
 - Quantities per item



The pallet contains only cartons from Seller A.



The pallet contains cartons from Seller A and Seller B mixed together

5.1 Specifications per Load Carrier

5.1.1 Shipped by loose-loaded cartons (parcels)

Dimensions and weight must comply with the following requirements:

- maximum 15 kilograms
- maximum 800 x 800 x 800 mm

Cartons larger or heavier than the above requirements must be delivered on a pallet. The same holds if a shipment consists of 10 or more cartons.

Loose loaded cartons must comply with the following requirements:

- When reusing cartons, all old shipping labels and barcodes must be removed or covered with opaque tape. This prevents the wrong barcode from being scanned during the receiving process.
- Use a sturdy, six-sided carton with flaps that are intact.
- Pack all Items separately and use suitable packaging material (bubble wrap, rigid foil paper, etc.).
- Use strong tape that is designed for transportation.
- Especially with fragile Items: leave 5 cm space between each individual Item and the inside of the carton to prevent damage from shock, vibration and item-to-item contact.
- Fill all empty spaces with filler material.
- The contents of the carton should not move when shaken.

5.1.2 Shipped by pallet

Bol.com accepts two Type of pallets:

1. EPAL pallet (800x1200 mm)

EPAL pallets will be exchanged for undamaged, empty EPAL pallets at the bol.com Fulfilment Center directly when delivery takes place. In case of refusal to exchange, the EPAL pallets will become property of bol.com.

2. CHEP pallet (800x1200 mm)

CHEP pallets are part of a pallet pool and will be left behind at the bol.com Fulfilment Center.

Dimensions and weight must comply with the following requirements:

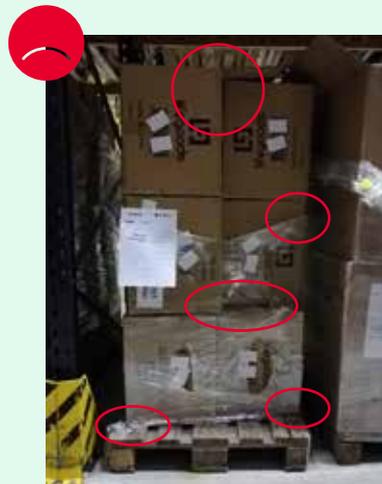
- 1.** Dimensions of a pallet are 800x1200 mm. The Items on the pallet must not protrude beyond these dimensions. At BFCXL different regulations for delivering large Items apply, which are mentioned later in this chapter.
- 2.** Delivery of Items must take place on pallets which are not stacked higher than 1.80 m (including pallet).
- 3.** Delivery of items on double stacked pallets is permitted only if the single pallet is not stacked higher than 1.80 m (including pallet) and the combined pallet is not higher than 2.20 m (including pallets).
- 4.** A mono pallet must not exceed a weight of 680 kg, a mixed pallet must not exceed a weight of 1000 kg. A double stacked pallet must not exceed a weight of 1000 kg

Requirement per Fulfilment Center	Ingram Micro Veerweg 16 5145 NS Waalwijk	BFC Mechie Trommelenweg 1 5145 ND Waalwijk	BFC XL Inundatiedok 34 3439 JJ Nieuwegein
Type pallets	EPAL CHEP		EPAL CHEP Similar quality*
Dimensions	800x1200 mm		800x1200 mm with a max. of 1200x1600 mm
Maximum height incl. pallet	1.80 m		
Maximum weight mono pallet	680 kg		
Maximum weight mixed pallet	1000 kg		
Permitted to deliver Item larger than the pallet	No		Yes
Clamp truck Item permitted	No		Yes

* The quality of the deviating pallet must meet the quality requirements of an EPAL/CHEP pallet.

