

# Hamilton General Delivery Instructions

Delivery Instructions of Hamilton Bonaduz AG, Hamilton Medical AG and  
Hamilton Storage GmbH  
(hereinafter referred to as "Hamilton")

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## 1 Introduction

### 1.1 Scope

The following General Delivery Instructions form the basis for the terms of business between Hamilton and its suppliers. Each supplier's General Terms and Conditions of Business, Delivery and Payment shall not become part of the contract, even if these are sent to Hamilton in an order confirmation or in a commercial letter of confirmation, and the contractual partner carries out the delivery or service without prior objection by Hamilton.

It is the supplier's responsibility, both internally and externally, to ensure that all parts delivered are properly and sufficiently protected, marked and packed so that they reach their destination safely.

The supplier must comply with the Delivery Instructions and take national and international regulations and laws into account.

If a document assigned to the product or otherwise agreed to in writing specifies the subject of packaging, labelling and marking, this (or these) shall have a higher priority than these Guidelines.

### 1.2 Other Applicable Documents

Document	Source
Exchange of Euro Pallets: Recommendation of GS1 Switzerland and ASTAG	<a href="https://europalettentausch.gs1.ch/de/home">https://europalettentausch.gs1.ch/de/home</a>

## 2 Accompanying Documentation and Papers

Invoices must be sent to the postal or e-mail address stated on the order. Invoices enclosed with the delivery will not be considered.

### 2.1 Delivery Slip

The delivery slip must always be affixed in a clearly visible position on the outside of the shipping item. If possible, papers required by customs must be affixed separately on the outside and marked as customs documents. This is in an effort to have customs officials not remove documents.

Delivery Slip Minimum Requirements (for Orders Without Hamilton Item Numbers)
• The delivery slip must be documented in either German or English.
• Return address [1]
• Receiving address (Hamilton address) [2]
• Hamilton order number → written out in full (always begins with "REQ"... ) and, if possible, as a scannable code (Code-128, data matrix,...) [3]
• Hamilton item number → written out in full and, if possible, as a scannable code (Code-128, data matrix,...) [4]
• Hamilton revision and Hamilton item text [5]
• Delivery quantity and order unit [5]
• For items with a limited shelf life or increased traceability requirements: Batch number/expiration date → written out and, if possible, as a scannable code (Code-128, data matrix,...) [6]
• Number of packages belonging to the consignment
• In the case of partial deliveries, a corresponding note must be made on the delivery slip

On purchase orders for orders with a Hamilton item number, the information for the delivery slip can be found in the following positions:



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## Delivery Slip Minimum Requirements (for Orders Without Hamilton Item Numbers)

- The delivery slip must be documented in either German or English.
- Return address [1]
- Receiving address (Hamilton address) [2]
- Hamilton order number [3] → written out in full (always begins with "REQ"... ) and, if possible, as a scannable code (Code-128, data matrix,...)
- Hamilton contact person [4]

On purchase orders for orders without a Hamilton item number, the information for the delivery slip can be found in the following positions:

The image shows a Hamilton Purchase Order form. Callout 1 points to the 'Invoice address' field. Callout 2 points to the 'Delivery address' field. Callout 3 points to the 'Purchase Order' number 'REQ00'. Callout 4 points to the 'Ordered by' field in the contact information section. The form includes a table with columns for '#', 'Quantity', 'Description', 'Unit Price (excl. VAT)', and 'Subtotal (excl. VAT)'. Below the table, there is a section for 'Business unit', 'Vendor account', 'Vendor name', 'Ordered by', 'Requester', 'Delivery location', 'Cost center', 'Project ID', and 'Est. delivery date'. At the bottom, there is a disclaimer: 'This document is created electronically and is valid without signature. Contract review: The supplier is obliged to carry out the contract review and to confirm in writing the order and the acceptance of our General Conditions of Purchase AEB within 5 working days. Our terms and conditions apply exclusively to AEB: http://www.hamiltoncompany.com/about-us/company-overview/general-information'.

