

Delivery instructions

of ZWILLING J.A. Henckels AG,

of ZWILLING J.A. Henckels Europa GmbH,

and ZWILLING International GmbH

hereinafter referred to as "ZWILLING"

Status: August 2025

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I. General information

In order to ensure safe, trouble-free and effective processes in the fully automated warehouse area of ZWILLING J.A. Henckels Europa GmbH and to avoid unnecessary costs, queries, delays or unwanted returns, the supplier warrants compliance with these delivery instructions for the duration of the contractually agreed business relationship. These delivery instructions supplement the contractually agreed regulations and are an integral part of concluded contracts and terms and conditions.

Deviations from these delivery instructions are only valid if they have been agreed in writing in advance with the ZWILLING incoming goods department (e-mail is sufficient). The delivery instructions apply in their currently valid version, which can be viewed at

<https://www.zwilling.com/liefervorschrift-delivery-instructions.html>

II. Deliveries

1. Slot Manager System

Regardless of the number of pallets, each delivery must be registered in advance via the "Slot Manager" system Alpega <https://www.alpegagroup.com/de/> and a time slot must be booked.

Verification and activation process with Alpega:

- a) Send an e-mail with the request for verification/activation to ZL_Order_COCKPIT@zwilling.com
- b) You will then receive a link via e-mail to complete your registration with Alpega.
- c) After successful registration, Alpega can now always be used to register a delivery and book a time slot.

Deliveries without prior notification via Alpega can lead to considerable waiting times or rejection of the delivery.

2. Delivery addresses

The delivery address for the delivery of goods is stated in the order. Deliveries must be made to the address stated in the order at the delivery times specified in these delivery instructions (see 3. *Goods acceptance times*).

- a. ZWILLING J.A. Henckels Europa GmbH
Warehouse 1
Lüneschlossstraße 44
42657 Solingen
D-Germany
- b. ZWILLING J.A. Henckels Europa GmbH
Warehouse 2
Nümmener Feld 10
42657 Solingen
D-Germany

3. Goods receiving times

Mon.- Thurs.	07:00-09:00	09:15-12:00	12:30-15:45
Fr.	07:00-09:00	09:15-13:45	

4. Contact options

a. Warehouse 1

Phone: + 49 212 882 - 231
 Fax: + 49 212 882 - 490
 E-Mail: wareneingang@zwilling.com

b. Warehouse 2

Phone: + 49 212 882 -708/709
 Fax: + 49 212 882 -719
 E-mail: lager2@zwilling.com

III. Incoming goods inspection

During the incoming goods inspection, a visual check for defects, damage and completeness of the goods is carried out, in which the driver can participate if desired.

Any defects, damage or shortages are noted on the consignment note, photographed and must be countersigned by the driver.

The signed consignment note (original) is sent to the relevant person in charge (purchaser/dispatcher).

We reserve the right to invoice all costs, damages and losses arising from non-compliance with the delivery instructions in the form of processing fees in accordance with the enclosed list "VIII - Processing fees".

Furthermore, we reserve the right to completely refuse to accept deliveries with significant defects recognizable upon delivery.

IV. Packaging

Goods must be delivered on undamaged (and exchangeable) Euro pallets. For deliveries of entire containers, loose master carton loading is also possible after consultation with ZWILLING.

1. For delivery on pallets

- a) The load must not protrude in height or on the pallet base or be packed at an angle (see IV. Packaging -> 2. Site-specific delivery regulations for pallets).
- b) All pallets must be wrapped in transparent film and additionally secured with plastic straps so that no tilting or slipping of the goods can occur during transport by lorry or using conveyor technology. It must be ensured that no film flags or similar protrude.

