

**GENERAL TERMS AND CONDITIONS OF BUSINESS SPECIAL  
COLLECTION and DELIVERY  
FOR KTA EXPRESS LOGISTICS**

This arrangement for collection and delivery for KTA Express Logistics and its partners or customers defines the requirements that must be followed for the smooth processing of logistics processes and information flows between KTA and its logistics partners. Without exception, all orders from KTA are valid and are to be preferred to any orders from third parties. If the content of the KTA transport order is unclear or differs, you must immediately contact the responsible KTA employee without exception and wait for further instructions. This arrangement is valid regardless of other transport conditions and is part of the contract, unless otherwise agreed in writing in individual cases. In the event of non-compliance with this order, the supplier may be charged with additional costs incurred or be held liable for any losses or penalties of any kind.

Deliveries and collections

The unloading or delivery point can be found in the framework agreement or the transport order and must be forwarded by the supplier to its respective sub-partner, including all relevant additional detailed information. When collecting or delivering via a ramp, it is not permitted to position other third-party goods on the loading area in front of the KTA goods, which must first be unloaded before the KTA goods can be unloaded. If the resulting reloading activities result in damage or destruction of third-party goods, KTA is only liable for this in cases of willfulness.

When delivered or delivered, vehicles must be roadworthy in accordance with the applicable legal regulations and suitable and tested load securing options must be available in accordance with the intended use.

Any deviations from the transport order or damage to the transported goods must be reported to KTA immediately and recorded using photos. If the goods are not in the correct condition before they are picked up or loaded, this must be expressly noted on the CMR and confirmed in writing by a signature from an authorized person at the pick-up location. Subsequent complaints are not possible and any damage and resulting additional costs will be charged to the supplier or the supplier will be held liable for any losses or penalties of any kind that occur.

There is an absolute ban on alcohol and drugs. Furthermore, it is important to pay attention to the side effects or impairments and the resulting inability to drive due to taking medication. Failure to comply will invariably be punished by criminal law.

The applicable StVO at the delivery or delivery location must be observed and adhered to. We require personal and up-to-date protective equipment for drivers. Any additional protective equipment will be announced before transport according to KTA instructions and must be carried accordingly.

All delivery and delivery areas must be left clean. Dumping garbage on the company premises is not permitted. In the event of a violation, cleaning costs or penalties will be charged.

The delivery and collection dates stated in transport orders are always to be understood as the arrival dates at the recipient. Immediate written information is required at [dispo@kta-express.at](mailto:dispo@kta-express.at) if deadlines cannot be met. In the event of non-compliance, the supplier may be charged with additional costs incurred or be held liable for losses or penalties of all kinds.

### Euro pallets

When delivered on Euro pallets, the packaged goods must not protrude beyond the dimensions of the pallet. In any case, strict attention must be paid to appropriately securing the pallets and the goods on them. The quality of the Euro pallets used must comply with EPal standards. ([www.epal-pallet.org](http://www.epal-pallet.org)). Euro pallets used must comply with DIN EN 13698-1 and the goods standard UIC 435-2. Defective Euro pallets will not be accepted and will not be exchanged.

### Grid boxes

The quality of the DB grid boxes used must correspond to the EPal standards ([www.epalpallet.org](http://www.epalpallet.org)). DB lattice boxes used must comply with DIN 15155 and the UIC 435-3 goods standard and strict attention must be paid to ensuring that the lattice boxes are secured accordingly. Defective mesh boxes will not be accepted and will not be exchanged.

### Documents and billing

Freight documents, in particular CMR and delivery notes, must be sent in GOOD readable quality immediately after successful delivery to [dispo@kta-express.at](mailto:dispo@kta-express.at) or via message service to +43 7472 24189 0. It should be noted that the following points are visible:

- Shipper
- Quantity, type and weight of cargo
- Recipient
- Stamp consignor
- Stamp recipient
- Reference documents or delivery sheet number.

Without exception, legible and completely completed CMRs are forwarded to the billing department. Incomplete photos of CMR or CMRs that are not easy to read will not be accepted and are considered not received. According to the transport order, payment can only be released once all transport documents have been verifiably received by KTA.

Amstetten, October 2024