## 2.2 Packing List (Container Content List)

As soon as a shipment contains more than one package, a separate packing list must be enclosed with each package. The packing list contains information about the specific package.

### Packing List Minimum Requirements

- The packing list must be documented in either German or English.
- Return address
- Receiving address (Hamilton address)
- Hamilton order number → written out in full and, if possible, as a scannable code (Code-128, data matrix,...)
- Hamilton item number → written out in full and, if possible, as a scannable code (Code-128, data matrix,...)
- Hamilton revision and Hamilton item text
- Delivery quantity and order unit
- For items with a limited shelf life or increased traceability requirements: Batch number/expiration date → written out and, if possible, as a scannable code (Code-128, data matrix,...)

## 2.3 Test Reports, Supporting Documents and Certificates

Any test reports, supporting documents or certificates required or requested in the order must be enclosed with the material or sent in advance via e-mail.

### 2.3.1 Transmission of Documents via E-Mail

Test reports, supporting documents and certificates can be sent in advance via e-mail. The Hamilton order number and the Hamilton item number must be written in the subject line of the e-mail. Sending of the documents in advance via e-mail must be noted on the delivery slip. The following e-mail addresses must be used for the sending of the documents.

Delivery Address	E-Mail
Hamilton Bonaduz AG Parc Industriel Vial 10/12 7013 Domat/Ems Switzerland	<a href="mailto:igi.shs.ch@hamilton.ch">igi.shs.ch@hamilton.ch</a>
Hamilton Medical AG Parc Industriel Vial 10/12 7013 Domat/Ems Switzerland	<a href="mailto:igi.shs.ch@hamilton.ch">igi.shs.ch@hamilton.ch</a>
Hamilton Storage GmbH Parc Industriel Vial 10/12 7013 Domat/Ems Switzerland	<a href="mailto:igi.shs.ch@hamilton.ch">igi.shs.ch@hamilton.ch</a>
Galliker Transport AG Knotternstrasse 9 9422 Staad Switzerland	<a href="mailto:lager.staad@galliker.com">lager.staad@galliker.com</a>
Gebr. Kuoni Transporte AG Via Zups 2 7013 Domat/Ems Switzerland	<a href="mailto:logistik@kuoni-gr.ch">logistik@kuoni-gr.ch</a>
Planzer Logistik AG Ebnatstrasse 165 8207 Schaffhausen Switzerland	<a href="mailto:schaffhausenadministration@planzer.ch">schaffhausenadministration@planzer.ch</a>
Schönholzer Transport Weinfelderstrasse 6 8560 Märstetten Switzerland	<a href="mailto:Logistik2@schoenholzer-transport.ch">Logistik2@schoenholzer-transport.ch</a>

## 3 Packaging and Load Carriers

The following factors must be considered when choosing the packaging:

- Protection against transport and storage damage (for example, protection against dirt, ESD, damage or contamination)
- Solid wood packaging and load carriers must be heat-treated (HT – heat treatment in accordance with ISPM 15)
- Use the smallest packaging possible
- In principle, over- or underdeliveries of specific quantities are not accepted. If over- or underdeliveries are permitted (contractually agreed to), containers that do not contain the mutually agreed-upon or usual delivery quantities must be marked (for example with "Partial Quantity").
- Products must always be delivered in the same, agreed-on product and container packaging.
- Contractually agreed or customary quantities of product or container packaging may not be changed. If quantity adjustments must be made, this must also be discussed with Hamilton in advance.
- Transport packaging, container packaging and product packaging must be storable, stackable and suitable for roller conveyors.
- Empty spaces must be filled with suitable filling material.

Hamilton distinguishes between three types of packaging:

- Product Packaging
- Container Packaging
- Transport Packaging

### 3.1 Product Packaging

The product packaging is the smallest packaging possible.

The packaging, both reusable and disposable, must be selected so that the goods are optimally packed and protected against negative influences such as damage and soiling. A product's packaging can contain more than one (1) piece. However, the packaging must be batch number and revision clean. Possible corrosion, static charge or contamination of the goods must be excluded by the packaging. The product packaging must be storable.