- c) Each pallet and each other package must be delivered unmixed (if possible) and labelled with an SSCC label (see IX. Appendix - Examples -> 3rd SSCC label for pallets/packages). The number of packages should be kept as low as possible through rational packing. As a rule, however, the weight of the individual package must not exceed 25 kg.
- d) Mixed pallets are only permitted if it is not worth delivering single-variety pallets for reasons of quantity. In case of doubt, an agreement must be reached with ZWILLING in advance. Example: for delivery of 1 pallet with 3 different items (see IX. Appendix - Examples -> 4th contents note for mixed pallets / mixed parcels).
- e) Equal packaging units must contain equal quantities of individual items.
- f) Very small quantities can be combined into one packaging unit if the sub-packaging is labelled accordingly.
- g) Each alternative packaging unit, such as casepacks or master cartons, must be labelled with the required information and the corresponding barcode (see IX. Appendix - Examples -> 1. label for master cartons / outer cartons, 2. casepack label).
- h) The pallet must be packed in such a way that it can be easily counted from the outside. For this purpose, the article numbers on the packaging must be orientated towards the outside.
- i) The same items should be distributed across as few packages as possible.
For example: order quantity 150 pieces, carton quantity: 68 pieces → 2 full cartons and one partial carton
 - For volume reasons, it is permitted to fill this carton with additional items.
 - This carton should be labelled/marked accordingly.

2. Site-specific delivery regulations for pallets

ZWILLING recipient	site/	Max. Height* (incl. pallet)	Max. Weight (incl. pallet)	Pallet type**
Solingen Warehouse 1		1,75 m*	700 kg	Euro pallet
Solingen Warehouse 2		1,80 m*	1000 kg (exception: Staub)	Euro pallet (industrial pallet)

* Corresponds to the optimum loading height (including pallet) for storage on site. After consultation, a loading height of 2.20 m is possible in order to achieve optimum container utilization.

** For delivery on a Euro pallet:

- this may only be carried out on flawless, undamaged and exchangeable Europool wooden pallets.
- Euro pallets are generally exchanged directly upon delivery. If this is not possible, the pallets will be exchanged promptly/at the next delivery.
- Zwilling does not maintain a separate pallet account for individual suppliers.

3. Delivery in containers

- a) The supplier is responsible for the proper securing of the goods in the container.
- b) Identical articles are to be distributed over as few packages as possible. Example: Order quantity 150 pieces, carton quantity 68 pieces -> 2 full cartons (2*68 pieces = 136 pieces) and one partial carton (remaining 14 pieces).
- c) Loading of the container sorted by SKU, no unsorted loading.
- d) When registering the containers with the forwarding agent, the packing list, number and size of the master cartons must be sent to the forwarding agent.

V. Delivery note & labelling

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

The delivery note is ideally designed according to our sample (*see IX. Appendix - Examples -> 7. Delivery note*), but **must contain** the following information:

- 1. Supplier with full address and name of the person in charge including extension number
- 2. ZWILLING supplier number
- 3. Delivery note number
- 4. ZWILLING purchase order number including order date
- 5. ZWILLING purchase order items
- 6. ZWILLING item description and ZWILLING item number
- 7. Delivery quantities
- 8. Number of (Euro) pallets, packages, grid boxes etc.
- 9. Date of despatch
- 10. Batch number if available
- 11. Product labelling code
- 12. In the event of a deviation between the original order quantity and the actual delivery quantity agreed in writing, a corresponding sticker/notice in **red colour** with the corresponding information (e.g. "partial delivery") is required.

In addition to the delivery note, all packaging such as master cartons or case packs must be labelled in accordance with the specifications (*see IX. Appendix - Examples -> 1. label for master carton/case packs, 2. case pack label, 4. SSCC label for pallets/packages*).

VI. Proof of origin of your goods

Proof of origin must be provided for the goods delivered.

