

solar

2024

TERMS AND CONDITIONS OF DELIVERY

Delivery Requirements

To Solar's suppliers

Solar has formulated a few requirements for labelling, packing, packaging and delivery of goods. These requirements are intended to make the goods reception across Solar's warehouses easier and more efficient. The goods reception will become more efficient by easing the identification and handling of goods at arrival. These requirements are therefore of great importance regarding product flow and good management from the supplier to Solar. Because of the importance of these requirements, it is necessary to follow them, and thereby reducing time dealing with unnecessary processes in the goods reception caused by errors or other exceptions. This will overall help achieving the goal of satisfying the end customer.

Solar encourages the supplier to read the "Delivery Requirements" document and furthermore, if necessary, realign the processes involved in ensuring these requirements. This is needed to ensure efficiency regarding future deliveries of products to Solar. The delivery requirements stated below should be presented to all personnel involved in a delivery to Solar, to ensure compliance in all future deliveries.

The delivery requirements are based on input from the goods reception and present laws.

The document is structured in the following way; The first section contains information regarding the order confirmation; it is followed by a section, where parts of the delivery process is explained including the delivery documents that should be present at delivery, which information that is needed on colli`s/pallets, how the articles should be packed, where to deliver at Solar Warehouses; and at last a section about how the complaint process is handled in Solar.

Solar believes these requirements will help establishing a better supplier relationship and improve future efficiency.

1. Order confirmation

Solar must receive order confirmations on all purchase orders no later than 24 hours after the order has been received, unless otherwise is specifically agreed with the material planner. Order confirmations must contain:

- Solar's order number
- Product description / type / EAN / article number
- Delivery date at the delivery address stated by Solar.

The delivery date requested by Solar is expected to be meticulously met. In case of exceeded delivery time, an order confirmation with the new delivery data is required immediately.

2. Delivery Process

This section regarding the delivery process contains requirements and information regarding delivery at a Solar warehouse. It starts with some general requirements, which the suppliers are expected to follow and is followed by requirements regarding the delivery documents. Afterwards requirements regarding the physical state of the delivery are described. At last information regarding warehouses is provided.

2.1 General

When delivering to Solar, the supplier must apply to the following:

- The supplier may never deliver alternative products other than what was ordered.
- All products must be complete and saleable. I.e., Solar should not have to assemble or separate the products.
- The supplier must meet the listed requirements regarding the delivery note and the packing list.
- The supplier must follow the listed requirements regarding packing and packaging.
- It is not allowed to bundle several Solar orders, back orders included. The orders must be physically separated and separately labelled.
- There should always be one delivery note per purchase order (several purchase orders cannot be compiled on one delivery note).
- Transport packaging that needs to be handled manually must weigh maximum 15 kg per parcels in accordance with the recommendations of the working environment authority.

2.2 Delivery documents

In this section are the documents that should be present at arrival described. The delivery documents that are required is the consignment note and the corresponding delivery note. Solar would furthermore encourage the supplier to include a packing list for larger deliveries. The required information in the documents is listed and illustrations are given.

General requirements for delivery documents:

- Deliveries without the necessary transport documents can be rejected at the goods reception.
- Deliveries must include a delivery note with the correct information stated below.

2.2.1 The consignment note.

The consignment note must clearly state:

- Delivery address including gate number.
- Amount and type of pallet and colli`s
- Weight
- Incoterm
- All of Solar's order numbers
- All the supplier's delivery notes numbers.
- Dangerous goods information

2.2.2 The delivery note

An illustration of the “Perfect” delivery note is provided in appendix 4.1. It is important to note that the layout and information on the Delivery note in appendix 4.1 are the ideal document for Solar’s goods reception.

Solar though have some requirements that must be followed, and the delivery note must clearly state:

- Delivery address including gate number.
- Solar’s purchase order number (only one per delivery note)
- The position number of the purchase order (the delivery note must follow the position numbers of the purchase order)
- EAN / article number and the supplier’s article number
- Amount delivered.
- For large deliveries, an accompanying packing list is preferred.

2.2.3 Optional packing list

As mentioned in the above a packing list is preferred at larger deliveries. Solar would furthermore encourage the supplier to always provide a packing list, since it will make the job easier for our goods reception, and thereby more efficient. An illustration of the “Perfect” packing list is provided in appendix 4.2.