#### 3.1.1 Labelling of Product Packaging

All product packaging must be clearly marked and identifiable.

##### Labelling Product Packaging Minimum Requirements

- Hamilton item number → written out in full and, if possible, as a scannable code (Code-128, data matrix,...)
- Hamilton revision and Hamilton item text
- Quantity and order unit
- For items with a limited shelf life or increased traceability requirements: Batch number/expiration date → written out and, if possible, as a scannable code (Code-128, data matrix,...)

## 3.2 Container Packaging

The container packaging contains several product packages.

The packaging, both reusable and disposable, must be selected so that the goods are optimally packed and protected against negative influences such as damage and soiling. A container's packaging can contain more than one (1) piece. However, the packaging must be batch number and revision clean. Possible corrosion, static charge or contamination of the goods must be excluded by the packaging. The container packaging must be storable.

### 3.2.1 Labeling of Container Packaging

All container packaging must be clearly marked and identifiable.

#### Container Packaging Labeling Minimum Requirements

- Hamilton item number → written out in full and, if possible, as a scannable code (Code-128, data matrix,...)
- Hamilton revision and Hamilton item text
- Quantity per container package and order unit
- For items with a limited shelf life or increased traceability requirements: Batch number/expiration date → written out and, if possible, as a scannable code (Code-128, data matrix,...)
- Old, no longer valid labels must be removed from reusable containers

## 3.3 Transport Packaging

Transport packaging can contain several product packages or containers.

The transport packaging must be designed according to the distribution channel, transport load and product sensitivity. Robust materials can also be shipped without additional transport packaging.

#### Requirements for Transport Packaging

- Edge protectors or cardboard layers must be used to prevent the strapping or film from cutting into the shipping unit.

*Example of the use of edge protection:*



- Empty spaces must be filled with suitable filling material.
- The packaging must allow for stacking. If stacking is not permitted, this must be marked accordingly.

*Example marking "DO NOT STACK":*



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## 3.3.1 Load Carriers

For loads of 25 kg or more, the container must be delivered on a load carrier that can be driven underneath (Euro pallet).

Euro pallets (120 x 80 cm) or half pallets (80 x 60 cm) are permitted as load carriers. Other load carriers are only permitted for long or large items that cannot be delivered on Euro pallets (120 x 80 cm) or half pallets (80 x 60 cm). The use of compressed wood pallets or other disposable pallets must be agreed upon with Hamilton.

Requirements for Load Carriers
• Load carriers must be undamaged and must not have any protruding wood chips or nails.
• The goods must be firmly affixed to the load carrier.
• The load carrier must be accessible (with hand pallet truck and forklift).
• Only Euro pallets in accordance with EN 13698-1 may be used. If load carriers other than Euro pallets are used, this must be agreed with Hamilton.
• Disposable pallets may be used as long as they comply with the dimensions and strength specifications of EN 13698-1
• Packaging material must not protrude beyond the load carrier (e.g., wrapping film, accompanying documents, cardboard inserts, etc.).
• Protrusions are to be avoided and only permitted in consultation with Hamilton.
• The maximum pallet height is 245 cm. If this dimension is exceeded, this must be agreed with Hamilton.
• The maximum pallet weight is 1000 kg. If the weight is exceeded, this must be agreed with Hamilton.

## 3.3.2 Exclusion Criteria for Exchangeability of Euro Pallets

The recommendations of GS1 Switzerland apply: [www.europalettentausch.ch/de/home](http://www.europalettentausch.ch/de/home)

Rotten pallets and pallets that are in visibly poor condition cannot be accepted for reasons of hygiene.

## 3.4 Special Features of Collective Packaging

Collective packaging (several items or batch numbers in one package) must allow for a clear identification of the individual items. The individual items must be grouped together in manageable sub-packages.

Collective packaging must be marked as such (e.g., "mixed pallet").

## 3.5 Delivery of Sets

A set consists of several loose parts that are traded under one item number.

Deliveries as a set are generally not permitted. If it is unavoidable to deliver sets, these must be clearly marked as such. Deliveries as a set must be approved by Hamilton.