Accepted proofs are:

1. Proof of origin for goods from the Federal Republic of Germany and for goods from EU member states
 - Supplier's declarations for goods with preferential origin status in accordance with Regulation (EC) No. 1207/2001 (without cumulation).
 - Certificates of origin for goods without preferential origin status, issued by an authorised office.
 - Declaration of origin-IHK for non-preferential origin in accordance with Regulations (EC) No. 2913/92 (Customs Code) and 2454/93 (Customs Code-DVO).
2. Proof of origin for goods from preferential countries (www.zoll.de)
 - Original of the preferential document (e.g. EUR.1/EUR-MED - without cumulation, declaration of origin on commercial document, certificate of origin Form A).
 - Supplier's declaration Turkey according to Decision No. 1/2006 of the EC-Turkey Customs Cooperation Committee of 26 September 2006 Annex VI.
 - Certificates of origin issued by an authorized agency.
 - Declaration of origin-IHK for non-preferential origin in accordance with Regulations (EC) No. 2913/92 (Customs Code) and 2454/93 (Customs Code-DVO).
3. Proof of origin for goods from other third countries
 - Certificates of origin issued by an authorised agency.

Proof of origin must be provided **before delivery**.

The supplier shall ensure that these delivery instructions are communicated within his company in such a way that compliance is ensured.

VII. Transport of dangerous goods

Dangerous goods must be labelled as required. This labelling must be clearly visible in accordance with the statutory regulations. The sender must comply with the legal obligations under the Dangerous Goods Transport Act and observe and fulfil the subordinate regulations in the respective valid version.

- **Air freight**

The regulations for air transport are laid down in the Technical Instructions for the Safe Transport of Dangerous Goods by Air of the ICAO (International Civil Aviation Organisation) and in the Dangerous Goods Regulations of the IATA (International Air Transport Association).

- **Sea freight**

The regulations for sea transport are laid down in the International Maritime Dangerous Goods Code (IMDG Code) of the International Maritime Organisation (IMO).

- **Land transport**

There are national or multilateral regulations for the road and rail transport of dangerous goods. Although more and more legislations are adopting the UN Model Regulations, it is recommended to check the country-specific transport regulations before shipping.

VIII. Processing fees

The minimum processing fee for the following defects is 100,- €. In addition, the extra work will be charged on the basis of an hourly rate of 50,- €. Any further compensation shall remain unaffected by this:

1. The delivery note is missing / the delivery note does not match the consignment.
2. The required labels are missing on the packages (pallet, master carton, casepack) or are incomplete/incorrect.
3. These details on the delivery note are missing or incorrect:
 - Supplier
 - Delivery note number
 - ZWILLING purchase order number including order data
 - Purchase order item
 - Item description and item number
 - Delivery quantity
 - Number of (Euro) pallets, packages, grid boxes etc.
 - Type of delivery
 - Date of despatch
4. Delivery on disposable pallets (unless specified by ZWILLING).
5. Delivery on defective pallets.
6. Europool pallet overpacked (weight, height, width etc.).
7. Europool pallet not secured or unstably packed.
8. Goods not delivered by type (depending on delivery volume).
9. Other violations of these delivery regulations.

IX. Attachment - examples

1. Label for master cartons / outer cartons (FSC logo)

The following labelling of the master cartons/ outer cartons must be observed and complied with. Additional information is not permitted.

A master carton represents a separate unit of measure that has been created in the ZWILLING SAP (ERP) system. In the following example, the unit of measure is the material 1008361 with the quantity 50 pieces, to which the GTIN-14 34009839259525 has been assigned. If the actual content quantity does not correspond to the standard quantity (50 pieces in the example), the GTIN-14 must not be used and the space on the label must be left blank. If the supplier does not know the number of the unit of measure (GTIN-14), this must be requested from ZWILLING Purchasing.

A template for the master carton label can be downloaded via the supplier portal.

Master Carton Label



ZWILLING

←
Min: 10,5 cm
→



Material

1008361

Old Material: 16847-141-0

Supplier Material No.: 0000000

DESCRIPTION: HI ELITE S.SANTOKU
TANGERINE

QTY PER CTN: 50

ZWILLING BATCH ID: 26702

SUPPLIER BATCH ID: 123123

PRODUCT LABELLING CODE: 12KD12

PURCHASE ORDER NO: XXXXXXXXXX

NET WEIGHT: 7,32 kg

GROSS WEIGHT: 7,61 kg

MEASUREMENTS: 34,5 x 32 x 27,8 cm

PRODUCTION DATE: 24.07.2021

Made in Japan



Example GTIN-14/ITF-14

34009839259525

Min: 14,8 cm

Plain Writing

- Material number / item code
- Old Material number and internal SAP number (if applicable)
- Description
- Quantity per carton
- Zwilling batch ID (is created by purchase order creation)
- Supplier batch ID
- Product labelling code
- Purchase order number (PO)
- Net weight
- Gross weight
- Measurements (L x W x H)
- Production Date
- Country of origin: Made in ...
- GTIN-14/ITF-14 Code of master carton (with plain writing GTIN-14# below barcode)

