

# Bol Logistical **Delivery Terms and Conditions**

Version September 2025 - active from 01-09-2025

**bol.**

# Content

<b>1. General</b>	<b>3</b>
<b>2. List of definitions and abbreviations</b>	<b>4</b>
<b>3. Article labelling and packaging</b>	<b>6</b>
3.1 Article barcode	6
3.1.1 Attaching the Article barcode	6
3.2 Article packaging	6
3.2.1 General packaging requirements	6
3.2.2 Additional requirements for specific Article Groups	6
<b>4. Pre-announcing shipment</b>	<b>8</b>
4.1 General requirements	8
<b>5. Packing shipment</b>	<b>9</b>
5.1 Shipping label on the Shipment	9
5.2 Delivery of individual packages	9
5.3 Delivery of pallets	9
5.3.1 Packaging of EPAL Europallet	10
5.3.2 Article that does not fit on an EPAL Europallet	10
5.4 Delivery of Clampable Articles (Only at Bol Fulfilment Center XL 2 in Oosterhout (Gelderland))	11
<b>6. Delivering shipment</b>	<b>12</b>
6.1 Conditions of delivery	12
6.2 Vehicle requirements	12

# 1. General

Bol offers high-quality delivery to its customers by delivering Articles on time and in good condition. Standardised processes in logistics and fulfilment are essential for this. Complying with these Delivery Terms and Conditions is required in order to process Shipments correctly, quickly and safely in the bol Fulfilment Centers.

Please read these Delivery Terms and Conditions carefully and inform all relevant departments and support service providers of these conditions.

In the event of a failure to comply with these Delivery Terms and Conditions, bol may, at its own discretion:

1. refuse deliveries;
2. return deliveries at the Partner's's expense;
3. perform actions necessary for processing the delivery at the Partner's's expense.
4. levy a fine.

For more practical information and tools about the correct delivery of Articles, please visit our Partnerplatform.

## 2. List of definitions and abbreviations

### **Article**

Unit as sold to the customer.

### **Article barcode**

Data carrier of an Article, consisting of a sequence of lines, which can be read by a scanner.

### **Bundle**

An Article consisting of several parts, for example a bin with a bottom and lid. A Bundle has one GTIN.

### **CHEP-Pallet**

A branded pallet from the company CHEP. CHEP provides a pallet pooling service, with the pallet remaining the property of CHEP.

### **Clampable Articles**

Articles designed to be gripped and moved by machines with a clamping mechanism.

### **Delivery Terms and Conditions**

The bol Logistical Delivery Terms and Conditions Conditions (hereinafter "Delivery Terms and Conditions") contain the requirements to be met by a Partner.

### **EPAL Europallet**

A pallet with size 120 x 80 cm.

### **Fulfilment Center**

The logistics center where Articles are delivered and stored before being shipped to customers.

### **GS1**

Global Standards One: an international supply chain organisation that develops and maintains standards, including barcodes.

### **GTIN**

Global Trade Item Number: a code to identify Articles, issued by GS1 (also known as EAN in bol systems). GTIN-8, GTIN-12 and GTIN -13 are specific variants, consisting of 8, 12 and 13 characters respectively.

### **Hangtag**

An Article barcode label attached to clothing or other textile Articles.

### **ISBN**

International Standard Book Number (ISBN) is a unique code specifically assigned to books and found as standard on every book cover, otherwise similar to a GTIN-13 code.

### **LPR pallet**

A branded pallet from the company LPR (La Palette Rouge). LPR provides a pallet pooling service, where the pallet remains the property of LPR.

### **Mono pallet**

A pallet on which one type of Item is stacked, resulting in one unique GTIN.

### **Multicolli Article**

An Article shipped in several separate packages (colli).

**Multipack**

Two or more identical Articles offered for sale together as one Article, e.g. eight bottles of shampoo offered for sale as one unit.

**Outer Carton**

A box containing one or more Articles.

**Partner**

The Partner of bol making use of the 'Logistics via bol' service.

**Pre-announcement**

The digital notification of the Shipment informing bol about the content and delivery date of the Shipment.

**Retailer API**

The Retailer API is a combined set of API functions that allows you to integrate shop settings and actions between the landscape of bol and your own platform. The Retailer API is used, among other things, for the Pre-announcement of Shipments.

**Sales account**

The environment facilitated by bol where you can find all your shop settings and information.

**Shipment**

The delivery of Articles to one of the Fulfilment Centers. Each Shipment has a unique Shipment Reference.

**Shipment reference**

The Shipment Reference is a unique reference to a specific Shipment, also known as "shipment reference" in the Sales Account. This specific Shipment corresponds to the load from a Partner in one truck.

**Shipping label**

A Shipping Label is a label used to ship logistical units. The Shipping Label contains the information required for bol to process the Articles.

**Stacked pallet**

A cargo unit where pallets of Articles are stacked on top of each other, for more efficient use of storage space and/or keep goods organised during transport or storage.

**Supplier**

Any company that physically and/or digitally delivers to bol an Article purchased by bol.

**Waybill/CMR**

The record of an agreement concerning carriage of goods. The Partner agrees with the carrier that the carrier will take delivery of a particular cargo and deliver it to a destination.

# 3. Article labelling and packaging

The Articles are subject to the conditions below regarding packaging and labelling.

