

# Shipping Regulations

**Miele & Cie. KG  
Carl-Miele-Straße 29  
D- 33332 Gütersloh**

**or  
P.O. Box  
D- 33325 Gütersloh**

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These shipping regulations are valid independent of the agreed terms and conditions of delivery and form a constituent part of the contract, provided that no contrary agreement has been made in any individual case.

Failure to adhere to these conditions will result in all extra costs incurred being charged to the supplier who is also liable for any losses.

Miele & Cie. KG uses computer-controlled automated warehousing techniques. In order to guarantee smooth processing of stock receipt, transport, storage and back-tracking, certain requirements with regard to packaging and identification of the goods supplied and the use of appropriate loading aids must be observed by the supplier.

A reduction in packaging material is in the interests of all concerned.

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**1. Delivery slip**

A delivery slip must accompany each delivery and must contain the following information:

- Delivery slip no.
- Sender
- Consignee
- Supplier no. \*
- Quantity and type of all loading aids used

The following data is required for each item:

- Miele order no. \*
- Miele Mat. no. \*
- No. of units supplied
- No. of containers
- Type of container X

Containers which cannot be assigned to one particular item must be listed separately

\* = Please quote Mat. nos. as quoted in original orders, even if, according to drawings, the parts themselves have different Mat. nos.

X = Permissible container types are listed in Section 4

**2. Packaging**

The choice of packaging must take into account the type of goods concerned and provide suitable protection during transit. It should also **be selected with due consideration of ecological criteria regarding recyclability and/or reuse.**

According to the currently valid legislation on packaging which came into effect on August 28, 1998, a cumulative limit of 250 ppm (as from June 30, 1999) or 100 ppm (from June 30, 2001) applies for heavy metals such as lead, cadmium, mercury and chromium VI in packaging and components thereof. Have you ensured that the packaging materials you use are within these limits?

Timber used for the manufacture of packaging must be treated using a method recognised by and in compliance with the IPPC Standard ISPM No. 15 and proof of such marked on the packaging according to regulations.

**Notification must be given if disposal costs for disposable packaging have been pre-paid by the supplier.**

Fragile goods should be clearly marked with the standard symbols.

Wherever possible, each transport unit should only contain parts with the same Miele Mat. no. If this is not appropriate due to the costs or unit volumes involved, goods must be packaged separately and sorted by Miele Mat. nos. within the transport unit which must be clearly marked to show it contains a mixed batch of items. **When packing mixed pallets, less-than-nominal quantities should always be placed uppermost!**

**All material shipments must be the result of an order placed by one single Miele production plant. Mixed pallets with materials for several Miele production plants are not permissible!**

Defective loading aids will never be accepted or exchanged. Additional costs such as for repackaging and disposal of non-returnable packaging, which are a result of non-compliance with these shipping regulations, will be invoiced to suppliers.

**Dimensions**

The transport unit must not exceed the Euro pallet dimensions of

**1200 mm x 800 mm.**

The loading height, including pallet, must not exceed

**980 mm.**

**Weight**

The weight of each transport unit must not exceed

**1000 kg.**

**Label positioning**

Weight slips or identification labels which are loosely attached to the container cannot be identified by Miele's automated transport and storage system which leads to faults. They are therefore not permitted.

**Container labelling**

Each transport/packaging unit must be marked with the following data:

- Mat. no.\* e.g.: Mat. no. 01 234 567
- Unit quantity in transport unit
- Batch/Production no. (date)

\* = Please quote Mat. nos. as quoted in original orders, even if, according to drawings, the parts themselves are to be given different Mat. nos.

Transport units containing different items must be clearly labelled 'Transport unit contains different items'. The following data is required for each material in the unit: Miele Mat. no., unit quantity and batch/production no.

Slips in at least A5 format (max. format A4) should be used for container labelling purposes and should be firmly attached using an adhesive bond in the top third. They should also be simple to remove. Alternatively, transparent, tight-fitting open-sided transparent envelopes may be used. The preferred side of the crate for labelling is the short or gable end.

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Purchasing Dept.

The following images provide examples of the permissible areas for the attachment of labels on large and small crates:



Large crate: Top third of gable end

Alternatively:



Large crate: On top or on top third of long side



Small crates: Top-third of gable end

Alternatively:



Top third of long side



**2.1 Skeleton containers (box pallets)**

In many cases Miele provides its own skeleton containers (rigid, collapsible or collapsible with flap). This is usually the case if the quantity to be supplied is sufficiently large.

With collapsible skeleton containers, the container must be secured with the split pins provided or automatic safety devices must be engaged.

**DB skeleton containers**

Deliveries can also be made using DB (German Railway) skeleton containers. It should be noted, however, that for organisational reasons, credit notes will not be issued for these but they will always be exchanged for empty containers on delivery.

The quality of the DB skeleton containers must comply with EPAL standards ([www.epal-pallets.org](http://www.epal-pallets.org)). Any DB skeleton containers in use must comply with product standard UIC 435-3. Any repairs to DB skeleton containers must be carried out properly in accordance with product standard UIC 435-4. Defective DB skeleton containers will not be accepted or exchanged.

**Pallet exchange**

If a pallet cannot be exchanged, this will be confirmed by a stamp and signature on the appropriate Miele documentation. This document can then be used at a later date to request return of the empty pallet.

**Loading height**

When using skeleton containers, the load must not protrude above the top edge or through the sides.

