



 Delivery instructions
Ridder Drive Systems



Instruction before delivery

For proper processing of your delivery at our incoming goods department, we need to know exactly what your delivery will look like. At the time the purchase order was placed, a delivery date has been agreed upon. It is of great importance to us that this date does not change, because it is the basis of our agreements with our customers.

After you have received our purchase order with purchase number, you will need to send us an order confirmation. We would like to receive this order confirmation no later than 24 hours after you have received our purchase order. The order confirmation should be sent to purchase@ridder.com.

The order confirmation has to contain the following information:

- Our PN number (purchase number);
- Your reference;
- Our item number, item description, number of pieces and prices;
- Delivery time.

In the rare case of changes, your contact within Ridder Drive Systems must be warned immediately. After sending an order confirmation, changes must be kept to a minimum.

Not delivering on the agreed date will lead to delays of unloading the goods delivered by your company. If there is not enough capacity for us to deal with your late delivered goods we are allowed to reject the delivery. It is necessary that you contact us as soon as possible in any case of delay regarding your shipment.

Delivering goods outside of the operating hours of the incoming goods department is usually not possible. Under certain circumstances your delivery can be accepted outside our operating hours, but only with a written confirmation by Ridder Drive Systems responsible buyer/contact.

Shipments which do not comply with our delivery instructions have a negative impact on our assessment of you as a supplier. Therefore it is necessary for you to comply with our delivery instructions.

Required documents and certificates:

The goods should always be delivered with an accompanying Bill of Lading and Packing List. Measurements reports should (if ordered) also have a hardcopy with the shipment. These documents should be inside the package.

If the goods are delivered on pallets or in mesh boxes the documents should be attached to the package in a documents envelope. Certificates and/or measurements reports should also be mailed to purchase@ridder.com before the shipment arrives.

Important

- Use in correspondence always our PNnumber;
- Send order confirmations within 24 hours to purchase@ridder.com;
- Send the Certificates and/or measurement reports to purchase@ridder.com before shipment arrives.

The delivery

Communication with our logistic employees is vital in the unloading process. Therefore the driver has to speak English, German or Dutch. The driver has to cooperate during the unloading of the truck in order to unload the goods safely.

Below are the guidelines to which suppliers have to comply. In some cases certain elements of these guidelines can be adjusted if this has been discussed with Ridder Drive Systems.

The Bill of Lading should contain the following information:

- Delivery address;
- Number of packages;
- Weight of the delivery.

The Packing List should contain the following information:

- Our PN number;
- Your reference;
- Our item number, item description and number of pieces;
- Unit designation;
- Received / Delivered quantity.

Required packaging:

- Goods should be properly attached to a pallet using steel or plastic bands.
- Pallets or mesh boxes with boxes have to be sealed.
- The treated/machined parts of products should be well protected.
- The maximum weight of a pallet or mesh box is 750 kilograms.
- The maximum pallet height is 110cm (pallet included), unless otherwise agreed.
- Shipments should be clearly recognisable. Each packing should contain the following information: our PNnumber, our item number and the number of pieces.
- All materials, except (casting) iron and carbon steel, are not allowed to be in contact with iron. Watch out for the steel bands in the packaging!
- Should the goods be shipped by ship, they have to be packed seaworthy. Empty spaces in containers will need to be filled so the shipment will not move.
- Machined forgings and castings that are being transported by sea have to be packed (in plastic) to prevent rust at all times.

Additional requirements for the packaging of castings and forgings only:

- Castings from Europe should be stacked on a pallet up to a maximum of 100 cm. Falling of castings should be avoided at all times.
- Castings from outside of Europe should be packed into boxes with a maximum of 4 pallet collars.
- Castings should be delivered so that the text is clearly visible on the pallet.

Requirements for pallets:

- Pallets should be reliable. We prefer a euro pallet with measures 80 x 120cm. If products are larger than these dimensions, please use a solid pallet with an adjusted size.
- Should multiple purchase orders be delivered at the same time, we prefer you to put the orders, order by order.
- All wooden packaging should comply with the ISPM 15 standard.

If you have additional remarks and/or improvements, we would like to hear this from you.

Our Ridder Drive System purchase team would like to thank you in advance for your cooperation and understanding.



Contact

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I www.ridder.com
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Delivery address:

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Delivery hours:
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Part of the Ridder Group