1. **Delivery address**

   Neudorf 25  
   AT-4690 Schwanenstadt  
   Phone: +43 7673 80510-0

2. **Office hours for incoming goods**

   **Monday to Thursday**
   between 7:00 a.m. and 12:00 a.m.  
   between 1:00 p.m. and 4:00 p.m.

   **Friday**
   between 7:00 a.m. and 12:00 a.m.

3. **Terms of delivery: Incoterms 2010**

   Incoterms 2010 will be valid for the interpretation of the terms of delivery.

4. **Delivery note**

   The original delivery note needs to be assigned to the waybill. A copy of the delivery note must be put in a shipping document pouch and has to be fixed on the front side of the package respectively on the pallet.

5. **Invoices**

   Invoices had to be sent by separate mail. Do not enclose invoices to the package in any case.

6. **Packaging:**

   On every outer package the following additional information has to be printed or labeled on visibly:
   eight-digit RWM-Arges-material no., Purchase Order no., RWM-Arges name of item, production date, despatcher and item quantity.

   It is not allowed to exceed the following dimensions:
   The dimension of the Euro-pallet, the max. weight of 1.000 kg (2.204 lbs), as well as the max. weight of 18 kg (lbs) of a cardboard box and the max. height of 1,6m (63in) for a pallet.
   Exceedings have to be agreed by the consignee in advance.

   The shipping unit needs to be stockable and stackable.