The packaged pallet must comply with the following requirements:

- EPAL/CHEP pallet
- Use transparent plastic foil (preferred packaging)
- Make sure the plastic foil is around all boxes up to the top of the boxes on top.
- Make sure the plastic foil is partially wrapped around the pallet. This prevents the boxes from sliding off the pallet.
- The plastic foil must be undamaged.
- The boxes must be stacked straight.
- The boxes must not protrude beyond the dimensions of the pallet.
- Make sure there is no transparent tape or foil placed over shipment labels.



Preferably, it is indicated on the pallet whether it is a Mono or Mixed pallet.

Preferably, as many of the same EANs are put together on a pallet.

In case a Mono pallet contains Items without an outer carton, stack the pallet in such a manner that the barcode of the Items are visible without de-stacking the Items.

Pallet boxes

Delivery of Items in pallet boxes is only permitted if the Items in the pallet box are packed in separate cartons. Delivery of a load carrier with one GS1 (a mono pallet) in a pallet box is **not permitted**.

Additional requirements Pallet delivery BFC XL

BFCXL is the bol.com Fulfilment Center at which large Items are processed, several specific requirements apply there.

In case an individual Item is wider than Euro Pallet size (800x1200 mm), these dimensions may be deviated from and a different pallet size is permitted. The maximum dimensions of a pallet which deviates from the regular dimensions are 1200x1600 mm. The quality of a pallet which deviates from the regular dimensions must meet the quality requirements of an EPAL/CHEP pallet.

In case it is not possible to stack Items in an efficient manner on a Euro Pallet size pallet, it is allowed to deviate from using a Euro Pallet. Inefficient stacking means that less than 80% of the wide and/or long side of the pallet (respectively 800 mm and 1200 mm) can be used. The maximum dimensions allowed for a pallet are 1200x1600 mm. The quality of a pallet which deviates from the regular dimensions must meet the quality requirements of an EPAL/CHEP pallet.

Items suited to processing by clamp truck must be delivered loose loaded without Load carrier.

5.2 Reference on Shipment

Every shipment must be provided with a bol.com shipping label as found in the Seller Dashboard. In case of delivery at BFC, it is necessary to state the property designation (see 5.5.1). The shipment label must be attached to the side of all pallets or loose-loaded cartons in such a way that it is clearly visible (so not under the packaging material or inside the carton). Furthermore, a return address must be stated on the label.

Each parcel or pallet(box) must be provided with a bol.com shipping label as found in the Seller Dashboard. The label must be clearly visible, which means that it must not be placed under the packaging material, inside the carton or overlaid by the carrier's shipping label.

The BL Seller must make sure that the following information is included on the shipment label:

- Full delivery address
- Property designation (site 1 or site 2) in case of delivery at BFC in Waalwijk (see 6.5.1).
- Packing list number as used in pre-alert
- Name and address details of the Supplier (return to sender)

The guideline for applying the SSCC-labels on a Load carrier is the following:

- 1.** Apply the first label on the upper right of one of the long sides of the shipment.
- 2.** Apply the second label on the upper right of one of the short sides of the shipment.

Please note: Each Load carrier must have two unique shipping labels. Do not use a shipping label for multiple Load carriers.



Both pallets have a visible shipping label.



Only one of the pallets has a visible shipping label.

Make sure that the label is always properly visible and scannable (even if there is wrapping or a seal around the Items).

It must be clear for the Fulfilment Center which label must be scanned. This means that in case of multiple labels – labels from other suppliers or carriers for example – these must always be removed or taped off.

bol.com regards a stack of pallets (double stacked pallet) as a stack of separate Shipping units which must each have their own Shipping label.

