

# Aufzeichnung Customer Pickup Instructions and load securing

Identnummer: A-VER-WER-002



## Safety instructions

- The safety instructions of FLACHGLAS Wernberg GmbH are to be observed.
- The wearing of personal protective equipment (protective glasses (DIN EN 166), safety helmet, safety waistcoat, safety shoes, long trousers) is obligatory.
- The "slow speed rule" applies on the company premises. The maximum speed is 10 km/h. Forklifts and pedestrians have priority.
- All truck drivers and collectors must report to the loading office. Trucks are to be parked in the waiting zones. The loading coordinator will inform the drivers about the loading process. The instructions of the staff must be followed.
- Waiting times are to be bridged in the vehicle or in the waiting room provided for this purpose in the loading area. Unauthorised removal from the loading area is not permitted. In case of disregard, the truck will be expelled from the premises of FLACHGLAS Wernberg GmbH.

## Customer Pickup Instructions

- Pickup is possible: Monday - Thursday von 08:00 - 10:00 & 10:30 - 16:00
- A prerequisite for this is that you inform us at least one day in advance of the pickup and specify the name of the carrier and the license plate number of the vehicle (**Mail to [Versand@flachglas.de](mailto:Versand@flachglas.de)**).
- For export pickups (NON-EU), notification is required at least one week in advance due to the relevant customs documents (**Mail to [Versand@flachglas.de](mailto:Versand@flachglas.de)**).
- The driver of the vehicle must also have these details with him in writing at time of pickup. Vehicles without this information will not be processed!
- Should steel A-racks be required for crated loads (for crates greater than approx. 150 cm high and weighing over 500 kg), these should be brought along at time of pickup. If racks are required from FLACHGLAS Wernberg GmbH, then these will be charged at a rate of € 400 each. A refund of € 320 each will be paid upon their return.
- In the event of non-appearance on the agreed collection date without written information from the customer or the appointed carrier, we will charge you € 280 for logistical expenses.

## Guidelines for Load Securing

- Please always observe the permissible total weight of the truck used, as well as loading possibilities and optimal load securing.
- Vehicles that pick up goods at FLACHGLAS Wernberg GmbH on your behalf must be equipped with the following features:
  - The truck must be safe for traffic and operation in accordance with the StVO and StVZO. The forwarder/carrier is responsible for this.
  - The vehicle to be loaded must be suitable for transporting the goods of FLACHGLAS Wernberg GmbH and for securing the load accordingly. In doing so, both the packaging and the bulkiness of the cargo goods must be considered.
  - The loading area must be swept clean and free of oil, snow and ice.
  - The truck must be able to be loaded from above or from the side, because we load with an overhead crane or with forklift.
  - Lashing straps according to DIN EN 12 195 part 2 (marking must be visible) and anti-slip mats must be carried.
  - To secure the load, it must be possible to nail it to the floor of the truck, if no straps or anti-slip mats should be carried.
  - To prevent moisture, the truck must be equipped with a tarpaulin (dirt or damage to the cargo due to the lack of a tarpaulin is not the responsibility of FLACHGLAS Wernberg GmbH).
- Trucks already carrying a load will only be loaded by FLACHGLAS Wernberg GmbH if the goods already loaded are sufficiently secured and loading is possible without danger. Third-party goods will not be moved or secured by us.
- We reserve the right to return vehicles that are not properly equipped or to equip them accordingly on site. We will charge you for the costs incurred for straps etc.
- Our employees are instructed to load the goods only if the above points are observed. We ask for your understanding.

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**Pickup Notification**

Pickup Location: FLACHGLAS Wernberg GmbH  
Nürnberger Straße 140  
92533 Wernberg-Köblitz

Order number(s) / Ref. number:  
FLACHGLAS Wernberg GmbH: .....

Order Nr. / Purchase Nr.: .....

Ready for collection – Date: .....

Number of packages: .....

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Shipping company: .....

License plate number: .....

Date of pickup: .....

Expected time: .....

I hereby confirm that I have read, understood, and accepted the safety instructions and the statutory regulations on the safe securing of loads.

Date: .....

Company: .....

Signature: .....