

Delivery conditions for Feldkirchen main warehouse, as of January 2nd 2025

Only through standardized processes, a smooth process in receiving goods can be guaranteed. We therefore ask you to note the following delivery conditions to ensure problem-free processing of the delivery of goods:

Delivery address K.O.M.M. GmbH
Raiffeisenstrasse 10
85622 Feldkirchen

Business hours Monday-Thursday: 7.45am – 4.45 pm
Friday: 7.45am – 3.00 pm
Other times possible by appointment

Delivery

- Pallet deliveries of five or more pallets must be announced at least 1 workday in advance by e-mail (info@komm-services.de) or telephone (+49 89 904 882 0). We reserve the right to not accept unannounced deliveries of this size and to charge additional costs if the goods are accepted.
- Deliveries with clearly visible transport damage will not be accepted or will be accepted under reserve.
- Goods are to be delivered on exchangeable and undamaged Euro-pallets according to EPAL standards, stacked up to a maximum height of 1.1 meters and to a maximum weight of 600 kilograms. Pallets need to be properly packed and secured. The pallets' load should not extend beyond its dimensions.
Non-conforming deliveries will be repacked on Euro pallets for a chargeable fee. Disposable pallets or half pallets will be disposed of without consultation. Mixed pallets will be repacked onto single-article Euro pallets before acceptance.
- Goods need to be packaged in manually handleable boxes (max. 20 kgs), which are labeled on the front of the box with quantity, description of the goods and article/product-number.
- The goods must be bundled in appropriate sub-packages (max. 50 pieces) within their delivery boxes. Un-bundled goods will be subsequently bundled at a surcharge. For printed goods, each individual article must carry the article/product-number.
- Deliveries without a delivery note (listing contact person, our item and order number, quantity of delivery and packing unit per box) are treated as unclear deliveries, will get a replacement delivery note with a provisional item number and will therefore require increased service effort.
- If several items are delivered at the same time, each item must be listed individually and including quantity on the delivery note.

Fees, customs, insurance

- All incoming shipments must freight prepaid. In addition, all shipments from non-EU-countries must customs cleared/released and insured against transport damage.

If the conditions of delivery are not fulfilled, K.O.M.M. GmbH reserves the right to return the goods or to bill the client for the additional expenses.

Delivery conditions for external warehouse, as of January 2nd 2024

Only through standardized processes, a smooth process in receiving goods can be guaranteed. We therefore ask you to note the following delivery conditions to ensure problem-free processing of the delivery of goods:

Delivery address

K.O.M.M. GmbH
Gruber Str. 70
Gate 74 + Gate 75 (delivery by truck / loading ramps)
85586 Poing

Goods intake

Our external warehouse is not constantly staffed. Therefore, all deliveries must be confirmed with us in advance.

Delivery notifications must be sent by e-mail (info@komm-services.de) during office hours (Mon-Thu 8.00 am – 5.00 pm, Fri 8.00 a, - 3.00 pm) one day in advance, and stipulate a time window for arrival.

In addition, the delivery time must be confirmed by telephone (+49 89 904 882 0) at least 60 mins before arrival of the delivery (not before our office hours) in order to ensure staff is on site.

General time slots for a delivery to the external warehouse are

Monday-Thursday:	8.00 am – 4.30 pm
Friday:	8.00 am – 1.00 pm
	Other times possible by appointment

Delivery

- Same as “delivery conditions for Feldkirchen main warehouse”
- Unloading via truck dock
- Unloading must be possible without a forklift.

Fees, customs, insurance

- Same as “delivery conditions for Feldkirchen main warehouse”

If the conditions of delivery are not fulfilled, K.O.M.M. GmbH reserves the right to return the goods or to bill the clients for the additional expenses.