5.3 Packaging material

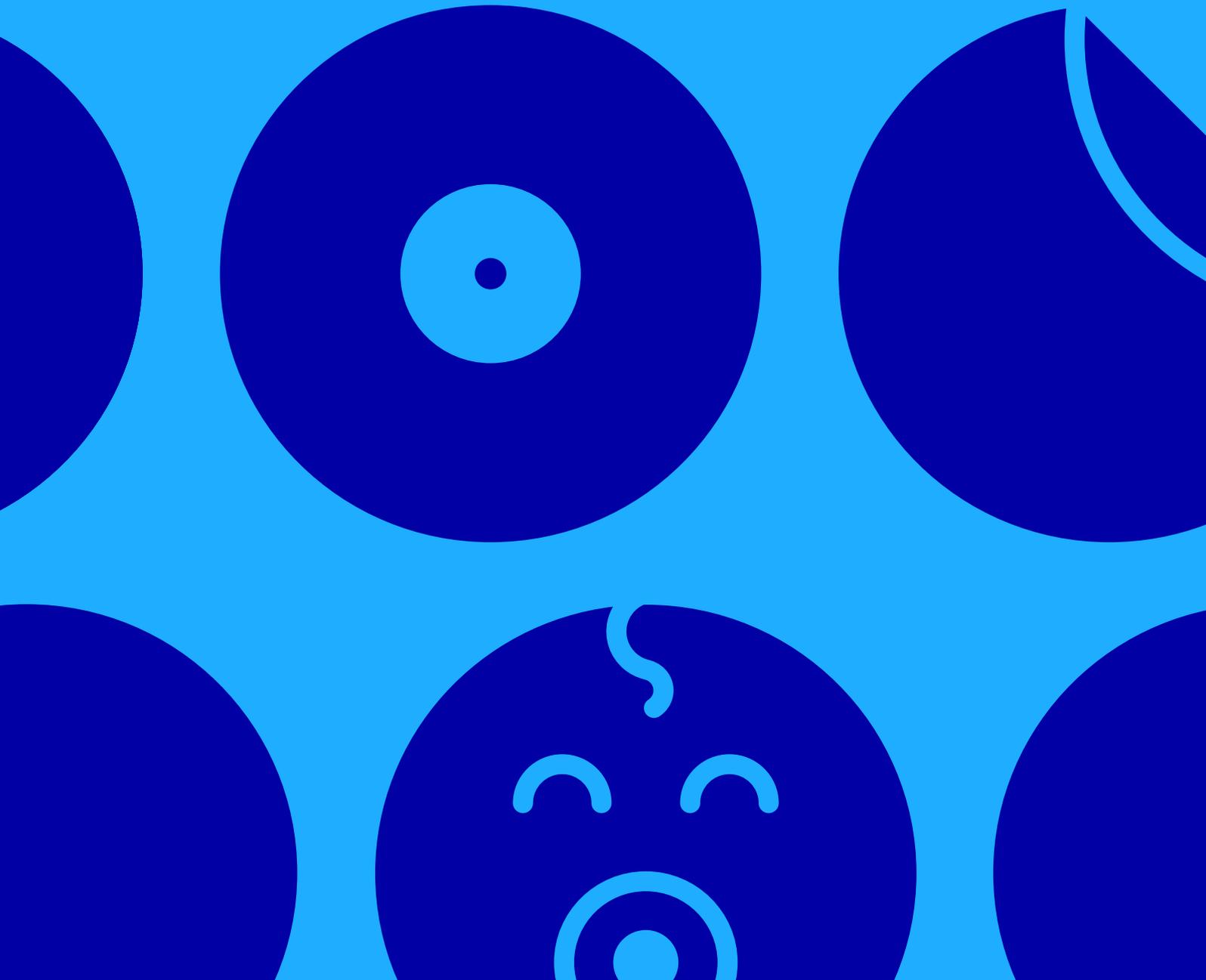
5.3.1 Transport Packaging made of Cardboard

Transport packaging made of cardboard must be made of recycled cardboard as much as possible. Please use a minimum of staples or hard plastic straps for closure of cardboard boxes. Please use a minimum of adhesives or other auxiliary materials which might hinder reprocessing of the packaging. Coatings or material layers which hinder reprocessing are undesirable, unless absolutely indispensable for protecting the Item.