Barcode Size ITF-14 (barcode only, without quiet zones)

- Min. 42,83 x 13,00 mm

3

The use of this template is not mandatory. You can also use a label you have created yourself. However, the specified minimum dimensions and content details must be observed.

The label must be attached to the master carton in such a way that it is clearly visible even when stacked on a pallet.

If it is an FSC product, the ZWILLING FSC logo must be visibly printed on the master cardboard:

- Size: 10*10cm
- Printed on all 4 sides



2. Casepack label

The following labelling of the case packs must be observed and complied with. Additional information is not permitted.

A case pack represents a separate unit of measure that has been created in the ZWILLING SAP (ERP) system. In the following example, the unit of measure is the material 1008078 with the quantity 4 pieces, to which the GTIN-14 14009839259521 has been assigned. If the actual content quantity does not correspond to the standard quantity (4 pieces in the example), the GTIN-14 must not be used and the space on the label must be left blank. If the supplier does not know the number of the unit of measure (GTIN-14), this must be requested from ZWILLING Purchasing.

A template for the casepack label can be downloaded via the supplier portal.

The use of this template is not mandatory. You can also use a label you have created yourself. However, the specified minimum dimensions and content information must be observed. The label must be clearly visible on the case pack.



Casepack Label

Option 1:
Label incl. Barcode

← Min: 7,5 cm →



MATERIAL
 1008361
Old Material: 16847-141-0
Supplier Material No.: 0000000

DESCRIPTION: HI ELITE
 S.SANTOKU
 TANGERINE

QTY PER CTN: 5
ZWILLING BATCH ID: 26702
SUPPLIER BATCH ID: 123123
PRODUCT LABELLING CODE 12KD12


Example GTIN-14/ITF-14
14009839259521

↑ Min: 10,4 cm ↓

Plain Writing

- Material number / item code
- Old Material number and internal SAP number (if applicable)
- Description
- Quantity per carton
- Zwilling batch ID (is created by purchase order creation)
- Supplier batch ID – **mandatory field**
- Product labelling code – **mandatory field**
- GTIN-14/ITF-14 Code of casepack (with plain writing GTIN-14# below barcode)

If enough space on the label please add also (not mandatory):

- Purchase order number (PO)
- Net weight
- Gross weight
- Measurements (L x W x H)
- Production Date
- Country of origin: Made in ...

Barcode Size ITF-14 (barcode only, without quiet zones)

- Min. 42,83 x 13,00 mm

Option 2:
Label & Barcode separate

← Min: 6,0 cm →

MATERIAL 1008361
Old Material: 16847-141-0
Supplier Material No.: 00000
DESCRIPTION: HI ELITE S.SANTOKU
 TANGERINE

QTY PER CTN: 5
ZWILLING BATCH ID: 26702
SUPPLIER BATCH ID: 123123
PROD. LABELLING
CODE: 12KD12

↑ Min: 6,0 cm ↓


Example GTIN-14/ITF-14
14009839259521

4

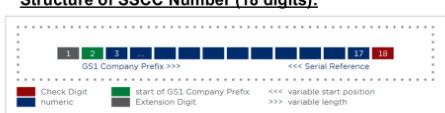
Example of an SSCC label for a pallet with **several items**:

