

# General Shipping Instructions

Golf House Direktversand GmbH

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## General Shipping Instructions

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## General Shipping Instructions

### Applicability

The following instructions apply for deliveries to all addresses listed in Appendices 1, 2 and 3 (central warehouse, head office, branches) of Golf House Direktversand GmbH (hereinafter referred to as Golf House).

It is imperative that the shipping instructions are complied with to guarantee the smooth handling of the logistic processes between the Supplier and Golf House.

It should be noted that the logistics service provider BLG Sports & Fashion Logistics GmbH, hereinafter referred to as BLG, handles the warehouse processes.

Golf House must approve any deviations from the shipping instructions in writing in all cases.

Golf House shall reserve the right to alter or amend these shipping instructions.

The German text is binding. The English translation is for information purposes.

### Liability

In the event of non-compliance with this regulation, Golf House Direktversand GmbH will be invoiced by BLG for the additional costs. We reserve the right to charge our suppliers for the additional costs incurred plus a processing fee of 500 EURO.

By the same token, the Supplier shall not be entitled to any claims of any nature whatsoever against Golf House (e.g. storage charges) in the event of non-compliance with the delivery terms.

Place of jurisdiction in the event of dispute is Hamburg.

### Insurance

As Golf House has taken out its own transport insurance, it is deemed a customer exempted from forwarding insurance. Therefore, no insurance fees for the transport of goods shall be incurred by us as a result.

## General Shipping Instructions

The following table lists previous and current versions of the document as well as any alterations or amendments to same.

Date	Validity	Changes
08.01.2015	01.01.-31.12.2015	First version
04.01.2016	01.01.-31.12.2016	Update Storemanager
01.01.2017	01.01.-31.12.2017	Carton Delivery
01.01.2018	01.01.-31.12.2018	Update Storemanager
01.01.2019	01.01.-31.12.2019	Update Storemanager
01.01.2020	01.01.-31.12.2020	Update Storemanager, Notice of dispatch
01.01.2021	01.01.-31.12.2021	Update Storemanager, Shipping Advise Dachser
01.01.2022	01.01.-31.12.2022	Update Storemanager
01.01.2023	01.01.-31.12.2023	Update Storemanager
01.01.2024	01.01.24-	Applicability, liability, notice of dispatch, delivery terms

The currently valid version is available at: [www.golfhouse.de/vvo](http://www.golfhouse.de/vvo)

## Overview of appendices

- Appendix 1: Delivery address list 1 - Central warehouse and head offices
- Appendix 2: Delivery address list 2 - German branches
- Appendix 3: Delivery address list 3 - European branches
- Appendix 4: Routing order
- Appendix 5: Notice of Dispatch form
- Appendix 6: Notice of carton labelling form
- Appendix 7: Shipping Advice Dachser

## Publisher

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Tel.: +49 40 431 361 318  
[www.golfhouse.com](http://www.golfhouse.com)

## General Shipping Instructions

# 1. Notice of Dispatch

### **1.1 Duty to notify with regard to deliveries to the central warehouse**

Notification of every delivery must be submitted in advance by e-mail or fax using the notification form attached as Appendix 5. You will then receive a confirmation of notice. The delivery notes/packing lists shall be sent to the central warehouse when Notice of Dispatch is made.

**It should be noted that the supplier only receives a notification confirmation in the case of delivery by forwarding agent; for CEP deliveries, the notification is deemed to be a confirmation.**

- By land - at least 2 - 5 working days
- By sea - at least 10 days prior to the scheduled delivery date
- By air - 10 am at the latest on the day before the scheduled delivery date

The Notice of Dispatch for the central warehouse must contain the following information:

- Supplier
- Order number/order
- Article description
- Quantities of each article
- Number of boxes and pallets
- Flat-packed or hanging goods specification
- Shipment by forwarding company or parcel service
- Requested delivery date

Delivery of goods:

Monday to Friday (workdays) from **8 am – 1 pm**.

Fixed dates must be arranged for all container deliveries carriage free to Hörsel.

The confirmation of notice must be enclosed with the shipping documents.

Unannounced deliveries do not have to be accepted/ acceptance of such may be refused!

## General Shipping Instructions

### **1.2 Duty to notify with regard to deliveries to branches and Hamburg head office**

Notification of all deliveries to the branches and the head office in Hamburg must be submitted by e-mail 48 hours beforehand to the contacts listed in Appendices 1, 2 and 3. Please see above for the information that must be included in the Notice of Dispatch.

## **2. Delivery terms**

### **2.1 General information**

The provisions of the German Packaging Ordinance in its currently applicable version must be observed with regard to all packaging.

