

General Delivery Specifications of Ivoclar Vivadent AG, Liechtenstein

1 Delivery Documents

- (1) The required documents need to be either in German or English. If not, an additional translation need to be enclosed.
- (2) For each inbound delivery, the following documents must be sent by e-mail to MBLICUSTImport@ivoclar.com with reference to the IV order number:
 - Commercial Invoice (Import, Chapter 6)
 - Packing List or Delivery Note
 - Customs Documents (Import Chapter 6)
 - Number of Packages or Pallets
- (3) The Avis notification of the Delivery has to be 24h in advance.

1.1 Delivery Note

- (1) Deliveries are only possible with a delivery note.
- (2) The carrier must ensure the delivery note with the delivery of the goods.
- (3) The following information must be included in every delivery note:
 - IV-Order Number
 - IV-Material Number
 - Serial Number (if applicable)
 - IV-Batch (if applicable)
 - Batch Split (if applicable)
 - Manufacturing Date (if applicable)
 - Expiry Date (if applicable)
 - Type and number of the load carrier (e.g. pallets) or the handling units
 - Delivery Quantity
 - Delivery Date
 - Delivery Note Number
- (4) The delivery note number must be printed as a barcode (unidimensional, Code 128).

1.2 Packing List

- (1) With the delivery, a packing list needs to be supplied per each package including with their content.
Every shipment has to have an overall packing list, which includes the summary of packages and package numbers. (if applicable)
- (2) In addition, the packing list including the content needs to be attached on the handling unit.

1.3 Transport Documents

- (1) For each delivery point, the supplier or shipping agent must hand over a separate consignment note to the freight forwarder.
 - Road Transport: Consignment Note (CMR)
 - Air Freight: Air Waybill
 - See Freight: Bill of Lading
- (2) The name of the carrier / forwarder must be given on the consignment note.
- (3) Type (e.g. carton or pallet) and number of load carriers must be listed.
- (4) It must be stated whether the load carrier is a one way or barter load carrier.
- (5) The freight agent is responsible and needs to ensure that the consignment note is available at time of the delivery.

1.4 Certificates

Certificate of analysis or other certificates which are part of the delivery and must be sent to AZAnalytik@ivoclar.com by e-mail with reference to the IV-order number at any time.

2 Product Protection and Packaging

2.1 Packaging

- (1) Material or product packaging must be sorted. This means that different articles are not allowed to be combined in a single packaging.
- (2) Materials with different batches, expiration or manufacturing dates are not allowed to be in the same handling unit.
- (3) Wood crates will not be accepted.
- (4) Storage materials are ideally delivered in standard boxes, which are always the same size and contain the same amount of the item.
- (5) If there are residual quantities due to production, this must be clearly marked on the relevant standard box (e.g. «Caution, residual quantity»)
- (6) The maximum weight per handling unit is 15 kg.

2.2 General Product Protection

- (1) There must be an industry-standard transport security (material- and resource saving). This means: the smallest possible packaging with the greatest possible degree of filling.
- (2) Handling units must not protrude upwards or laterally beyond the load carrier. The load carrier must be larger than the handling unit.
- (3) Make sure that the packaging is stable so that after removing the transport protection, safe storage, further transport and individual removal of the individual cardboard boxes is possible.
- (4) Lightweight, not stackable or slightly moveable articles must be secured against slipping.

2.3 Specific Product Protection

The packing instructions are in addition to the general delivery specifications, which have to be agreed with the respective supplier in advance.

3 Labelling

3.1 Labelling of Outer Packaging

- (1) The marking must be clearly legible on the side of the handling unit.
- (2) The marking of a handling unit must contain the following data fields - numerically and also as one-dimensional barcode (code 128) or 2D (data matrix):
 - IV-Material Number
 - IV-Batch (if applicable)
 - Serial Number (if applicable)
 - Quantity per handling unit (numerical description is sufficient)

3.2 Labelling of Load Carrier

- (1) The marking of handling units must be visible from the outside (e.g. through the wrapping foil/shrink wrap).
- (2) The delivery pallet must be clearly marked, if the pallet contains more than one batch number or different articles on the delivery pallet. This marking must be visualized so that it can be recognized with which handling unit the new batch starts.

3.3 Specific Features of Dangerous Goods

- (1) The marking must follow the national and international legal regulations.
- (2) Dangerous goods must be marked clearly and visible from the outside.

4 Handling

- (1) All papers (labels, delivery notes, e.g.) as well as packaging materials need to be attached to the handling unit in such a way that they do not come loose from the handling unit during transport.
- (2) The deliveries are only allowed to be on EUR pallets (1200x800 mm) with IPPC stamp.
- (3) The delivered EUR must be IPPC treated and in perfect condition (according to EPAL guidelines) [EPAL Quality of Classification & Terms of Exchange \(epal-pallets.org\)](https://www.epal-pallets.org/)
- (4) The EUR pallets have to be delivered in the longitudinal direction.
- (5) The EUR pallets are not allowed to have a protrusion.
- (6) Plastic pallets are not allowed.
- (7) Deliveries may only be made on pallets with a maximum height of 2 m (incl. load carrier).
- (8) Special feature of deliveries in Ellwangen, Germany: The maximum weight per pallet is 800 kg.

5 Delivery Times

Monday - Friday (except holidays)

Schaan, FL	Ellwangen, DE
06:45 – 11:45 12:30 – 15:45	08:00 – 16:00

6 General Customs Regulations for Third Country Deliveries

- (1) Deliveries are only possible with a commercial invoice or customs invoice (in case of cost-free deliveries). The following information must be included in each commercial invoice or customs invoice:
 - Invoice Number and Invoice Date
 - Addresses of vendor, sold-to party and ship-to party
 - Place of departure of the delivery (incl. country)
 - Incoterms 2020
 - Terms of payment
 - IV-Order Number and Position
 - IV-Material Number
 - Customs Tariff Number
 - Country of Origin
 - Delivery Quantity, Unit and total price
- (2) The following information must be given, but not necessarily on the commercial invoice or customs invoice:
 - Net and gross weight (of the shipment)
 - Type and number of handling units
- (3) The originals of the following documents must be given for the import process:
 - Movement certificates
 - Preferential papers (only with existing free trade agreement), such as A.TR., EUR.1, Form A etc.
 - Certificates of origin
- (4) Special feature of deliveries in Ellwangen, Germany:
 - Customs status: authorized recipient (self-payer)
 - Deliveries always with T1 paper
 - Use of the VAT number: DE144637096

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