

## CONDITIONS FOR TRANSPORTATION BY TRUCK

We kindly ask you (hereinafter referred to as the “customer”) to observe the following points and to ensure that they are complied with vis-à-vis KLH Massivholz GmbH (hereinafter referred to as the “supplier”):

### 1. SERVICES INCLUDED IN THE TRANSPORT PRICE

- Loading the KLH® elements onto the semi-trailer, lashing the load and covering it
- Delivery to the specified address and at the agreed delivery time, taking into account the tolerances
- Preparing for unloading (lashing and uncovering the load)
- Agreed standing time on the construction site (including one-time movement of the truck for ten minutes)

The following TOLERANCES during the delivery period shall be deemed agreed:

- for distances up to 1000 km +/- 1 hour to the agreed delivery time
- for distances up to 2000 km +/- 2 hours to the agreed delivery time
- for distances > 2000 km +/- 3 hours to the agreed delivery time

Any additional costs caused by the need for additional services will be invoiced at cost.

### 2. POINTS WHICH ARE THE RESPONSIBILITY OF THE CUSTOMER AND ARE NOT INCLUDED IN THE TRANSPORT PRICE

- Specification of the desired means of transport and availability of the delivery address with the means of transport
- For construction site deliveries, the customer must send an access plan or a route description (GPS data of the construction site address)
- Accessibility of the construction site, unobstructed access to the construction site, if necessary official permits
- Provision of a suitable and approved parking area for the unloading process
- Provision of a suitable and approved area for switching trailers in the event of shuttle traffic, which must be secured in accordance with road traffic regulations (e.g. barrier tape, lighting)
- Provision of suitable lifting equipment (crane) for unloading and handling KLH® elements
- Unloading and moving the KLH® elements

If there is no access to the construction site and/or no accessibility, for example due to poor ground, it is the responsibility of the customer to ensure proper fastening. Should this not be the case, the person responsible on the construction site shall be obliged to send an email to [logistik@klh.at](mailto:logistik@klh.at) in which the customer confirms that they will assume all costs for any damage to the truck or the goods. Please note that any damage caused by poor access is the responsibility of the customer without exception (e.g. damage to the neighbouring property)

The customer shall ensure that the goods are accepted at the place of delivery by an authorised and competent person who undertakes and carries out the unloading at the customer’s risk.

Any additional costs as a result of non-compliance with the above points shall be borne by the customer.

If required, an inspection of the construction site can be carried out in return for an expense allowance and early notification of requirements.

Up to 150 km flat rate € 150,00

From 151 km € 1,00/km distance from A-8842 Teufenbach-Katsch

### 3. IDLE PERIODS

The customer shall be charged the transport price and any additional costs resulting from idle periods, reloading or handling times. The transport price includes 4 hours standing time for unloading per transport (4 hours standing time is also included in the price for deliveries with hydraulically steered or forced steered semi-trailers).

The idle time begins with the actual start of the unloading activity, if unloading is started before the agreed delivery time, otherwise with the provision of the delivery for unloading. The standing time ends when the semi-trailer has been completely unloaded. The maximum unloading time is 32 hours.

If necessary, additional services will be invoiced as follows:

- |                                                          |                  |
|----------------------------------------------------------|------------------|
| ▪ Additional idle time for standard semi-trailer         | € 70.00 per hour |
| ▪ Additional idle time for steered trailers              | € 85.00 per hour |
| ▪ Additional shunting work on the construction site      | € 70.00 per hour |
| ▪ Inspection of the access road to the construction site | at cost          |

The idle and shunting times shall be recorded on the delivery note and must be signed by the truck driver.

### 4. SHUTTLE SERVICE (valid only for Austria, Switzerland and Liechtenstein)

If you want a shuttle service, please indicate this when placing your order.

Shuttle service means that semi-trailers on large construction sites are changed from “unloaded” to “loaded” open standard semi-trailers in accordance with a logistics system specified by the customer. A maximum of 1 hour is included in the transport price for parking or relocating the semi-trailers. Each additional hour will be charged at €70. The semi-trailer may be parked on the construction site for a maximum of 4 working days. Each additional working day will be charged at €150. It is the responsibility of the customer to provide a suitable, approved and secure area according to road traffic regulations (e.g. with barrier tape and lighting) for unhitching or switching semi-trailers. The customer shall be liable for any damage to the semi-trailer that may arise in the period between parking and pick-up times.