SSCC-Transport Label – Mixed Pallet



ZWILLING

Sender: SUPPLIER	Receiver: ZWILLING J.A. Henckels Europa GmbH Grünewalder Str. 14-22 42657 Solingen Germany
Delivery: 80070405	
NVE/SSCC: 3 40098390002619259	
Material number / description:	
GTIN / EAN: Purchase Order Number: 45XXXXXXXX Batch:	Quantity: Gross Weight: 218 KG Best Before Date:
Product labelling code:	
Consecutive No. of Pallet: 00002	
S S C C  (00) 3 40098390002619259	





4. Content note for mixed pallets/mixed packages

If it is a mixed pallet or a mixed package with several items, a contents note with the following details / information is required for each pallet or package:

Content List				
Supplier:				
Supplier address				
 Receiver:				
ZWILLING J.A. Henckels Europa GmbH				
Grünwalderstraße 14 - 22				
42657 Solingen				
Delivery:	80070405			
Purchase order:	45XXXXXXXXXX			
Packing material:	8000977			
Handling Unit:	340098390002619259			
Gross weight:	218 KG			
Net weight:	191.5 KG			
Packing List:				
Delivery position:	ZWILLING material number (if necessary: old material number)	Material description	Quantity	UoM
000010	1009300 75003-067-0	BASA/20 Fryingpanset 2 md Alu	60	PC
Lower-level HU 900001	340098390002619181 1006353 75000-052-0	BALUC10 Wok 28 StonGymd Alu	6	PC
Lower-level HU 900001	340098390002619198 1006353 75000-052-0	BALUC10 Wok 28 StonGymd Alu	6	PC
Lower-level HU 900001	340098390002619204 1006353 75000-052-0	BALUC10 Wok 28 StonGymd Alu	6	PC
Lower-level HU 900001	340098390002619211 1006353 75000-052-0	BALUC10 Wok 28 StonGymd Alu	6	PC
Lower-level HU 900001	340098390002619228 1006353 75000-052-0	BALUC10 Wok 28 StonGymd Alu	6	PC
Lower-level HU 900001	340098390002619235 1006353 75000-052-0	BALUC10 Wok 28 StonGymd Alu	6	PC
Lower-level HU 900001	340098390002619242 1006353 75000-052-0	BALUC10 Wok 28 StonGymd Alu	6	PC

5. Packing list (incl. FSC, EUDR)

Each delivery must be accompanied by a packing list containing all relevant packing information. This may include the assignment of the handling units to the corresponding container number (if more than one container is delivered) as well as a list of all delivered handling units with SSCC numbers and their detailed contents with article number, batch information, delivery quantity and weight.

In order to fulfil the FSC (Forest Stewardship Council) and EUDR (EU regulation on deforestation-free products) requirements, the supplier confirms that the following information is included on the packing list:

- COC number of the supplier
- Latin and English wooden species name per article / item
- FSC claim: FSC 100%
- The country and region where the trees were grown (geolocation) - also for NON FSC deliveries
- Date of harvest of the trees - also for NON FSC deliveries

COC number RR-COC-123456
 Wood species name: Bamboo (Phyllostachys
 heterocycle var. pubescens)
 FSC Claim: FSC 100%

The packing list should be based on the following example:

Packing List					
Sender: Supplier address		Information Delivery Note No. / Date: 80070405 / 2025/08.01 ZWILLING Supplier No.: 4200 Contact person (with telephone no.): Purchase order date: 01.08.2025 Page: 1/2			
Receiver ZWILLING J.A. Henckels Europa GmbH Grünewaldstraße 14 - 22 42657 Solingen					
Terms of delivery: FCA Solingen Number of colli: 2 Palleten Gross weight: 334.000 kg Net weight: 283.300 kg					
Supplier order number / Zwilling purchase order number	Zwilling material description Zwilling material no. / EAN Supplier material no.	Supplier batch Product labelling code Zwilling batch (if necessary)	Delivery quantity	UoM	Weight KG / net
Container No. 1					
0001 / SSCC: 340098390002619174 brutto (KG) 116.000 netto (KG) 92.880 120.0 x 80.0 x 180.0 CM					
62898 / 45XXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 8003150486818 Supplier material no.: 1000538	Supplier batch: 123123 Product labelling code: 12KD12 Zwilling batch: 0000026702	108	PC	92,88