All means of carriage and packaging shall only be accepted in perfect condition. If there is evidence that the Supplier or forwarding company damaged the means of carriage, we shall reserve the right to refuse acceptance or to charge appropriate compensation commensurate with the costs incurred by us.

Damaged original packaging is to be substituted, or the articles will be returned to the supplier.

Deliveries are always made by type per order and logistics form per delivery unit. Furthermore, the mixing of order/order numbers per delivery unit (pallet or carton) is not permitted and will be invoiced as described.

All cartons have to be assigned by an carton labelling (A5) that complies with the extend and the delivery (Appendix 6: Notice of carton labelling form individually and interactively available).

The correct quantities of the ordered articles, as per the Notice of Dispatch and in accordance with the delivery note, are to be delivered.

The consignor shall be responsible for properly securing the load.

The transport and logistics service providers preferred by Golf House and listed in Appendix 4 (routing order) must be used for freight forward shipments. Small deliveries can be shipped with United Parcel Service UPS. For large shippings, please contact our preferred Shipper Dachser to advice the shipping.

If it is absolutely necessary for you to change your terms and conditions at short notice, these changes must be reported as early as possible before Notice of Dispatch is issued (with the exception of cases of force majeure, strike).

## General Shipping Instructions

### 2.2 Delivery

#### **2.2.1 Hanging goods – form of logistic service HH**

With regard to the delivery of hanging goods, the hanging rails are to be attached inside the container in such a way that they are unable to slide down and the goods are unable to slide off.

The sender is obliged to protect all goods during the transport against soiling (Bag single units or multiple units).

Deliveries are to be made as per the order details, sorted according to item, colour and size (sequence to be taken into account when loading the goods).

#### **2.2.2 Flat-packed goods – form of logistic service LH and LL**

##### 2.2.2.1 Pallet delivery (forwarding delivery)

With regard to the delivery of pallets, the ordered goods are to be properly packaged and securely fastened on undamaged, exchangeable Euro-pallets.

When loading the pallets, the carton number must be legible either at the front end or along the side, whereby the loading height including the pallet must not exceed **1.70m**. It is forbidden to mix several order numbers together on the pallets.

A packing slip stating the following information must be attached to every pallet/packaging unit in a clearly visible position (front end or along the side):

- Consignor
- Description of goods
- Golf House article number
- Number of units on pallet
- Number of pallets (X [number] of Y [total number])

## General Shipping Instructions

### 2.2.2.2 Carton delivery

It is not permitted to mix several orders/order numbers in one packaging unit.

The goods must be free from any contamination, direct contact with uncoated corrugated or solid carton as well as with any filling materials is prohibited, the goods must be protected with foil bags or tissue paper (textiles).

The individual carton may not exceed the weight of **15 kg** (national law; Arbeitsschutzgesetz (ArbSchG)).

Please note that a carton delivery of up to a **maximum of 15 cartons** per order number is permitted. If this number is exceeded, a forwarding agent must be commissioned with the delivery. Failure to do so will result in additional costs as described, which will be charged to the supplier.

The weight of the goods including the fuse and carton must not exceed the maximum weight of the packaging.

Each carton must be labelled with the following information:

- Delivery address
- Consignor
- Order number
- Name of Supplier
- Item, colour (colour code) and number of items in the box
- Consecutive numbering of the boxes per order

### **2.2.3 Delivery of warehouse stack/reusable transport system**

The maximum height of the warehouse stack including the wheeled dolly/pallet must not exceed **1.70 m**.

The Containers (warehouse stack) are to be handed over securely (strapping tape or stretch film). Make sure that the side walls of the folding frames are fully connected.



## General Shipping Instructions

# 3. Shipping-, customs documents and declaration dangerous

### 3.1. Shipping documents

The Supplier shall be responsible for the proper and complete preparation of all the necessary transport documents in accordance with the industry standards applicable at the time. These are, for example, delivery notes pursuant to DIN 4991/ DIN 4994 and shipping order/waybills pursuant to VDA 4922 and/or waybills pursuant to CMR.

The delivery notes must be placed in a document pouch and attached to the first shipment item or pack (hanging goods) and on the box or pallet (flat-packed goods) on the outside of the packaging in a clearly visible position. Delivery notes that are inside the packaging shall not be accepted and result in additional expenses which may be chargeable.

As a general rule: For every delivery note exactly one order! Multiple orders for one delivery note are not permitted.

