

Collecting goods at Welser



Dear customer,
dear carrier,

The "Welser Profile GmbH" is a company acting on a worldwide scale. Hence, we welcome up to 50 trucks a day at our factory in Gresten, Austria, where we collect goods for our customers from all around the world.

To guarantee a smooth and efficient loading which satisfies our customers, we may ask you to follow some basic guidelines if you want to collect goods at our premises.

- **Loading times**

You can collect goods from **Monday to Friday, 5:00 a.m. to 7:00 p.m.**

- **Registration**

To avoid downtimes, please, register your truck at least one day before arrival by providing the following information:

- **plate numbers**
- **date of pick up** (including time of arrival, if possible)
- **reference number** (our delivery number)

- **Transporeon**

For that very reason, the Welser Profile GmbH is using the **time slot management tool from Transporeon.com**. We highly recommend making use of this service in order to ensure prompt loading. Trucks not being announced for pick-up via Transporeon.com will have to take into account downtimes as **those who book a time slot for loading will be preferred** to comply with the slots booked. More details for announcing pick-up via Transporeon can be found in the download section of our website www.welser.com.

- **Arrival**

To assign a special load to a truck to, we need information provided by you. So we ask you to pass the information provided by us (especially the reference number) to your carrier/truck driver, so we can make sure to load your goods to the correct truck.

- **Type of vehicle**

If you provide a vehicle for loading, please, make sure it is suitable for loading of the goods and it can carry the weight. Information about weight and volume of the load can be found in the collection/dispatch notification provided by us. If you are not sure whether your vehicle can pick up the load or not, please, do not hesitate to ask our scheduling personnel for further information.

- **Load securing**

Please, take care that your vehicle comes with enough securing utilities to ensure safe transportation of the load. You can find further information about load securing in the download section of our website www.welser.com. Moreover, it is essential to follow the corresponding instructions of our personnel while securing your load.

- **Security and conduct**

In the download section of your website you will also find detailed information about security and rules of conduct while staying at our premises. We ask you to instruct your truck drivers about these rules. If your driver fails to comply with the rules, we reserve the right to relegate the truck without loading at your costs.

- **Transport documents**

Every truck driver will receive correct shipping documents from us after loading has finished. As a general rule the driver will receive both, a CMR and a delivery note. If the goods are exported into third countries, the documents will also include all customs documents required. Furthermore, we recommend to always carry a company stamp with you.

- **Weighing**

Every truck will be weighed before leaving our premises. **We will not allow a truck to leave if its total weight exceeds the allowed limit as laid down in traffic regulations.** If the maximum allowed weight is exceeded because of additional cargo or empties, we reserve the right to unload a part or the whole cargo at your costs and to wait until you provide a suitable vehicle.

If you consider all information and tips provided, nothing should affect a prompt and save loading to the satisfaction of all parties involved.

We are looking forward to welcoming your truck at our plant.