

Delivery and Dispatch Regulations

Effective: August 2026

1. Basics

- 1.1. The following Delivery and Dispatch Regulations are the basis for cooperation with the Ostfriesischen Tee Gesellschaft GmbH & Co. KG (OTG) and apply to deliveries to the plant referred to in No. 2 below. A change in the Delivery and Dispatch Regulations is reserved exclusively to us. Previously issued Delivery and Dispatch Regulations are no longer valid. Deviations are only possible after prior consultation with Purchasing. In the case of non-compliance, we reserve the right to refuse acceptance.
- 1.2. All equipment used for the transport must meet the usual requirements for the transport of foodstuffs. The conventional hygiene rules for food transportation must be respected by the employees transporting the food.
- 1.3. Insofar as a certain temperature requirement is specified for the transport, the maintenance of the temperature before and during transportation and is to be ensured and documented.
- 1.4. Vehicle load capacity bans must always be respected and the goods are to be kept strictly separate from each other. It is up to the vendor to prevent cross-contamination (such as contamination, transmission of germs, etc.) of the goods. Deviations must be reported immediately. Contaminated goods must immediately be sorted out and any spreading to other products must be avoided. Due to the deficiencies identified in the individual case, a decision will be made at the Incoming Goods Department on the next steps (e.g. destruction of goods).
- 1.5. Unless otherwise arranged, deliveries are only permitted with ramp-enabled vehicles. Unloading should be carried out from the back of the trucks. The loading height of the trucks must be at least 90 cm.
- 1.6. The pallet mounting must be uniform except for one short/residual product pallet.

2. Delivery addresses of our plants and warehouses

2.1 Milford Tea GmbH & Co. KG

Meilsener Straße 4, 21244 Buchholz

Contact: Departments of Work preparation and Goods reception

Phone: +49 4181 213-129/-219

Fax: +49 4181 213-133

Delivery times:

Monday – Friday 06:30 – 13:00

2.2 OTG Lager- und Frachtkontor GmbH & Co. KG (North)

Meilsener Straße 8b, 21244 Buchholz-Steinbeck

Contact: Department of Goods reception

Phone: +49 4181 213-165

Delivery times:

Monday – Friday 6:00 – 14:30

2.3 Onno Behrends GmbH & Co. KG

Am Fridericussiel 5 – 7, 26506 Norden

Contact: Department of Disposition

Phone: +49 4931 1895-72

Fax: +49 4931 1895-39

Delivery times:

Monday – Thursday 06:30 – 14:00, Friday 06:00 – 13:30

Special note:

Please note that for deliveries, the entrance on the left behind the windmill is used (Raiffeisenstraße)

2.4 Kräuterhaus Wild GmbH & Co. KG

Meßmerstraße 29, 97508 Grettstadt

Contact: Department of Production planning / Disposition

Phone: +49 9729 9110 0

Fax: +49 9729 9110-50

Delivery times:

Monday – Thursday 06:00 – 14:00, Friday 06:00 – 12:00

2.5 OTG Lager- und Frachtkontor GmbH & Co. KG (South)

Meßmerstraße 31, 97508 Grettstadt

Contact: Department of Goods reception

Phone: +49 9729 9110-91/-86

Fax: +49 9729 9110-89

Delivery times:

Monday – Friday 6:00 – 14:00

2.6 Consignment Warehouse Fruitwork Dienstleistungs Center GmbH

Vollhöfner Weiden 17, 21129 Hamburg

Delivery time slot agreement:

Truck pre-advice must be provided by 14:00 on the day before delivery.

To: abwicklung@fruitwork-dc.de

Cc: materialsupply@lsh-ag.de

Advance shipping notice:

To: software-robby@lsh-ag.de

Cc: abwicklung@fruitwork-dc.de; materialsupply@lsh-ag.de

Time slot agreements and advance shipping notices may also be sent together in one email, provided that the advance shipping notice is already finalized at that time and fully matches the completed delivery note. There must be no discrepancies, in order to avoid error messages during goods receipt posting and to prevent unnecessary delays in goods receipt. In this rare case, the following also applies:

To: software-robby@lsh-ag.de

Cc: abwicklung@fruitwork-dc.de; materialsupply@lsh-ag.de

Please send advance shipping notices to the software robot only once. If corrections are required, they must be sent exclusively to materialsupply@lsh-ag.de, as otherwise the advance shipping notices may be uploaded twice and error messages may occur.

Delivery times:

Monday – Friday 7:00 – 16:00

2.7 Pabst Transport GmbH & Co. KG

Willi-Keß-Straße 9, 97469 Gochsheim, Germany

Delivery times:

Monday to Friday 7:00 – 17:00

Truck pre-advice must be provided by 14:00 on the day before delivery.

