

**Commercial-Logistic Requirements  
Klüber Lubrication NA LP**



Important Notes for Suppliers		Chemical Products	Packages
1	<p><b>Designation of documents</b> The Klüber order number and the article number must be entered into every document, e.g. confirmation of order – delivery note – invoice – other documents</p> <p>On <b>invoices</b> in addition it is necessary to indicate</p> <ul style="list-style-type: none"> <li><b>first and last name, or the e-mail address of the person having placed the order</b></li> </ul>	X	X
2	<p>As general rule, we expect <b>written confirmation</b> within 1 working days upon receipt of our order. The <b>confirmation</b> should be sent to the <b>sender's order mail</b> address or to <a href="mailto:purchasing@us.kluber.com">purchasing@us.kluber.com</a>.</p> <p>The confirmation of an order should bear the exact day of delivery. We <u>do not accept</u> delivery dates such as "arriving approx. on", "calendar week" etc.</p> <p>Date changes shall be advice as soon as possible.</p> <p>Deadlines for communication deviations are given in our "Information for Suppliers", section 11, "Meeting deadlines"</p> <p>Any deviation between the confirmed and goods receipt date, will affect your supplier assessment negatively, even it could be possible to issue a complaint if the late delivery would affect our productions..</p>	X	X
3	<p>Our internal <b>delivery address and timetable</b> (see order, top left) states on all our orders and must be adhered to.</p> <p>Goods delivered in tank truck must respect the downloading timetable (from 7 am to 14:00 pm). Expenses that happen due to download out of timetable will be responsible of the supplier.</p>	X	X
4	<p><b>Delivery papers / Delivery note</b> With every delivery the respective delivery note is required and to be presented. <u>The delivery note shall include</u> at minimum:</p> <ul style="list-style-type: none"> <li>- Klüber order and article number</li> <li>- Product designation</li> <li>- Amount</li> <li>- Type and number of packaging units</li> <li>- Gross-, tare- and net weight</li> <li>- Batch Number(s)</li> </ul> <p>In addition, for goods supplied in <b>tank truck</b>, it is required to present at unloading time:</p> <ul style="list-style-type: none"> <li>- <b>Cleaning Certificate</b> Cleaning must be ensured for the tank as well as for all associated pipes and air lines.</li> <li>- <b>Ticket with the weight</b></li> <li>- <b>The tank must be sealed with a numbered seal (same number and documents)</b></li> <li>- <b>The remaining shelf life of the delivered goods shall still be at least 50% of the guaranteed shelf life when they are received by us.</b></li> <li>- <b>Other specific measures you could see in the order</b></li> </ul>	X X X X X X  X  X	X X X       X

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Londonderry, New Hampshire  
32 Industrial Drive, Londonderry, NH 03053  
603 647 4104

Tyler, Texas  
9010 County Road 2120 Tyler, TX 75707  
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Version 3, 08.26.2022  
Replaces version 2, 09.07.2020



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5	<p><b>Certificate of Analysis</b> Shipment of goods must be unique batch, preferentially. Never more than two batches</p> <p>We expect to be in receipt of an inspection certificate or an equivalent internationally accepted test report by delivery at the latest.</p> <p>Please, send certificate of analysis to the following e-mail, you can do it in advance to the arrival: <a href="mailto:purchasing@us.klueber.com">purchasing@us.klueber.com</a></p> <p>The lack of CoA at the reception of the goods, it is object to issue a complaint to the supplier.</p>	X	
6	<p><b>Designation of packaging units for chemical products</b></p> <ul style="list-style-type: none"> <li>• Supplier's designation</li> <li>• Batch number</li> <li>• Weight</li> </ul>	X	
7	<p><b>Pallets, labelling of pallets for packaging materials</b> Packaging materials have to be delivered on pallets .</p> <p>Pallets must be labelled in sufficient size, one label each on the long and short side. Alternatively, each individual packing sub-unit can be labelled. <b>Information required:</b></p> <ul style="list-style-type: none"> <li>• Klüber designation</li> <li>• Klüber article number</li> <li>• Number of units per pallet/packing sub-units</li> <li>• If available, batch number(s)</li> </ul>		X
8	<p><b>Undamaged conditions of goods</b> We expect goods to be delivered in undamaged/unspoilt condition so that we can use the materials(s) without any risk. This applies for packaging units (no dents, no fissures, etc) as well as pallets and the like.</p>	X	X
9	<p><b>Safe Loading</b> Goods must be loaded and transported according to legal regulations and the current guidelines of the FMCSA.</p>	X	X
10	<p><b>Tank trucks-equipment, loading</b></p> <ul style="list-style-type: none"> <li>• All tank trucks have to be equipped with a fall arresting device (safety rail)</li> <li>• In case of multi-chamber tank trucks: For every product as few chambers as possible are to be used</li> <li>• Every chamber has to be secured by a seal</li> <li>• Hoses from Klüber's inventory are used for unloading.</li> </ul> <p>Non-compliance with the regulations stipulated above can entail additional costs for the supplier, e.g. for cleaning, additional staff, postponing production as well as flat charge for complaint handling.</p>	X	

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11	<p><b>Safety Regulations</b> Drivers are required to observe the safety regulations of Klüber when unloading their goods. These are: - Wearing safety glasses (in areas where mandatory) - Wearing safety shoes</p>	<b>X</b>	<b>X</b>
12	<p><b>Facturas</b> Please, <b>address invoices</b> to: Klüber Lubrication NA LP PO BOX 131359 TYLER, TX 75713</p> <p>Or by e-mail: <a href="mailto:accounting@us.klueber.com">accounting@us.klueber.com</a></p>	<b>X</b>	<b>X</b>

Date of manufacture or expiry date can be informed also in the CoA, delivery note or any other document agreed with the supplier, too.

If you use an external company for deliveries to us, please make sure that these requirements are verifiably passed on to the service provider delivering to us.

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