## 3.6 Batch Numbers and Expiration Dates

If a batch number has an expiration date, this batch number may only have a unique expiration date.

## 3.7 Marking of Dangerous Goods










Goods that contain hazardous substances require special marking and labelling on the product, container and transport packaging as required by law. The dangerous goods must be marked with a UN number and labelled with the corresponding signs and symbols.

The markings must be clearly identifiable. This means that all labels must be visible from the outside (e.g., they must not be covered with adhesive tape). Any necessary accompanying documents must be supplied with the goods. In addition, packaging and load carriers approved for the hazardous substances must be used.



## 4 Transport and Intermediate Storage

In principle, the packages must always be handled with the appropriate care. During transport or any interim storage, the generally applicable instructions on the packages must be observed. The following instructions must always be observed:

Symbol	Meaning
	This Side Up: Display of the correct upright position of the package.
	Fragile: Handle with care.
	Keep Away From Rain: The package(s) should be kept out of the rain and stored and transported in dry conditions.
 oder	Do Not Stack: Vertical stacking of packages is not permitted.
	
	Stack Limit by Number: Vertical stacking is only permitted for the specified number of packages.
	Temperature Limit: Specification of the maximum and minimum temperature at which the goods are to be stored, transported or used.
	Moisture Limit: Specification of the maximum and minimum humidity at which the goods are to be stored, transported or used.
	Atmospheric Pressure Limit: Specification of the maximum and minimum atmospheric pressure at which the goods are to be stored, transported or used.

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## 5 Notification

Deliveries made directly to Hamilton do not have to be notified.

Hamilton delivery address:

Parc Industrial Vial 10  
7013 Domat/Ems  
Switzerland

If external warehouses are affected, notification is absolutely necessary. The notification must be made one day in advance.

The following e-mail addresses must be used for notification purposes:

Delivery Address	E-Mail
Galliker Transport AG Knotternstrasse 9 9422 Staad Switzerland	<a href="mailto:lager.staad@galliker.com">lager.staad@galliker.com</a>
Gebr. Kuoni Transporte AG Via Zups 2 7013 Domat/Ems Switzerland	<a href="mailto:logistik@kuoni-gr.ch">logistik@kuoni-gr.ch</a>
Planzer Logistik AG Ebnatstrasse 165 8207 Schaffhausen Switzerland	<a href="mailto:schaffhausenadministration@planzer.ch">schaffhausenadministration@planzer.ch</a>
Schönholzer Transport AG Martinipark Halle 5 Martinistrasse 6 8552 Felben-Wellhausen Switzerland	<a href="mailto:hamilton@schoenholzer-transport.ch">hamilton@schoenholzer-transport.ch</a>

### 6 Measures To Be Taken in the Case of Non-Compliance With These General Delivery Instructions

The supplier must ensure that carriers commissioned by them only use vehicles that have sufficient means and possibilities to ensure that the goods reach the place of delivery in proper condition. Goods delivered in damaged condition can be refused and returned at the expense of the supplier.

Shipments that deviate from these delivery instructions and have to be re-palletized, restacked or repacked or that require clarification are included in the supplier evaluation. In addition, Hamilton reserves the right to charge for the related expenses incurred.

#### 6.1 Limitation of Liability

The obligation to provide sufficient packaging protection and a sufficient form of packaging shall also apply to the supplier if the risks have been agreed upon; otherwise, in accordance with the international trade terms (Incoterms).

Hamilton reserves the right to take recourse (i.e., legal action) against the supplier in the event of damage or loss, provided that such damage or loss is due to the lack of packaging or defective packaging, as correct packaging is a secondary obligation of the seller, under the terms of a sales contract.

Packaging is considered defective if it does not meet the requirements as defined in this document or specifically agreed upon. Defective packaging is considered by Hamilton as a quality defect in the product.

### 7 Applicable Law and Place of Jurisdiction

Swiss law applies, excluding the United Nations Convention on Contracts for the International Sale of Goods (also known as the Vienna Convention). The exclusive place of jurisdiction is the competent court in Domat/Ems, Switzerland.