To: logistiksteuerung@pabst-transport.de

Cc: materialsupply@lsh-ag.de

3. Notification of delivery

- 3.1. The delivery is to be announced no later than 14:00 the day before delivery by fax/e-mail to the plant to be supplied (upon consultation, order confirmation is sufficient). We reserve the right to assign time slots for delivery. Compliance with prescribed dates is a mandatory requirement in order to avoid unnecessary delays. Costs incurred for downtimes will not be paid.
- 3.2. In the event of non-delivery or partial delivery, the contact person of the plant mentioned in No. 2 must be informed no later than 2 days prior to delivery about the non-delivery or possible partial delivery of items.

4. Shipping documents

All deliveries must be accompanied by sufficient shipping documents (waybill and delivery note) with the following content:

- Vendor name
- Item number and item designation/name
- Order number
- Quantity per container, carton, pallet and total quantity
- Call-off number (if available)
- With tea raw material: Raw material batch
- With organic goods: Eco-control agency number of vendor
- In the case of test material: indication of the project number, the contact person and an explicit reference „test material
- Expiration date (if required)
- Storage conditions (if necessary)
- Delivery note number and delivery note date

Missing delivery papers usually lead to longer waiting times, as the truck cannot be unloaded until the delivery papers are available.

5. Means of transport

5.1.1. Pallets

Unless otherwise agreed, deliveries of raw materials to all locations as well as packaging materials may only be delivered on Euro exchange pallets:

- clean and dry
- perfect condition
- in accordance with the EPAL guidelines (please refer to <https://www.epal-pallets.de/eu-de/qualitaetsklassifizierung>)

Pallets must generally be exchanged on a 1:1 basis upon delivery. The supplier must verify the completed exchange without undue delay after receiving the pallet notes. If a 1:1 exchange does not take place, the supplier is responsible for coordinating and aligning with the relevant consignment warehouse or plant. The supplier must ensure proper tracking of pallet movements; maintaining a pallet account is recommended for this purpose.

If the delivered exchange pallets are of poor quality, they will also be exchanged for corresponding qualities. If no poor quality pallets are available for exchange, this will be documented on the delivery note and charged as one-way pallets. The claim for exchange pallets expires. If the delivering transport company refuses to take the corresponding number of Euro exchange pallets, the supplier undertakes to have the pallets owed by us collected separately. Such collections shall be notified in advance. The costs of the collection shall be borne by the supplier.

5.1.2. Pallets for the medicinal tea area in Kräuterhaus Wild:

Folding boxes, envelope paper, labels and thread intended for use in the medicinal tea area of Kräuterhaus Wild GmbH & Co. KG must be delivered on plastic pallets (H1 hygienic pallets, traffic grey (H1-12080-04-09-oL), supplied by Intech Worldwide GmbH). The plastic pallets must be new or in very good, hygienically flawless condition. Plastic pallets must be cleaned before loading and must be free from contamination. Plastic pallets on which contamination could not be removed by cleaning prior to use, or which show signs of damage, must not be used. Packaging materials delivered on soiled, broken or damaged plastic pallets will be refused acceptance.

5.2. Containers, among other transport means

Empty IBCs, industrial pallets, containers and other transport aids shall be collected and returned in larger quantities. As soon as a larger quantity has been collected, the factory shall inform the supplier. The collection must be notified by the supplier in advance. The costs of the collection shall be borne by the supplier.

5.3. Should bottlenecks with pallets, containers or other transport means occur in our plant, our plant is authorised to issue vouchers. Upon presentation of this voucher, missing pallets, container or other transport means can be requested at a later date.

6. Palletisation

6.1. Mixed pallets are not allowed.

6.2. In general, deviations from the specified dimensions are not allowed! If this is not possible, coordination with the factory is required in individual cases prior to delivery.

Pallet dimensions:

Warehouse	Length	Width	Max. height
Milford Tea GmbH & Co. KG Meilsener Straße 21244 Buchholz	1200 mm	800 mm	1550 mm (tea) 1650 mm (Packaging material)
OTG Lager- und Frachtkontor GmbH & Co. KG (North) Meilsener Straße 8b 21244 Buchholz	1200 mm	800 mm	1050 mm by prior arrangement max. 2100 mm
OTG Lager- und Frachtkontor GmbH & Co. KG (South) Meßmerstraße 31 97508 Grettstadt	1200 mm	800 mm	2100 mm
Onno Behrends GmbH & Co. KG Am Fridericussiel 5 – 7 26506 Norden	1200 mm	800 mm	1550 mm (tea) 1650 mm (Packaging material)
Kräuterhaus Wild GmbH & Co. KG Meßmerstraße 29 97508 Grettstadt <i>Special specifications cuts medicinal tea: half Chep pallets</i>	1200 mm 780 mm	800 mm 580 mm	1550 mm (tea) 1650 mm (Packaging material) 1120 mm

7. Packing and labelling

7.1. Raw material

To avoid confusion, each container is to have the following information for identification:

