Intrastat Declaration:

A declaration of weight for all goods, which come from the EU area (except Austria), has to be quoted on all delivery notes for the evaluation of trade statistics (flow of goods within EU).

Accompanying documents:

It is necessary to quote our order number, description of goods, weight per order item (gross/net), and the value of goods on the shipping documents of your delivery.

If ordered goods come from third countries the consignments must be delivered "EU duty paid".

Packaging, unless otherwise agreed:

All parts have to be packed and dispatched in a manner for usual mode of transport (several transhipments) and for required storage, so that the parts will not be damaged and/or lost.

Marking (Spare Parts):

All delivered parts have to be labeled with the voestalpine material number.

Deliveries with enclosures:

In that case, it is necessary to note "ENCLOSURE" down well visible on each package and also on the delivery note.

Documents for Goods receipt:

We request to attach the delivery note beyond/on the package in that way that it cannot be lost to be able to arrange a quick processing at our goods receipt / incoming goods department.

Unloading without correct delivery notes cannot be ensured.

Delivery address and -times:

Delivery Central Warehouse:

Central Warehouse / BG09

Stahlstraße 33a

4031 Linz / Austria

Monday to Thursday from 06:30 - 14:00

Friday from 06:30 – 09:00

You ought to use this address, if the weight of the delivered goods is under 800kg per pallet and if the dimensions is max. 120 x 80 x 150 cm.

Delivery Info Point:

Info Point / BG 60-1

Stahlstraße 71

4031 Linz/Austria

Important Information: For the Info Point, some Navigation Systems use the address Gaisbergerstraße 78, 4030 Linz

Monday to Thursday from 06:30 - 14:00

Friday from 06:30 – 11:00

You ought to use this address if the weight of the delivered goods is over 800kg per pallet and if the dimension is greater than 120 x 80 x 150 cm.

This also applies for deliveries to construction sites.

Remark: The Info Point is not the final unloading point, the carrier will be routed to the final unloading point at the company site. In this case the Driver will receive further information and directions.

Duty unpaid goods:

All duty relevant activities are carried out by

Logistik Service GmbH

Coustoms department BG09, 3rd Floor, room 308

Stahlstraße 33a

4031 Linz / Austria

We ask for written notice in advance under AplEinfuhrZoll@logserv.at

Opening hours:

Monday to Thursday from 06:00 - 14:00

Friday from 06:00 – 11:00

Terms of Shipment - ONLY at condition FCA:

Delivery conditions for Continental Europe at FCA:

- Parcel within EU: Consignments up to 31,5 kg have to be sent per Post (standard)

- for all other deliveries we request to forward the attached notification of readiness (considering delivery date) in due time. This document has to be sent invariably to our subsidiary Logistik Service GmbH.

Contact person for Continental Europe:

Sandra Polak an Izabela Stajkovska

tel. +43-732-6598-72918

mailto: inbound\_europe@logserv.at

Delivery conditions for ALL consignments outside of Continental Europe at FCA:

Contact person outside of Continental Europe:

Thomas Sinner

tel. +43-732-6598-2692

mailto: inbound\_global@logserv.at

Contact person Airfreight:

Andrea Bauernfeind

tel. +43-732-6598-2097

mailto: inbound\_global@logserv.at

The following information must be provided:

Order number, date of dispatch, precise loading address, loading time, packaging, total weight (gross/net), weight and dimensions per consignment (LxWxH), description of goods, customs tariff number, for dangerous goods the relevant classification and your contact person incl. tel.no. acc. further enquiry.

Breach of conditions:

In the event of default of our dispatch -, packing-, and accordingly documentation instructions all risks, damages and costs will be charged to your account. Moreover, the payment date of your invoice will be adjust until the conformance to requirements of rather presentation of missing documentation.

At repeated noncompliance that kind of attitude will bear on your supplier rating negatively.

For german version please visit

https://www.voestalpine.com/stahl/Einkauf/Kaufmaennische-Dokumente