

KLB-Guidelines for transportation

Deadline delivery or telephonic notification

Deadline delivery and telephonic notification are not compatible. It is now possible either the deadline delivery or the telephonic notification. For deadline deliveries, the carrier assumes that you are urgently waiting for this shipment, and that you are present on site for the acceptance. In this case, no notification is made.

Important: When you add a contact person with a mobile phone number, the telephonic notification is not automatically activated! In case of delivery problems, however, the carrier can get in touch using the number indicated.

For this reason, remember to specify a mobile phone number of a contact person present at the place of delivery for each order. This information is important because the goods receiving department, the security service, the gatekeeper or the central registration can inform the indicated contact by telephone about the delivery. This ultimately reduces the risk of missed deadlines and guarantees the delivery of the goods.

Exchange of euro-pallets

Euro-pallets should already be available for the driver upon delivery for exchange. Should there be no pallets available to exchange, this will be recorded in writing and we will charge you for the euro-pallets. If the recipient is not present, the driver may not swap or take the pallets. Empty pallets are picked up at the customer's request. Damaged and defective euro-pallets may not be used for exchange.

Goods acceptance

Our goods are wrapped in transparent foil. When receiving the goods, it is important, that you carry out a visual inspection for damages and check the quantity for completeness. Should there be abnormalities, note them

and have them countersigned. Missing quantities and damaged goods must be reported to KLB Kötztal Lacke + Beschichtungen GmbH on the day of delivery.

Gatekeeper

The gatekeeper must be informed about the delivery on site. If the gatekeeper does not know, it often delays or prevents the delivery. The site security service in fact usually does not grant unregistered vehicles access to the company premises.

Partial- / full loads

For partial- and full loads, the delivery date may be delayed if at previous unloading points it was not possible to unload quickly. Due to legally prescribed travel times, there may also be delays. We will inform you promptly.

Address details

Please inform us without delay about new mobile phone numbers, contacts, Company relocations, new warehouse addresses, etc.

Thank you very much for your support!

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