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Dear customers,  
Dear carriers,

In order to achieve a smooth and efficient process for the delivery and/or collection of equipment, which also satisfies you as our customer/service provider, we would ask you to observe a few important points when you wish to deliver or collect material from us:

## **Loading/unloading times**

### **Plant Gresten, AT**

Loading/unloading:

- Monday to Thursday, from 07:00 a.m. to 4:30 p.m.
- Friday from 07:00 a.m. to 03:00 p.m.

**Break time (no loading/unloading):**

- 12:00 a.m. - 12:30 p.m.

### **Plant Bönen, GER**

Loading/unloading:

- Monday through Thursday, from 06:00 a.m. to 04:00 p.m.
- Friday from 06:00 a.m. to 14:00 p.m.

**Break time (no loading/unloading)**

- 11:15 - 11:45 a.m.

## **Registration**

Upon arrival, the driver must register with the porter using the reference number (order number) and will receive the information for entry to the plant if registration is successful. We therefore ask you to forward the order number you have received from us to your forwarding agent/truck driver so that we can clearly assign the corresponding loading/unloading point to him. In the event of an unsuccessful registration, no access to the plant will be granted.

## **Vehicle type**

When providing a vehicle, please make sure that it is also suitable for loading/unloading the corresponding goods and can also carry the weight of the load. Information on the weight of the load can be found in the pick-up/dispatch notification provided. If you are not sure whether your vehicle is suitable for loading/unloading the goods in question, our equipment issue team will be happy to answer your questions at any time.

## **Load securing**

Please ensure that your truck has sufficient load securing equipment. You can also find information on securing loads in the download section of our website. In addition, the instructions of our loading personnel must be followed when securing the load.

## **Safety and rules of conduct**

In the download section of our website [www.welser.com](http://www.welser.com) you will also find information about the safety regulations and rules of conduct on our factory premises. We ask you to inform your drivers accordingly. In the event of non-compliance, we reserve the right to remove the truck from our premises at the expense of the person collecting it.

## **Transport documents - loading**

Every truck driver receives the appropriate and correct shipping documents from us. As a rule, these are the consignment note and delivery bill. For exports to third countries, the truck also receives all export-relevant documents. A company stamp is recommended in all cases.

## **Transport documents - unloading**

Every truck driver must be given the correct shipping documents by the supplier and must also carry these with them when unloading. As a rule, these are the consignment note and delivery bill. If these documents were not provided by the supplier, they must be sent electronically to the dispatch staff before unloading.

## **Weighing - loading**

Every truck loaded at Welsers Profile is weighed when it leaves the factory premises. Under no circumstances will a vehicle that exceeds the maximum permissible total weight according to the Road Traffic Regulations leave our factory premises. If its total weight exceeds the maximum permissible total weight according to the StVo due to additional loads or loaded empties, we reserve the right to unload some of our goods or the entire load at your expense and to wait for the provision of a suitable replacement vehicle.

If you follow all these instructions and tips, nothing will stand in the way of a quick and smooth loading/unloading.

We look forward to welcoming your vehicle to our premises