We offer 2 options for the pick-up of the last semi-trailer:

Option 1: On the last delivery, the semi-trailer of the penultimate delivery is taken directly from the construction site. Loading is carried out by the customer using a crane (required lifting power 7.5 tons) – €250 per semi-trailer will be charged.

Option 2: The semi-trailer is picked up separately. For this option, additional transport will be charged for the pick-up of the semi-trailer.

## 5. UNHITCHING (valid only for Austria, Switzerland and Liechtenstein)

If you want to unhitch, please indicate this when placing your order.

Unhitching means that the semi-trailer is parked at an extra charge of €200 in addition to the transport costs for a maximum of 7 working days. Each additional working day will be charged at €150.

It is the responsibility of the customer to provide a suitable, approved and secure area according to road traffic regulations (e.g. with barrier tape and lighting) for unhitching or switching semi-trailers. The customer shall be liable for any damage to the semi-trailer that may arise in the period between parking and pick-up times. The semi-trailer is picked up separately. For this option, additional transport will be charged for the pick-up of the semi-trailer.

## 6. OBJECTS OWNED BY THE FREIGHTER

The semi-trailer, the lashing material and the tarpaulins are the property of the freighter. Any unauthorised transfer of the trailer is prohibited. Any damage resulting from unloading activities, waiting times or standing times will be charged to the customer.

Responsibility for the completeness and proper stowage of the semi-trailer's equipment, such as underlays and crusher blocks, belts, edge protectors, tarpaulins, etc., will be transferred to the customer. Missing equipment will be charged to the customer.

## 7. GENERAL DIMENSIONS TO BE CONSIDERED

HORIZONTAL TRANSPORT BY KLH® – Solid wood panels (open, extra wide, extra long)

Truck – overall dimensions:	Length = 22 m, width = 2.95 m, height = 4.10 m
Maximum panel size:	2.95 m x 16.50 m

STANDING TRANSPORT BY KLH® – Solid wood panels (mega-trailer)

Truck – overall dimensions:	Length = 18 m, width = 2.50 m, height = 4.10 m
Maximum panel size:	2.95 m x 13.50 m

OTHER MEANS OF TRANSPORT	on request
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## 8. LOADING SEQUENCE

The loading sequence is usually specified by the customer. When loading, however, the guidelines of the road traffic regulations and specified axle loads on the truck must be observed. For this reason, there may sometimes be deviations from the loading sequence requested by the customer.

## 9. POSTPONEMENT OF DELIVERY DATES

It shall be possible to postpone delivery dates by up to a period of ten working days prior to delivery free of charge, provided that these do not exceed a maximum of five working days. If a postponement of the delivery date is announced within the aforementioned period of 10 working days, the following costs will be charged for each delayed working day:

- Postponement is announced nine to eight working days before delivery date: € 50 / day
- Postponement is announced seven to six working days before delivery date: € 100 / day
- Postponement is announced five to four working days before delivery date: € 250 / day
- Postponement is announced three or less working days before delivery date: € 400 / day

If the truck has already left the factory, the costs for the return journey shall be passed on to the customer. The maximum possible postponement period shall be five working days.

## 10. UNFORESEEN EVENTS

Unforeseen events beyond the supplier's control, even if they only have an indirect influence on the execution of the transaction, entitle the supplier to postpone delivery accordingly.

## 11. PICK UP BY THE CUSTOMER

Pick up by the customer shall only be possible in the case of horizontal loading. The vehicle intended for self-collection must be equipped with the appropriate safety aids (lashing material, etc.). We ask for your understanding that vehicles for which it is not possible to secure the load in accordance with regulations will not be accepted for reasons of liability or safety. Please make sure that the freighter destined to be used for the self-collection is in possession of the appropriate permits.

We charge a flat rate of € 150.00 for the additional costs incurred by the self-collection of up to three parcels or a flat rate of € 350.00 for more than three parcels.

The loading time window must be fully observed and shall be announced by the supplier in the course of handling the project. If the loading time window is not adhered to, the customer shall be charged a flat rate of € 350.00 for handling and storage per day or part thereof and a new loading date be announced.