5.3.2 Preferred packaging

In respect to bol.com's sustainability efforts, transparent film (sealing made of recycled plastic) is the preferred packaging for pallets

6. Sending the shipment



6 Sending the shipment

6.1 Delivery Address

bol.com will indicate in the Seller Dashboard to which address the Items must be shipped. This is also stated on the shipping labels that will be automatically generated from the Seller Dashboard. In case of delivery at BFC in Waalwijk, it is necessary to state the property designation, site 1 or site 2 (see 6.5.1).

6.2 Carriers

The BL Seller is obligated to deliver his shipments using a professional carrier. Private individuals, passenger cars, scooters or (cargo) bicycles are not allowed at all bol.com Fulfilment Centers.

The BL Seller is responsible to provide the carrier with the following information for each Load Carrier.

- Full delivery address
- Property designation (site 1 or site 2) in case of delivery at BFC in Waalwijk (see 6.5.1)
- Packing list number of the pre-alert.
- Name and address of the Supplier (return to sender).

This information should be stated on each shipping label of the carrier.

6.2.1 Parcel Delivery Service

When receiving shipments delivered by a parcel delivery service, receipt of the shipments will be signed for. Signing for receipt is not performed on parcel level. A check on the correct number of cartons always takes place afterwards.

6.2.2 Delivery using First Mile (Delivery Service)

In case the BL Seller uses bol.com's delivery service for delivery the following supplemental requirements must be taken into account;

1. Maximum dimensions per package: 75 x 55 x 45 cm.
2. Maximum weight per package: 15 kg
3. The BL Seller must attach a shipping label (or multiple shipping labels) to each package that is part of the shipment in the manner described in the pre-alert process.
4. It is not possible to deliver the packages on a pallet.
5. The BL Seller cannot give the delivery man any other (non-BL) packages.
6. The maximum number of packages per pick-up is 10.
7. PostNL's general terms and conditions can be found on the Partner platform.

6.2.3 Shipments from Countries Outside the Netherlands

Delivering shipments to a bol.com Fulfilment Center directly from countries outside the Netherlands is permitted only if the following requirements are met:

1. import duties have been paid in full; and
2. shipment is delivered on basis of the Incoterm DDP; and
3. shipment is compliant with the provisions in these logistical Delivery Terms and Conditions.

6.3 Safety Regulations

The BL Seller, when at the bol.com Fulfilment Center, is obligated to follow the safety regulations and instructions applicable there.

Permanent part of these regulations is:

1. Bringing external visitors is not allowed.
2. It is not allowed to be present in the building unaccompanied.
3. It is not allowed to enter the bol.com Fulfilment Center with jewelry/telephone.
4. Wearing certified safety shoes is mandatory at all times (meets at least S1P and S3).
5. Wearing a safety vest is mandatory (bring your own).

Unloading, collecting and any other activities relating to shipments in the bol.com Fulfilment Center cannot be performed without complying with these regulations. No exceptions will be made.

The safety regulations can be viewed in their entirety at the bol.com Fulfilment Center.

6.4 Registration at porter

Upon arrival, the carrier must sign up at the porter. He must provide the BL Seller name and report all packing list numbers of the shipment(s) so the porter can register all packing lists. If the carrier provides multiple packing lists, all packing list references must be reported. When a packing list is not reported to the porter, the whole shipment or part of the shipment can be refused at unloading.

6.5 Unloading

After registering at the porter, the driver will drive to the assigned dock. The driver must enter the building using the walk-in door and wait for a bol.com employee. Subsequently access to unload the shipment at the dock will be granted. The driver must unload the vehicle and place the shipment on the lanes behind the dock. Manual pallet pump trucks are available.

During the delivery of shipments, there are differences between regular and fast lane procedures. As a result, it is not always possible to process the first registration first.

Preferably, the driver speaks Dutch, English or German. In case the driver speaks another language, partial access to the premises may be denied. bol.com will then take care of unloading the freight.

6.5.1 Combined unloading at BFC site 1 and BFC site 2

In case multiple dock numbers are assigned to the driver, unloading must be done in the order of the driving direction on the site.

