

CONDITIONS FOR TRANSPORTATION BY TRUCK

We kindly ask you (hereinafter referred to as the “customer”) to observe the following points and to ensure that they are complied with vis-à-vis KLH Massivholz GmbH (hereinafter referred to as the “supplier”):

1. SERVICES INCLUDED IN THE TRANSPORT PRICE

- Loading the KLH® elements onto the semi-trailer, lashing the load and covering it
- Delivery to the specified address and at the agreed delivery time, taking into account the tolerances
- Preparing for unloading (lashing and uncovering the load)
- Agreed standing time on the construction site (including one-time movement of the truck for ten minutes)

The following TOLERANCES during the delivery period shall be deemed agreed:

- for distances up to 1000 km +/- 1 hour to the agreed delivery time
- for distances up to 2000 km +/- 2 hours to the agreed delivery time
- for distances > 2000 km +/- 3 hours to the agreed delivery time

Any additional costs caused by the need for additional services will be invoiced at cost.

2. POINTS WHICH ARE THE RESPONSIBILITY OF THE CUSTOMER AND ARE NOT INCLUDED IN THE TRANSPORT PRICE

- Specification of the desired means of transport and availability of the delivery address with the means of transport
- For construction site delivery, submitting an access plan
- Accessibility of the construction site, unobstructed access to the construction site, if necessary official permits
- Provision of a suitable and approved parking area for the unloading process
- Provision of a suitable and approved area for switching trailers in the event of shuttle traffic, which must be secured in accordance with road traffic regulations (e.g. barrier tape, lighting)
- Provision of suitable lifting equipment (crane) for unloading and handling KLH® elements
- Unloading and moving the KLH® elements

If there is no access to the construction site and/or no accessibility, for example due to poor ground, it is the responsibility of the customer to ensure proper fastening. Should this not be the case, the person responsible on the construction site shall be obliged to send an email to dominik.reinmueller@klh.at in which the customer confirms that they will assume all costs for any damage to the truck or the goods. Please note that any damage caused by poor access is the responsibility of the customer without exception (e.g. damage to the neighbouring property)

The customer shall ensure that the goods are accepted at the place of delivery by an authorised and competent person who undertakes and carries out the unloading at the customer's risk.

Any additional costs as a result of non-compliance with the above points shall be borne by the customer.

3. IDLE PERIODS

The customer shall be charged the transport price and any additional costs resulting from idle periods, reloading or handling times. The transport price includes four hours of idle time for unloading per transport (only two hours of idle time is included in the price for deliveries with hydraulically steered or forced steering semi-trailers). The idle time begins with the actual start of the unloading activity, if unloading is started before the agreed delivery time, otherwise with the provision of the delivery for unloading.

If necessary, additional services will be invoiced as follows:

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| ▪ Additional idle time for standard semi-trailer | € 70.00 per hour |
| ▪ Additional idle time for steered trailers | € 85.00 per hour |
| ▪ Additional shunting work on the construction site | € 70.00 per hour |
| ▪ Inspection of the access road to the construction site | at cost |

The idle and shunting times shall be recorded on the delivery note and must be signed by the truck driver.

4. SHUTTLE SERVICE

- a) In the case of shuttle service (if the semi-trailer is unhitched at the construction site – only valid for Austria and only for open and non-steered semi-trailers), a maximum of one hour is included in the transport price for unhitching or changing semi-trailers. Each additional hour will be charged at € 70.00.
- b) The trailer may be on site for a maximum of seven calendar days. € 150.00 will be charged for each additional day.
- c) We offer two options for collecting the last trailer:
- Option 1: when the last delivery is made, the trailer from the penultimate delivery is taken away from the construction site. Loading is carried out by the customer using a crane (required lifting capacity 7.5 tonnes) – € 250.00 will be charged per trailer. Please note that this option is not possible for a closed mega-trailer.
- Option 2: the trailer shall be picked up separately from Teufenbach-Katsch. With this option, an additional transport fee shall be charged for collecting the trailer.

5. OBJECTS OWNED BY THE FREIGHTER

The semi-trailer, the lashing material and the tarpaulins are the property of the freighter. Any unauthorised transfer of the trailer is prohibited. Any damage incurred during unloading activities or waiting times at the construction site shall be charged to the customer.

Responsibility for the completeness and proper stowage of the trailer equipment (underlays, belts, edge protectors, tarpaulins, etc.) shall be transferred to the customer. Missing equipment shall be charged to the customer.

6. GENERAL DIMENSIONS TO BE CONSIDERED

HORIZONTAL TRANSPORT BY KLH[®] – Solid wood panels (open, extra wide, extra long)

Truck – overall dimensions: Length = 22 m, width = 2.95 m, height = 4.10 m
Maximum panel size: 2.95 m x 16.50 m

STANDING TRANSPORT BY KLH[®] – Solid wood panels (mega-trailer)

Truck – overall dimensions: Length = 18 m, width = 2.50 m, height = 4.10 m
Maximum panel size: 2.95 m x 13.50 m

OTHER MEANS OF TRANSPORT on request

7. LOADING SEQUENCE

The loading sequence is usually specified by the customer. When loading, however, the guidelines of the road traffic regulations and specified axle loads on the truck must be observed. For this reason, there may sometimes be deviations from the loading sequence requested by the customer.

8. POSTPONEMENT OF DELIVERY DATES

It shall be possible to postpone delivery dates by up to a period of ten working days prior to delivery free of charge, provided that these do not exceed a maximum of five working days. If a postponement of the delivery date is announced within the aforementioned period of ten working days, the following costs will be charged per day of postponement:

- Postponement is announced nine to eight working days before delivery date: € 50 / day
- Postponement is announced seven to six working days before delivery date: € 100 / day
- Postponement is announced five to four working days before delivery date: € 250 / day
- Postponement is announced three or less working days before delivery date: € 400 / day

If the truck has already left the factory, the costs for the return journey shall be passed on to the customer. The maximum possible postponement period shall be five working days.

9. UNFORESEEN EVENTS

Unforeseen events beyond the supplier's control, even if they only have an indirect influence on the execution of the transaction, entitle the supplier to postpone delivery accordingly.

10. PICK UP BY THE CUSTOMER

Pick up by the customer shall only be possible in the case of horizontal loading. The vehicle intended for self-collection must be equipped with the appropriate safety aids (lashing material, etc.). We ask for your understanding that vehicles for which it is not possible to secure the load in accordance with regulations will not be accepted for reasons of liability or safety. Please make sure that the freighter destined to be used for the self-collection is in possession of the appropriate permits.

We charge a flat rate of € 150.00 for the additional costs incurred by the self-collection of up to three parcels or a flat rate of € 350.00 for more than three parcels.

The loading time window must be fully observed and shall be announced by the supplier in the course of handling the project. If the loading time window is not adhered to, the customer shall be charged a flat rate of € 350.00 for handling and storage per day or part thereof and a new loading date be announced.