2.3 Labelling on colli/pallet

In this section are the different requirements for labelling the colli's / pallets listed. These are to be followed by the supplier, unless otherwise agreed. There are additional requirements for non-stock articles, which can be found below. Whether an article is a non-stock or Stock can be identified by the Purchase Order number from Solar, where a number starting with:

47.xx.xxx.xxx = non-stock article

46.xx.xxx.xxx = stock article

The General requirements for labelling a colli`s / pallet upon arrival are:

- Colli`s / pallets with non-stock articles must always be labelled with a visible non-stock article sign and be readable from a forklift. An illustration of this will be given in the following.
- The delivery note must be visible – e.g., in a delivery note bag attached to the delivery.
- Each colli must be labelled with Solar’s order number, article numbers and amount. Furthermore, all colli`s should be numbered in accordance with a possible packing list.

The illustration to the left below shows how a pallet with a non-stock article should be labelled at arrival. This label is needed to make the handling easier, since the goods receipt employee will be able to determine where the goods must go, quickly, when the colli's /pallets arrive.

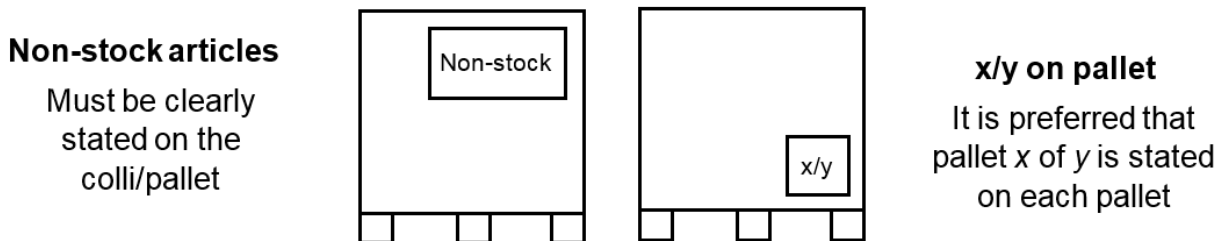


Figure 1 - Non-stock articles label + x/y label

The illustration “x/y on pallet” to the right is regarding colli's / pallets should be numbered when delivered at a Solar warehouse. If a delivery consists of 10 pallets, then Solar prefers that the supplier states which pallet the individual one is of the 10 delivered, e.g., pallet 5 of 10.

2.4 Packing and packaging

In this section are the different requirements for packing and packaging listed. It includes requirements regarding physical dimensions of the colli's / pallets, but also information on pallet quality. These are to be followed by the suppliers, unless otherwise agreed.

General requirements for packing and packaging:

- To ensure no or minimum transport damage, the supplier is required to pack the goods inside the given pallet dimension.
- The goods must be packaged, loaded and packed in a way so that the haulier's lorry is easy to unload and the risk of damaging the goods is avoided, just as the goods must be dry at arrival.
- All articles, but especially articles in sales packaging such as bags, packets, boxes etc., must be labelled with a unique ID barcode/number on the smallest sales unit (= Solar's sales and invoicing units).

2.4.1 Packing requirements for goods on pallets:

To ensure efficiency in handling the goods at the reception area, Solar expects the supplier to meet the following requirements for packing the goods:

- A mixed pallet containing several different article numbers must be divided into layers of sales units or visibly separated by paper, cardboard, plastic or pallets see illustration below. An article number may not be separated onto several mixed pallets.
- There can only be one article number per colli unless otherwise agreed, and an article number must be packaged using the same type of packaging in each delivery. Every retail unit must

contain the same number of sales units and every wholesale unit must contain the same number of retail units.

- Height
 - Goods with identical article number, pallet height may not exceed 115 cm measured from the floor, if one piece of product is < 115 cm height.
 - Goods with identical article number, pallet height may exceed 115 cm measured from the floor, if one piece of product are > 115 cm. (ex. Heat pumps - Maximum height for product on pallet are 240 cm.)
 - Goods with different article numbers, pallet height may not exceed 160 cm measured from the floor.
 - Cable/wire trays, pallet height may not exceed 80 cm measured from the floor.
- Weight per EUR pallet
 - Max. 1,000 kg.
 - Packages heavier than 15 kilograms must always be delivered on a pallet.
 - Packages larger than 1 cubic meter must always be delivered on a pallet.
 - Packages lighter than 15 kilograms or smaller than 1 cubic meter may be delivered as separate packages.

In the event of physical injury as a result of noncompliance with these conditions, the liability lies with the supplier.

A load carrier may only contain items from one supplier. Packages from multiple suppliers delivered on one load carrier are not allowed.