#### **The delivery note must include the following:**

- Delivery address
- Address of the Supplier, including contact details in the event of queries
- Delivery note number
- Delivery date
- Golf House order number/order
- Incoterms (Shipping terms and conditions such as e.g. FCA)
- Mode of shipment (land, air, sea)
- Contents listed according to Golf House article number, colour and size
- Total number of units in the consignment
- Total number of units of items/boxes/pallets per form of logistic service

In the event that no order number is available, the name of the purchaser must be stated.

For deliveries to the Hamburg head office the addressees must be specifically named, the department ordering the goods at the very least should be provided.

All shipment documents and customs documents must be handed over in full along with the goods.

## General Shipping Instructions

### 3.2. Customs documents

All deliveries of goods or documents from non-EU countries must be declared in accordance with the applicable customs regulations.

The Supplier shall provide all documents necessary for customs clearance for import/export purposes: these include preferential certificates of origin and, where applicable, national certificates of origin (original preferential certificates of origin for shipments from countries with free-trade agreements, A.TR, EUR1, etc.).

The country-specific documents and safety regulations must be taken into consideration.

The commercial invoice must be issued fivefold and must display the following characteristics:

- Title (commercial or customs invoice)
- Invoice number and date
- Addresses of seller, purchaser and consignee
- Forwarding agent
- Port of departure/arrival
- Incoterms
- Payment terms
- Golf House order number/order
- Golf House article numbers and description
- Commodity code/HS code (HS-Harmonised System)
- Specification of origin
- Total number of units
- Unit price and total price
- Net weight/gross weight
- Type and number of packages

Supporting documents, labels and delivery documents provided for the purpose of identifying the consignment must be issued in German or English.

If statutory provisions (customs regulations) require the use of an alternative language, a German or English translation must be enclosed.

## General Shipping Instructions

### 3.3. Declaration dangerous

The supplier is obliged to point out dangerous goods by the UN-number and the respective class already in their contract note. Relevant safety documents shall be added to the contract note. Dangerous goods have to be classified, packaged, labelled and shipped according to ADR 2015 (Accord européen relatif au transport international des marchandises dangereuses par route).

The details from accompanying documents shall be according to the respective national regulations. The supplier is responsible for the compliance with obligations and the ones of his subcontractors.

The supplier is liable for all costs and necessary expenditures due to neglect of his duties.

Shipping's that can't be accepted due to the neglect of Golf House's duties are getting stored at the cost and risk of the supplier.

**General Shipping Instructions**

**Delivery address list**

Central warehouse and head office

Appendix 1

<b>BLG central warehouse</b>		
<b>Delivery address</b> Golf House Direktversand GmbH c/o BLG Sports & Fashion Logistics GmbH Axel-Beckord-Strasse 2 99880 Hörssel, Germany	<b>Notice of Dispatch</b> E-mail: <a href="mailto:avisierung@blg-fashion.de">avisierung@blg-fashion.de</a> Fax: +49 3622 919 4241	<b>Contact for Notice of Dispatch</b> Kerstin Galster <a href="mailto:Kerstin.galster@blg-fashion.de">Kerstin.galster@blg-fashion.de</a> Tel.: +49 3622 919 4242  Susanne Schneegaß <a href="mailto:Susanne.schneegass@blg-fashion.de">Susanne.schneegass@blg-fashion.de</a> Tel.: +49 3622 919 4243

<b>Head Office Germany - Golf House Direktversand GmbH</b>		
<b>Delivery address</b> Golf House Direktversand GmbH [Department] Schnackenburgallee 149 22525 Hamburg Germany	<b>Notice of Dispatch</b> [Customer, Department]	<b>Contact</b> [Customer]