It is important that the BL Seller always delivers the load carriers separately for the different sites, such that that these can be unloaded separately at each site. In case the BL Seller uses a carrier or third party for the delivery, then the BL Seller must provide them this information.

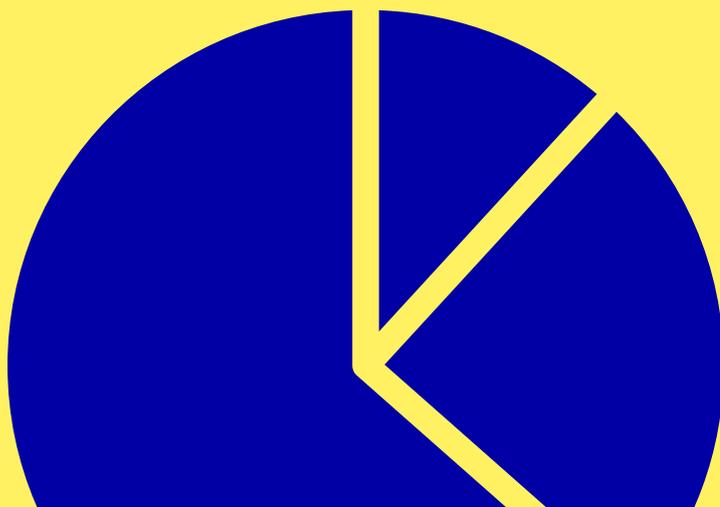
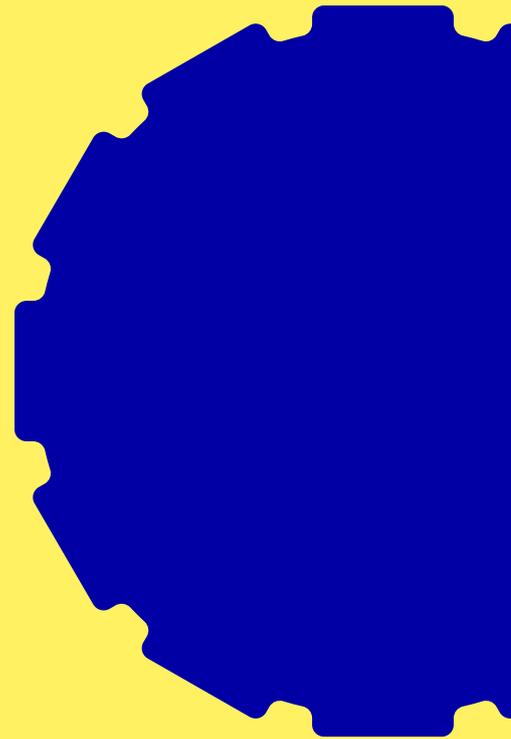
In case the carrier has load for both BFC site 1 and BFC site 2, then the load for BFC site 2 must be unloaded first. On arrival, the BL Seller will then be assigned two dock numbers at the porter. The order of loading and unloading is important here. The shipments with BFC site 1 as destination must be **loaded** first at the BL Seller and **unloaded** second.

6.6 Sanctions

As stated in the Conditions of Use BL; in case a shipment does not comply with the Delivery Terms and Conditions set by bol.com, the shipment, or part of the shipment, will be refused at arrival, returned after receipt, or actions necessary to process the shipment will be performed.

Furthermore, conform the Conditions of Use BL, bol.com reserves the right to charge costs incurred in case the Delivery Terms and Conditions are violated.