The illustration below shows Solar’s requirements for height, depending on which articles it is. If the supplier mixes more articles, it is required that the supplier divides the different articles with pallets, paper, cardboard, or something similar. This is required because it makes the handling of the goods a lot easier for the goods reception area.

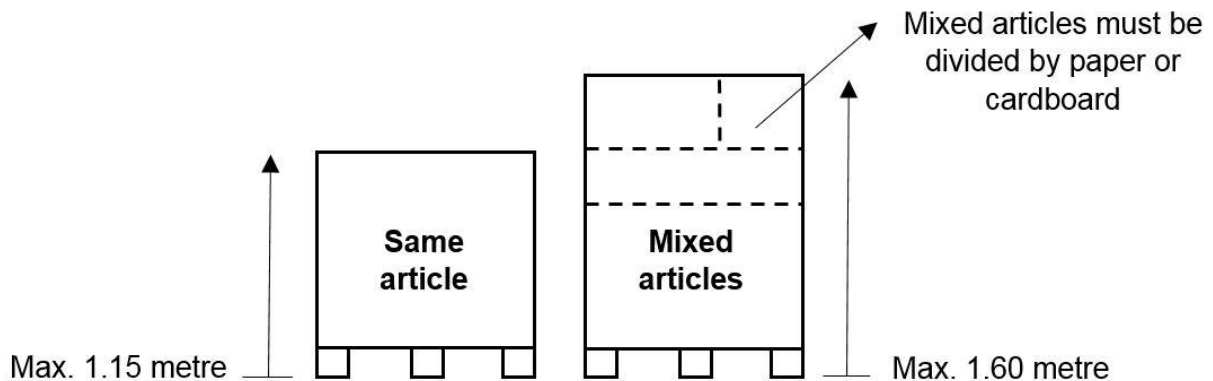


Figure 2 - Maximum height requirements + separation of mixed articles

It is preferred that suitable goods are stacked, to minimize transport, as illustrated below in figure 3. If goods are suitable for stacking, it is required that pallets are used to separate. When stacking pallets, the above requirements regarding height for same and mixed articles are still applicable. The height of the pallet stack cannot exceed the maximum height of the transport vehicle. When pallets are used to separate, the handling in the goods reception will be easier and more efficient.

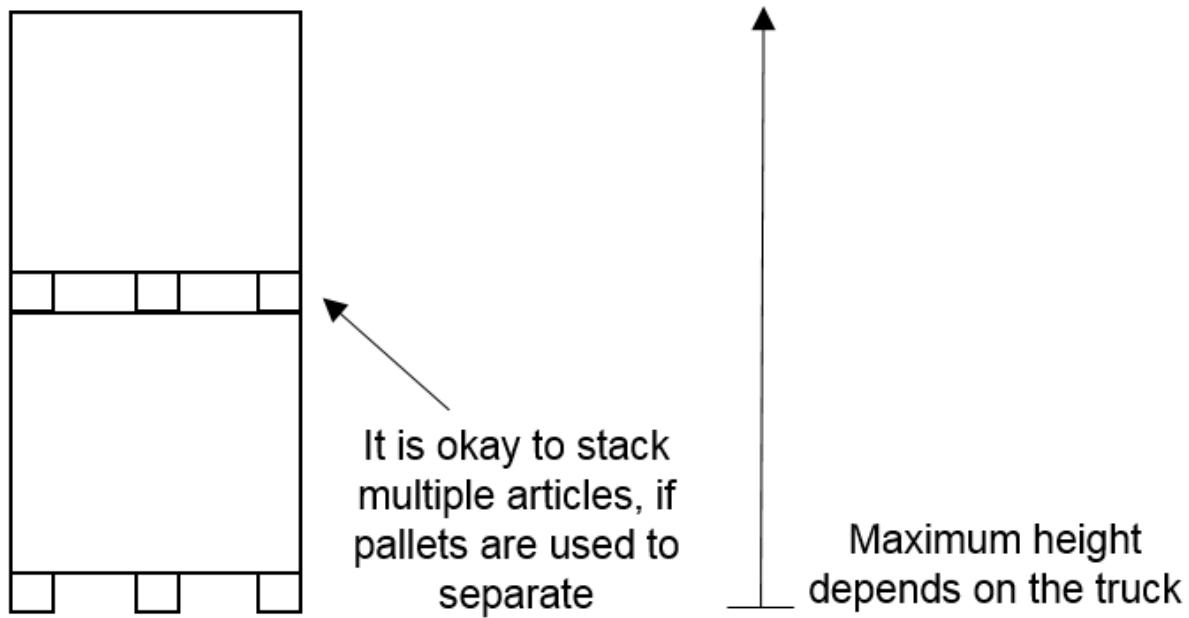


Figure 3 - Separating with pallets.