0002 / SSCC: 340098390002619259 brutto (KG) 218.000 netto (KG) 190.920 120.0 x 80.0 x 180.0 CM						
62898 / 45XXXXXXX	BALLARINI, Salina, Frying pan set, 2pcs., Aluminium, round 1009300 / EAN: 8003150515135 Supplier material no.: 1009120	Supplier batch: 323323 Product labelling code: 06RW25 Zwilling batch: 0000036478	60 PC	154,80		
62898 / 45XXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 8003150486818 Supplier material no.: 1000538	Supplier batch: 123123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6 PC	5,16		
ZWILLING J.A. Henckels Europa GmbH Grünwalderstraße 14 - 22 42657 Solingen Delivery note no. 80070405 Date 01.08.2025 Page 2/2						
Supplier order number / Zwilling purchase order number	Zwilling material description Zwilling material no. / EAN Supplier material no.	Supplier batch Product labelling code Zwilling batch (if necessary)	Delivery quantity	UoM	Weight KG / net	
62898 / 45XXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 8003150486818 Supplier material no.: 1000538	Supplier batch: 123123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6 PC		5,16	
62898 / 45XXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 8003150486818 Supplier material no.: 1000538	Supplier batch: 123123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6 PC		5,16	
62898 / 45XXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 8003150486818 Supplier material no.: 1000538	Supplier batch: 123123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6 PC		5,16	
62898 / 45XXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 8003150486818 Supplier material no.: 1000538	Supplier batch: 123123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6 PC		5,16	
62898 / 45XXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 8003150486818 Supplier material no.: 1000538	Supplier batch: 123123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6 PC		5,16	
62898 / 45XXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 8003150486818 Supplier material no.: 1000538	Supplier batch: 123123 Product labelling code: 12KD12 Zwilling batch: 0000026702	6 PC		5,16	
Container No. 2 ...						

6. Delivery note

Each delivery must be accompanied by a delivery note containing all relevant information about the delivered goods in relation to the order.

The delivery note should be based on the following example:

Delivery note																	
Sender: Supplier address																	
Receiver: ZWILLING J.A. Henckels Europa GmbH Grünewalderstraße 14 - 22 42657 Solingen		<table border="1"> <thead> <tr> <th colspan="2">Information</th> </tr> </thead> <tbody> <tr> <td>Delivery Note No. / Date:</td> <td>80070405 / 2025.08/01</td> </tr> <tr> <td>Zwilling Supplier No.:</td> <td>4200</td> </tr> <tr> <td>Contact person (with telephone no.):</td> <td></td> </tr> <tr> <td>Purchase order date:</td> <td>01.08.2025</td> </tr> <tr> <td>Page:</td> <td>1/1</td> </tr> </tbody> </table>				Information		Delivery Note No. / Date:	80070405 / 2025.08/01	Zwilling Supplier No.:	4200	Contact person (with telephone no.):		Purchase order date:	01.08.2025	Page:	1/1
Information																	
Delivery Note No. / Date:	80070405 / 2025.08/01																
Zwilling Supplier No.:	4200																
Contact person (with telephone no.):																	
Purchase order date:	01.08.2025																
Page:	1/1																
Delivery type: Total / Residual / Partial / Short / Over-Delivery																	
Terms of delivery:		FCA Solingen															
Number of colli:		2 Palett(s)															
Gross weight:		334.000 KG															
Net weight:		283.800 KG															
Supplier order number / Zwilling purchase order number	Zwilling material description Zwilling material no. / EAN Supplier material no.	Delivery quantity	Sales Unit	Weight in KG (net)													
62898 / 45XXXXXXXXXX	BALLARINI, Lucca, Wok, 28cm, Aluminum, round 1006353 / EAN: 8003150486818 Supplier material no.: 1000538	150	PCS	129,00													
62898 / 45XXXXXXXXXX	BALLARINI, Saliny, Frying pan set, 2 pcs., Aluminum, round 1009300 / EAN: 8003150515136 Supplier material no.: 1009120	60	PCS	154,80													