## Delivery address list

### German branches Appendix 2

No.	Branch	Contact	Address	Tel./Fax	E-mail
1	Berlin/Kleinmachnow	Sven Rademacher	Heinrich-Hertz-Str. 1d 14532 Kleinmachnow	+49 30 8837057 +49 30 8837959	<a href="mailto:berlinoffice@golfhouse.de">berlinoffice@golfhouse.de</a>
2	Hamburg Hammerbrook	Stephan Schäfer	Hammerbrookstr. 69 20097 Hamburg	+49 40 343731 +49 40 353401	<a href="mailto:hammerbrook@golfhouse.de">hammerbrook@golfhouse.de</a>
4	Düsseldorf	Michael Kellermann	Bahnstr. 3 40212 Düsseldorf	+49 211 323601 +49 211 326163	<a href="mailto:duedooffice@golfhouse.de">duedooffice@golfhouse.de</a>
5	Bottrop	Roland Hüttenmüller	Südring 79 46242 Bottrop	+49 2041 7061708 +49 2041 7061709	<a href="mailto:Bottrop.office@golfhouse.de">Bottrop.office@golfhouse.de</a>
7	Stuttgart	Karin Engel	Leitzstraße 47 70173 Stuttgart	+49 711 245812 +49 711 2360223	<a href="mailto:stuttgart@golfhouse.de">stuttgart@golfhouse.de</a>
8	Munich city centre	Christoph Schwarz	Lenbachplatz 5 80333 Munich	+49 89 55028320 +49 89 55028319	<a href="mailto:muenchen@golfhouse.de">muenchen@golfhouse.de</a>
9	Nuremberg	Frank Müller	Fürther Str. 248 90429 Nuremberg	+49 911 2406815 +49 911 2406814	<a href="mailto:nuernberg@golfhouse.de">nuernberg@golfhouse.de</a>
28	Bremen/Stuhr	Robert Gerlach	Bremer Str. 106 28816 Stuhr	+49 421 6854589 +49 421 6854587	<a href="mailto:hboffice@golfhouse.de">hboffice@golfhouse.de</a>
30	Bielefeld	Andreas Langenberg	Welle 15 33602 Bielefeld	+49 521 5217976 +49 521 5218169	<a href="mailto:bioffice@golfhouse.de">bioffice@golfhouse.de</a>
31	Hannover	Torsten Ackenhusen	Elfriede-Paul-Allee 8 30449 Hannover	+49 511 3008646 +49 511 3008647	<a href="mailto:hannover@golfhouse.de">hannover@golfhouse.de</a>
34	Fuldabrück	Eugen Peters	Ostring 3 34277 Fuldabrück	+49 561 7664580 +49 561 76645815	<a href="mailto:kassel@golfhouse.de">kassel@golfhouse.de</a>
48	Münster	Lennart Sehlen	An der Germania Brauerei 7 48159 Münster	+49 251 20079450 +49 251 20079515	<a href="mailto:muenster@golfhouse.de">muenster@golfhouse.de</a>
50	Pulheim	Herbert Kasper	Industriestr. 28 50259 Pulheim	+49 2238 9692963	<a href="mailto:Koeln.pulheim@golfhouse.de">Koeln.pulheim@golfhouse.de</a>
51	Cologne	Jan Philip Heyer	Glockengasse 2 50667 Cologne	+49 221 2570015 +49 221 2571034	<a href="mailto:koeln@golfhouse.de">koeln@golfhouse.de</a>
60	Eschborn	Waltraud Gibbe	Schillerstr. 20 60313 Frankfurt/Main	+49 69 285404 +49 69 282777	<a href="mailto:Frankfurt.office@golfhouse.de">Frankfurt.office@golfhouse.de</a>
68	Mannheim	Hamid Nawaz	Spreewaldallee 38-40 68309 Mannheim	+49 621 71419989 +49 621 79949418	<a href="mailto:mannheim@golfhouse.de">mannheim@golfhouse.de</a>
79	Freiburg	Ursula Keller	Schnewlinstr. 4a 79098 Freiburg	+49 761 28535325 +49 761 28535327	<a href="mailto:freiburg@golfhouse.de">freiburg@golfhouse.de</a>
80	Munich (Schwabing)	Christoph Schwarz	Frankfurter Ring 117 80807 Munich	+49 89 44235555 +49 89 44235550	<a href="mailto:muenchenNord@golfhouse.de">muenchenNord@golfhouse.de</a>
81	Munich (Brunnthal)	Petra Dobler	Eugen Sänger Ring 25 85649 Brunnthal	+49 89 35029844 +49 89 74823021	<a href="mailto:muenchensued@golfhouse.de">muenchensued@golfhouse.de</a>
94	Bad Griesbach	Patrizia Fischer	Stadtplatz 10 94086 Bad Griesbach	+49 8532 921369 +49 8532 921453	<a href="mailto:griesbach@golfhouse.de">griesbach@golfhouse.de</a>
666	Hamburg Eidelstedt	Stephan Schäfer	Schnackenburgallee 149 22525 Hamburg	+49 40 43136166 +49 40 43136175	<a href="mailto:hhschnackeoffice@golfhouse.de">hhschnackeoffice@golfhouse.de</a>