2.4.2 Pallet quality and information regarding pallets

In order to avoid the goods from being damaged, and to ensure that it is possible to handle the pallets automatically, the pallets delivered to Solar must be of high quality.

- Exchanging pallets when delivering to Solar's central warehouses:
 - Solar accepts approved EUR pallets (80 cm x 120 cm) and approved EUR half pallets (80 cm x 60 cm).
 - Solar receives the following pallets: EUR pallets (80 cm x 120 cm) EUR ½ pallets (80 cm x 60 cm) and EUR ¼ pallets (40 cm x 60 cm). ½ & ¼ pallets must be delivered on a whole EUR pallet to make handling easier. All other types of pallets have to EUR pallet measures and quality but will be treated as disposable pallets.
 - In case of the goods delivered is requiring a different pallet size, these are accepted but will be treated as disposable pallets.
 - Solar will not keep records of pallets from hauliers or suppliers. After delivery, EUR pallets will be exchanged if the delivered pallets meet the requirements mentioned in this "Pallet quality and information regarding pallets" section.
 - Solar prefers exchanging pallets but accepts purchase of EUR pallets and pallet frames at a previously agreed cost price.

- Pallet quality
 - All boards and blocks must be whole. There cannot be nails sticking out of boards and blocks. The blocks must be even and not stick outside the bottom boards. This standard is illustrated by figure 4 below, where a pallet without any deficiencies is shown.
 - Pallets must be dry. Tunnels must be free to make the handling as easy as possible (no plastic or cardboard down in front of fork holes), like illustrated by figure 4.
 - Hole dimensions for forks on EUR pallets and disposable pallets must be min. 9.5 cm and max. 10.5 cm in height both on the short and the long side of the pallet, like illustrated by figure 4.