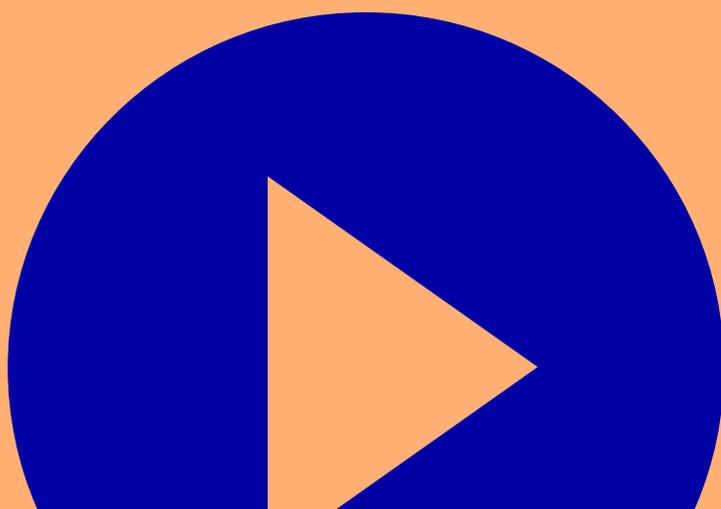
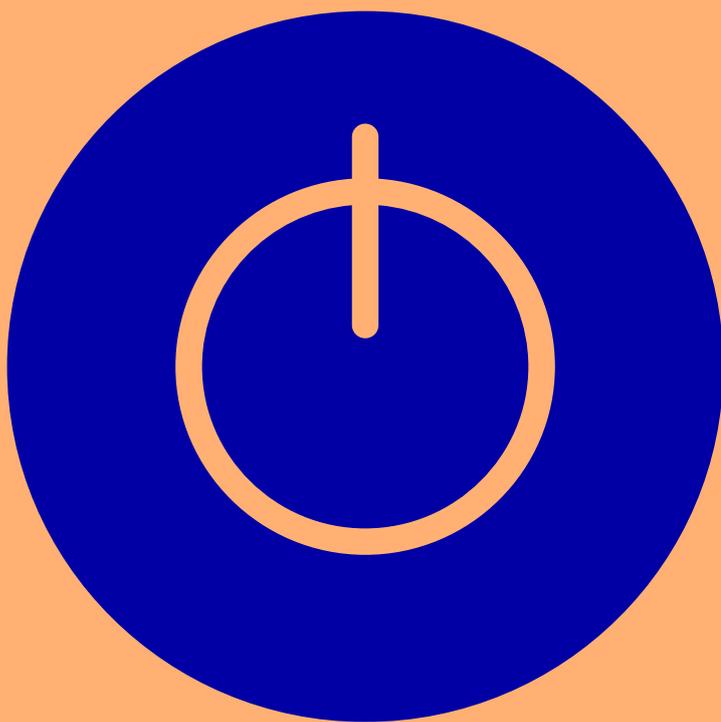
7. Damage and Item Shortages



7. Damage and Item Shortages

When delivery takes place the consignment note will only be signed for receipt of the quantity of units delivered with reservations regarding damage and Item shortages. In case delivery takes place using pallets, the consignment note will be signed for receipt of the quantity of pallet units delivered. In case delivery takes place using loose-loaded cartons, the consignment note will be for receipt of a shipment based on the data from the parcel delivery organisation. The check whether all parcels have been delivered correctly will take place at a later moment. Signing for receipt does not entail acceptance of the quality and quantity of the Items/cartons. In relation to efficient processing of shipments, checks concerning delivery are done based on pallet count or carton count. Shipments containing damaged goods or Item shortages will be reported within 5 working days after delivery. The damaged Items will be returned to the BL Seller by mutual agreement.

8. Appendix



8. Appendix

8.1 I-Specifications barcode

Specifications:

- Type: 1D & 2D
- Type: 1D & 2D
- Height (= length of one bar): > 1 cm
- Module width: > 25 mm
- 2D cell size: > 0,4 mm
- Quiet zone: 10x module width
- Quality: minimum ANSI C
- Orientation: Omni-directional
- Background: white

Permitted barcode types:

- Code 39
- Code 128
- EAN8
- EAN13
- EAN18
- Interleave 2/5
- UPC-A
- UPC-E

Permitted 2D barcodes:

- QR
- Datamatrix
- PDF 417



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