## Delivery address list

### European branches Appendix 3

No.	Branch	Contact	Address	Tel./Fax	E-mail
9001	Linz/Leonding	Hans-Peter Liebmann	Welser Str. 22 4060 Linz/ Leonding Austria	+43 732 670353	<a href="mailto:DN.Linz@golfhouse.at">DN.Linz@golfhouse.at</a>
9002	Graz	Jürgen Friessnegg	Weblinger Gürtel 22 8054 Graz Austria	+43 316 422829	<a href="mailto:graz@golfhouse.at">graz@golfhouse.at</a>
9003	Salzburg	Christopher Taferner	Kasernenstr. 4 5073 Salzburg/Wals Österreich	+43 662 629001	<a href="mailto:salzburg.wals@golfhouse.at">salzburg.wals@golfhouse.at</a>
9004	Villach	Nikolaus Trojer	Maria-Gailer-Str. 36 9500 Villach Austria	+43 4242 32234	<a href="mailto:villach@golfhouse.at">villach@golfhouse.at</a>
9005	Wiener Neudorf	Andreas Schiller	IZ NÖ Süd, Str. 14 Objekt 21 2351 Wiener Neudorf Austria	+43 2236 3740150	<a href="mailto:Wienerneudorf.verteiler@golfhouse.at">Wienerneudorf.verteiler@golfhouse.at</a>
9010	Vienna city centre	Andreas Schiller	Lange Gasse 68 1080 Vienna Austria	+43 14080422	<a href="mailto:wien@golfhouse.at">wien@golfhouse.at</a>

No.	Branch	Contact	Address	Tel./Fax	E-mail
9102	Prague Chodov	Jiri Hobelant	Türkova 1272/7 149 00 Prague 4 Czech Republic	+420 27 26 55 100	<a href="mailto:Praha.chodov@golfhouse.cz">Praha.chodov@golfhouse.cz</a>

## General Shipping Instructions

### Routing order for deliveries

Freight forward, ex works  
Appendix 4

Type	Freight terms	Location	Form of logistic service	Service provider	Contact	Customer no.
Package <b>up to 15 packages/delivery</b>	Freight forward EXW Ex works	Global	Flat-packed goods	UPS	Tel.: 01805 882 663	5AA617
Part/full load	Freight forward EXW Ex works	Global	Hanging goods	Meyer & Meyer	Meyer & Meyer <a href="mailto:service@meyermeyer.de">service@meyermeyer.de</a> Tel.: +49 541 9585 800 Fax: +49 541 9585 809	
Part/full load Pallets - reusable transport system	Freight forward EXW Ex works	Europe	Flat-packed goods	Dachser	Dachser Amt Wachsenburg <a href="mailto:Kunden.erfurt@dachser.com">Kunden.erfurt@dachser.com</a> Tel.: +49 36202 770-0 Fax: +49 36202 770 119	15063073

**General Shipping Instructions**

**Notice of Dispatch form for BLG central warehouse**

**E-mail: [avisierung@blg-fashion.de](mailto:avisierung@blg-fashion.de)**

**Fax: +49 3622 919 4241**

Supplier	
Order number/order	
Article description	
Total quantity	
Number of boxes	
Number of pallets	
Form of logistic service (flat-packed, hanging)	
Transport service provider	
Requested date	
Confirmation of notice issued by:	



## Carton labeling for delivery

<b>delivery adress</b>	
<b>consignor</b>	
<b>order-number</b>	
<b>name of supplier</b>	
<b>item</b>	
<b>colour (colour code)</b>	
<b>number of items in the box</b>	
<b>consecutive numberingn of the box</b>	<b>of</b>

General Shipping Instructions

Dachser - Part/full load Pallets - reusable transport system

Abholavis für Sendungen der Firma GOLF HOUSE					Avisierung DACHSER		jeergu@goifhouse.de	
Kdnr:	15063073	Telefonische Rückfragen Dachser:		036202770-151	Fr. Schulz			
Kunde	Golf House Zentrallager			036202770-152	Fr. Baum			
Zusatz	c/o BLG Logistics Sports & Fashion							
Str.	Axel-Beckord-Str. 2							
PLZ Ort	99880 Hürsel							
Avisierung Zentrallager <a href="mailto:avisierung@blg-fashion.de">avisierung@blg-fashion.de</a>								
<b>Abholung Datum:</b>		<b>Uhrzeit:</b>						
Empfänger	Strasse	PLZ	Empfangsort	Anzahl Packmittel	Art Packmittel	Gewicht in kg	DACHSER Produkt	
BLG Logistics	Axel-Beckord-Str. 2	99880	Hürsel		EU Pal.		TZ	
<b>Packmittel</b>		<b>DACHSER-Produkte</b>						
Warengruppe klein	Grundfläche 80x60							
Warengruppe groß	Grundfläche 120x80	targoflex - Y		Zustellung ist nicht an einen bestimmten Termin gebunden 24/48 max. 72 h				
		targospeed - Z		Zustellung am Folgetag				
		targospeed 10 - S		Zustellung am Folgetag bis 10 Uhr				
		targospeed 12 - E		Zustellung am Folgetag bis 12 Uhr				
		targofix - V		Zustellung an einem genau definierten Tag				