**Goods protection**

Purpose-designed reusable cardboard liners are available from Miele, should protective padding be required to protect goods in a skeleton container.

**2.2 EURO pallets**

Packed items delivered on flat Euro pallets must not protrude over the edge of the pallet. The maximum permitted packing height of 980 mm, including pallet, must not be exceeded. It should be noted, however, that for organisational reasons, credit notes will not be issued for pallets but they will always be exchanged for empty pallets on delivery.

The quality of EURO pallets must comply with EPAL standards ([www.epal-pallets.org](http://www.epal-pallets.org)). Any EURO pallets in use must comply with DIN EN 13698-1 and product standard UIC 435-2. Any repairs to EURO pallets must be carried out properly in accordance with product standard 435-4.

Defective EURO pallets will not be accepted or exchanged.

**2.3 Disposable pallets**

Disposable pallets cannot be stored, even if they comply with pallet dimensions of 1200 mm x 800 mm. If, in exceptional circumstances and after approval has been given, delivery on disposable pallets is unavoidable, the packing height must not exceed 820 mm, as disposable pallets will subsequently be placed on another loading aid.

Wrapped or shrink-wrapped goods on flat pallets should be secured in such a way that the foil is not wrapped around the pallet.

Knots or ends of the foil have to be tied in or lie flat on the goods.

[Any timber used must comply with the ISPM 15 standard \(IPPC\)!](#)

**2.4 Euro-Fix crates**

A large proportion of outsourced articles should be supplied ready for assembly and delivered, transported and stored in small containers. These containers (Euro-Fix crates) are provided by Miele in five different sizes.

**Flat steel pallets**

A flat steel pallet, available from Miele, is required to transport these crates. This pallet with EURO pallet dimensions has a surrounding lip which prevents the load from slipping. The height of the stacked boxes must not exceed the permitted maximum height of 980 mm.

**Stacking aids**

Miele provides stacking aids on request which can be used to stack two or more units, optimise utilisation of transport volume and also ensure safer transportation.

**Container quantities**

The container sizes and quantities given by Miele for each Miele Mat. no. must be complied with. Only one container with remaining units is permissible per Mat. no.

**3. Delivery****3.1 Delivery by lorry**

As regards lorry deliveries, the driver is to always report to Gate 5 unless other arrangements have been agreed.

**Vehicle types** The incoming goods store ramps, which can only be driven up to in reverse gear, have a bridging ramp 2 m wide and can be used with lorries with a load bed height of between 1 m and 1.4 m. All delivery vehicles must comply with these conditions.

**HGV – Loading** It is not permitted to place third-party goods on incoming vehicles in front of Miele goods as these have to be unloaded to access goods addressed to Miele. At Miele's discretion, such vehicles will be turned away or, if unavoidable, unloaded. Should third-party goods which have to be unloaded to access Miele goods be damaged or destroyed in the process, Miele will assume liability solely in the case of wrongful intent.

**Load safety** In accordance with German Road Traffic Regulations STVZO §30, STVO §22, STVO §23 and the German Commercial Code, HGB/TRG §412, delivery vehicles must be roadworthy and suitable for their purpose.

Load safety facilities must be available in accordance with purpose, taking into consideration 2700 ff issued by the German Association of Engineers (VDI).

**4. Container types**

The types of container listed below may be used for deliveries to the Gütersloh factory. The type of container used should be marked on the delivery slip with the designation listed here and the number of units delivered.

**4.1 Large containers**

The code for the type of container used, taken from the following list, should be marked on the delivery slip with the number of units delivered.

Container	Container code	Alternative code
MIELE skeleton container, rigid, brown	GIBO-ST	GIS
MIELE skeleton container, collapsible, green	GIBO-KL	GIK
MIELE skel. cont., collapsible with flap, orange	GIBO-PP	GIO
DB skeleton container	GIBO-DB	GIB
EURO pallet	EURO-HZ	P21
MIELE flat steel pallet	PLS-ST	PLS

**4.2 Small containers/Euro-Fix crates**

These plastic containers are either red with "Miele Gütersloh" embossed in white on the side, or grey with "Miele EF-xxxx" (xxxx = pallet code) embossed in white on the side.

Container L x W x H in mm	Container code	Alternative code
Euro-Fix 800 x 600 x 320	EF-1300	EF1
Euro-Fix 600 x 400 x 220	EF-2200	EF3
Euro-Fix 600 x 400 x 120	EF-2100	EF2
Euro-Fix 400 x 300 x 220	EF-3200	EF5
Euro-Fix 400 x 300 x 120	EF-3100	EF4
Euro-Fix 600 x 400 x 270	EF-2400	EU6

**5. Place of delivery**

All deliveries to the Gütersloh factory are to the following address:

**Miele & Cie. KG  
Carl-Miele-Straße 29**

**D-33332 Gütersloh**

Lorries must report to Gate 5.

**Note the precise delivery location given on the order (Incoming Goods - General Supplies (GMK), Incoming Goods Building 41 – Plant Electronic, Incoming Goods Building 41 - Final Assembly (Gerätefertigung) or as listed in individual cases)!**

<b>Opening times</b>	Monday to Thursday	6.00 - 19.00
	Friday	6.00 - 17.00

**Destination station** The destination station for express goods, freight and consolidated goods shipped by rail is:

**Gütersloh Hbf (main station)**