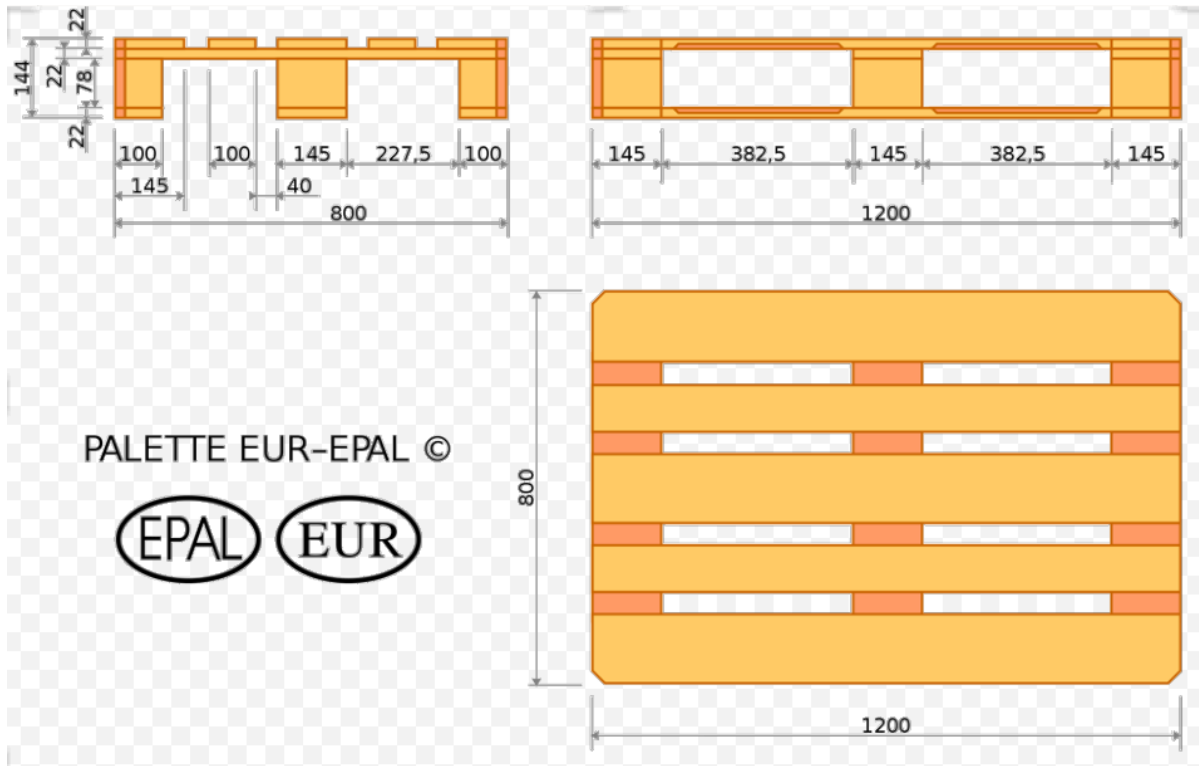


Figure 4 - Perfect Euro Pallet

2.4.3 Long goods and drums

Articles of the nature “Long goods” and “Drums” needs special handling, and therefore have other requirements compared to the goods mentioned in the above.

Requirements for long goods and drums:

- Drums and bundles (of cables etc.) may not be delivered on the same pallet.
- Pipes (long goods):
 - Must be delivered on joists.
 - Max. 1,000 kg per lot
 - One article number per lot

- Drums:
 - Fibre cables must be delivered upright.

2.4.4 Deposit and non- deposit drums from Ø1600 mm and above

Following information must be clearly stated and the information must be weather resistant to be manageable, towards Solar's customers.

- Manufacture name (The text must be legible at least 30 meters distance)
- Drum identification as a barcode EAN 128
 - The barcode must be milled down.
- The information must be present on both flanges.

See illustration as an example for the above requirements.



2.5 At Warehouses

2.5.1 Opening hours

When delivering goods to one of Solar’s warehouses the following opening hours are applied for the goods reception:

Table 1 - Opening hours Goods Reception

| Opening hours Goods reception | Vejen Denmark | Gardemoen Norway | Örebro Sweden | Halmstad Sweden | Alkmaar The Netherlands |
|--------------------------------------|---------------|------------------|---------------|-----------------|-------------------------|
| Monday | 04:00 - 14:00 | 06:00 - 14:00 | 06:30 - 14:30 | 06:30 - 14:30 | 06.00 - 14.00 |
| Tuesday | 04:00 - 14:00 | 06:00 - 14:00 | 06:30 - 14:30 | 06:30 - 14:30 | 06.00 - 14.00 |
| Wednesday | 04:00 - 14:00 | 06:00 - 14:00 | 06:30 - 14:30 | 06:30 - 14:30 | 06.00 - 14.00 |
| Thursday | 04:00 - 14:00 | 06:00 - 14:00 | 06:30 - 14:30 | 06:30 - 14:30 | 06.00 - 14.00 |
| Friday | 04:00 - 12:00 | 06:00 - 14:00 | 06:30 - 14:30 | 06:30 - 14:30 | 06.00 - 14.00 |
| Outside opening hours contact | See below | See below | See below | See below | See below |

Solar Nederland BV applies the following block times in **Alkmaar warehouse** on working days:

- Full lorry, Reels, and long items (> 3 m) deliveries possible between 06:00-10:00
- Other partial deliveries possible between 10:00-12:00 (5 to 10 pallets)
- Other partial deliveries possible between 12:00-14:00 (1 to 5 pallets)

Unloading later will only be possible through prior agreement with the goods reception department manager. The contact information for respective goods reception managers can be found in the above table.

2.5.2 Delivery at corresponding gates

The deliveries must always be delivered at the right gates in accordance with the purchase order. The information on which gate to deliver at, can be found in the following table:

Table 2 - Delivery at corresponding gate

| Delivery at corresponding gate | Vejen Denmark | Gardemoen Norway | Örebro Sweden | Halmstad Sweden | Alkmaar The Netherlands |
|--------------------------------|---------------|------------------|---------------|-----------------|-------------------------|
| Non-stock articles | 40 | 1 - 4 | 9 - 10 | 1 - 2 | 19 -34 |
| Stock articles | 41 - 42 | 1 - 4 | 9 - 10 | 1 - 2 | 19 -34 |
| Long goods & Cable drums | 30 | 10 | Yard 9 - 10 | 1 - 2 | 19 -34 |
| AGV pallet goods | 81 - 85 | 1 - 4 | | 1 - 2 | 19 -34 |
| Full truck - contact | See below | See below | See below | See below | See below |

Notification: in connection with large deliveries, please notify the goods reception at the contact information found in the table above. This notification should be given before the time stamp in the above table.