- Supplier
- Quantity / weight
- Designation
 - for organic goods preceded by the indication „Organic“, supplemented, where necessary, by the additional indication of an association
 - for RA good by the indication of the Supply Chain Modell (eg. RA MB)
 - for Fairtrade goods by the indication „Fairtrade“
 - for vegan/vegetarian, kosher or halal certified goods with the indication of the product status
- Item number
- Best before date (Format DD/MM/YYYY)
- Production date (Format DD/MM/YYYY)
- Batch number (if necessary, in case there is none the best before date in DD/MM/YYYY will be the batch)
- Refrigerated storage (if necessary)
- Special packing and labelling:
 - for organic goods: Eco control agency number of vendor/seal
 - for Fairtrade goods: FLO-ID number of the vendor
- The pallet labelling should have the size DIN A4 and is to be applied to all four sides of the pallet directly over the centre pallet block at a height from 60cm up to 120 cm
- General packing requirement for individual packs in cartons/big-bags/bags: Plastic inner bags/inlays must be in blue color. Exceptions must be agreed in advance with the responsible purchaser.

7.1.1. Specifications big bag:

- The big bag has to be pallet-shaped.
- The loops of the big bags at the top must be between 20 cm – 25 cm long.
- The spout at the bottom must be 40 cm long.
- Herbal tea: the big bag is to be provided with a container label on at least two sides on the upper edge.
- Medicinal tea: the big bag is to be provided with a container label on all four sides at approx. 60 cm height.
- Big Bag hights: max. 1550 mm
Deviations only by prior arrangement.

7.1.2. Specifications of sacks and boxes:

- The weight per sack/ box must not exceed 25 kg.
Each sack/ box must have labelling according to No. 7.1.
- Pallet labelling must be applied on all four sides at approx. 60 cm height.

7.2. Packaging Materials

To avoid confusion, each pallet must be labelled on the front sides with two labels and following information:

- Supplier
- Quantity/ weight
- Designation
- Order number
- Item number
- Best-before-date (if required)

7.2.1. Neutral and printed film

- Delivery of rollers with uniform running metre number / quantity (exception: partial rolls)
- Labelling using label in the roll core with:
 - Running metre number / quantity/ weight if necessary
 - Item designation
 - Item number

7.2.2. Cardboard packaging

- Uniform assignment of pallets per item (single-variety)
- Bundling of the cardboard to a specific number of pieces
- Marking the outer boxes and pallets (front) with the following information:
 - Item designation
 - Article number
 - Quantity

7.3. Finished goods

To avoid confusion, each pallet is to have the following information for identification:

- Item number
- Designation, with organic goods preceded by the indication „Organic“
- Production date
- Best-before date
- Quantity in carton / container
- Optimal storage conditions (cooling Yes / No)
- Batch number
- With organic goods: Eco control agency number of the vendor in barcode (type: Code 128):
 - Item number
 - Batch number
 - Production date
 - Quantity in carton / container

If no batch number is recorded, these provided 10 digits must be filled with a space. With the quantity of cartons, the effective number of packages on the pallet is to be indicated. The pallet labelling should have the size DIN A4 and is to be applied to all four sides of the pallet directly over the centre pallet block at a height from 60 cm up to 120 cm The label is to be stuck onto the shrink wrap or wrap film. Every single box is to be provided with a label. The best-by date is to be visible on each individual box.

7.4. Test material

- Test material to be delivered on separate pallets.
- Each pallet must be marked with the following information in addition to the specifications contained in section 7.1–7.3: project number, contact person and an explicit reference „test material“.

8. Transport securing equipment

Protection must be ensured against slipping with sufficient loading gear. An intermediate layer of foil or cardboard must be placed between the wooden pallet and the goods to prevent dust and dirt from entering (does not apply to finished goods) and the pallet must be covered with foil or cardboard. In principle, it is to be ensured that the basic dimensions of the pallet of 800 x 1200 mm are not exceeded by the transport securing equipment with each type of transport securing devices (e.g., edge protectors, liners, pasteboard). Exceeding of the basic dimensions will inevitably result in a malfunction in the storage.

If the pallet is wrapped or shrunk wrapped for transport security, it should be ensured that:

- each pallet is individually wrapped or shrunk wrapped
- the film ends are snug and will not come off even with multiple handling
- the blocks of pallets are not be wrapped.
- the packaging material stock on the pallet is not bent.

9. Acceptance refusal of defective deliveries

We inspect the goods for compliance with our regulations at the delivery of the goods. Deficiencies will be reprimanded and promptly communicated to the vendor. We reserve the right according to our sole discretion to refuse acceptance of the delivery. Resulting costs, such as machine downtime costs, are to be borne by the supplier.

10. Returns processing

Occurring returns are to be picked up within a period of 7–10 days. This period begins with the first contact between the contact person in the plant, Purchasing and the vendor. The following information should be noted when picking up:

- When a return is to be picked up a return, the pick-up order is to be submitted.
- Dates for returns are to be discussed with our plants.
- Exchangeable empty pallets must be brought according to the amount of the pallets to be picked up. If this is not the case, we will invoice the vendor € 25 per loading device.