3. Claim Processing (Damage and shortages)

On delivery, the consignment note will only be signed for receipt of the number of delivered colli's / pallets subject to damage and shortages. Signature on delivery does not constitute acceptance of the quality and number of the items. In connection with the efficient handling of deliveries, delivery inspections will take place based on colli / pallet counts. If anomalies are identified at item level during a quality inspection of the deliveries, Solar reserves the right to claim these anomalies. Deliveries with damage and/or shortages will be reported on working days within 8 days after delivery. The damaged items will be returned or picked up by the supplier by mutual consultation. After reporting a delivery with damage or shortages, the payment obligation for the damaged or missing items will be cancelled immediately. The supplier will provide Solar with a credit invoice for the damaged or missing items from the delivery within thirty (30) days. If the supplier does not credit the damaged or missing items within thirty (30) days, Solar is entitled to suspend payment of the invoice for the order(s) concerned.

If you have any questions about the described requirements, please contact.

Solar Denmark, Department Manager: Claus Smalbro Jacobsen

E-Mail : cj@solar.dk - Phone : +45 76 52 73 44

Solar Norway, Department Manager: Simon Kakos

E-Mail: ska@solarnorge.no - Phone: +47 45 45 92 17

Solar Sweden - Halmstad, Department Manager: Veysel Karahan

E-Mail: veysel.karahan@solar.se - Phone: +46 070 165 80 70

Solar Sweden - Örebro, Department Manager: Caroline Jonsson

E-Mail: caroline.jonsson@solar.se - Phone: +46 70 165 25 68

Solar The Netherlands, Department Manager: Hamit Kir

E-Mail: h.kir@solar.nl - Phone: +31 6 103 74 0 78

4. Appendices

4.1 Delivery note illustration.

Sender name Sender phone
 Sender address Sender email
 Sender VAT no. Sender website

Delivery address


Delivery notes 12345678

Solar

Street name & number
 Postal code & city name

Solar

Central warehouse, gate number
 Street name & number
 Postal code and city name

| | | | | |
|---|--|----------------------------------|--|---------------------------|
| Customer number 123456 | Phone number +45 12 34 56 78 | Order number 1.111.111 | Order date 01.01.2001 | Date 02.02.2001 |
| VAT number DK-1234567 | Our ref. 123 | Your ref. 1234567890 |  | |
| Payment conditions Cur. Month + 62 days / net 8 days -0.5%. | | | Ordered by Name Surname | Page 1 |



| Pos. | Article number EAN number | Product type Product description | Amount | Quantity unit |
|------|--------------------------------|-------------------------------------|--------|---------------|
| 1 | 11.11.111.111 1234567890123 | ABCD 01-01-1 Plastic cable | 25.00 | Set |
| 2 | 22.22.222.222 3210987654321 | DCBA 02-02-2 Sensor | 120.00 | Pcs. |
| 3 | 33.33.333.333 1231231231231 | CDAB 03-03-3 Lamp | 500.00 | Pcs. |

Total weight (gross) 500.00 kg.

See our terms of sale and delivery attached.

Bank: Name and information

IBAN numbers

4.2 Packing list illustration

Packing List

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| | | |
|---|-----------------------------|-------------------------|
| Customer name and number 12345 Solar – Central Warehouse | Delivery date 01.01.2001 | Shipment no. 1234567 |
|---|-----------------------------|-------------------------|

| Package no. | Type no. Your type no. | Amount | Unit | Description EAN13 Number | Electrical no. | Order no. Customer ref. |
|--------------------|-----------------------------------|---------------|-------------|-------------------------------------|---------------------------|------------------------------------|
| 1234567890123 | PALLET-LK 123A010101 | 16 | Pcs. | Safety shoes | 1234567890 | 456456456 |
| 3210987654321 | PALLET-LK 321A020202 | 22 | Pcs. | Outdoor lamp. | 0987654321 | 654654654 |
| 1231231231231 | PALLET-LK 132A030303 | 50 | Pcs. | Sensor | 1231231231 | 789789789 |

Total no. of pallets **88**

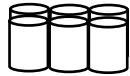
See our terms of sale and delivery attached.
Bank: Name and information
IBAN numbers

4.3 Sales- vs. retail- vs. wholesale- vs. logistic units illustration

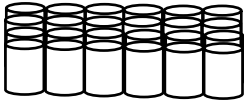
- Sales unit (PC).
 - 1 soda can.



- Retail unit (ZPU).
 - 6 sales units (1 six pack)



- Wholesale unit (ZMA).
 - 24 sales units or 4 retail units (1 case)



- Logistic unit is (ZMU).
 - A pallet (1/1, 1/2, 1/4) of wholesale units.