## 3.1 Article barcode

When using the Logistics via bol service, each Article must be provided with an Article Barcode, being a GTIN-8, GTIN-12, GTIN-13 (also known as EAN in our bol systems) or ISBN. Each Item must comply with the GS1 standards and be registered with GS1 as such. The Item Barcode must exactly match its registration in the Pre-announcement of the shipment.

When changes are made to the packaging, a new GTIN must be requested according to GS1 standards.

### 3.1.1 Attaching the Article barcode

- The Article barcode referred to in article 3.1 must be able to be scanned without having to open or unpack the Article. The Article barcode must be freely visible and sit on a flat surface, so as to not interfere with scanning.
- The Article barcode should be visible on the surface and should be directly scannable. If there is plastic around the Article, for example a soft toy or clothing in a polybag, the Article barcode should be on the outside of the plastic.
- The Article barcode should be securely attached and should not come off under normal conditions.
- For Articles marked with a 'this side up' sticker, the Article barcode may not be at the bottom of the packaging.

## 3.2 Article packaging

### 3.2.1 General packaging

- An Article must be sufficiently protected to prevent its condition from deteriorating (e.g. getting dirty or damaged) during storage and transportation processes.
- The Article must not contain any parts protruding from the packaging.
- If individual Articles are delivered in an Outer Carton, the Article barcode of the Article contained in the Outer Carton must never be visible on the Outer Carton.

### 3.2.2 Additional requirements for specific Article Groups

Additional requirements apply to specific Article Groups:

#### **Fragile Articles**

Articles that can be easily damaged should be packed in a protected manner that prevents damage during storage and/or transport. Bol will refuse any items that are damaged upon delivery.

#### **Clothing, plush, shoes and accessories**

- The Article must be packed in a sealed polybag or box.
- The Article may not contain a clothes hanger.
- Clothing must have a Hangtag with the same Article barcode on it as on the packaging.
- Shoes should be delivered in their original packaging.

#### **Sharp, pointed Articles or Articles with other security risks**

- The Article must be packaged in such a way that it can be processed safely at the Fulfilment Center.
- All sharp edges and pointed ends should be covered and should not protrude.

## **Perishables**

Articles with a best before date must be delivered to bol with a certain minimum shelf life. This period must be sufficiently long, as bol does not send articles to customers with a best before date of less than 100 days. Articles with a shelf life of less than 100 days will be destroyed by bol, unless agreed otherwise in writing.

- Each Perishable Article must bear a visible expiry date on the packaging of the Article.
- Per pallet, all Articles with the same Article barcode must also contain the same BBD date. An Article barcode on the same pallet may therefore never contain Articles with different expiry dates.

## **Selling as Multipack**

- The individual Articles must be packed together in such a way that none of the Articles can become detached from the Multipack.
- The Multipack should have a GTIN that does not match the GTIN of the individual Articles.
- The GTIN of the delivered Multipack must exactly match the GTIN provided in the Pre-announcement.
- When a Box has been used to ship different Multipacks together, the GTIN of the Multipack must not appear on the Outer Carton.
- There must be a sign on the Multipack packaging indicating that it is a Multipack, for example one of the following texts: 'Multipack', 'Do not separate', 'Do not unpack'.
- Bol does not accept separate Articles that would need to be turned by bol into a Multipack.

## **Selling as a bundle**

- When an Article consists of individual parts, they must be delivered bundled and provided with one unique GTIN.
- Bol does not accept separate Articles that would need to be turned by bol into a Bundle.
- The individual parts should be packed together so that none of them can become detached from the Bundle.

## **Sell as Multicolli Article**

It is not allowed to offer Articles as Multicolli.

## **Liquids**

An Article containing more than 15 litres of liquid cannot be processed by bol and cannot be delivered.

## **Weight**

An Article weighing more than 130 kilograms cannot be processed by bol and cannot be delivered. An exception applies to the "American refrigerators" category, where the maximum weight permitted is 150 kilograms.

## **Sealing of Articles**

The following Articles should be sealed:

- CDs, DVDs, LPs, games and other media containing audio or video recordings or software where the content can be copied.
- Articles that cannot be returned for hygiene or health reasons (e.g. erotic Articles, razors, toothbrushes, etc.)

These Articles must be packed according to the general packaging requirements (see article 3.2.1) in addition to sealing.

## **Hazardous substances**

- If Articles containing hazardous substances are sent, they must be included in ADR hazard classes 2.1, 2.2, 3 or 4.1.
- It is not permitted to offer Articles from other ADR hazard classes. If Articles from other ADR hazard classes are offered and delivered, these Articles will be returned to the return address known to bol at the Partner's expense.
- The Partner must be able to provide bol with the necessary safety documentation.

# 4. Pre-announcing shipment

The conditions below apply when pre-announcing a shipment:

## 4.1 General requirements

- A Pre-announcement is required for each Shipment prior to delivery. The Shipment can be registered via the Sales Account or the bol Retailer API.
- A Shipment that has been registered must be delivered on the delivery date specified in the Pre-announcement.
- The Articles barcodes and numbers in the Pre-announcement must correspond exactly to the contents of the physical Shipment.
- The type of load carrier (pallet or package) and the number of load carriers in the Pre-announcement should match the actual type and number of load carriers delivered.

# 5. Packing shipment

All Shipments must be delivered to bol undamaged. The conditions in article 5.1 apply for all shipments. For shipment by individual packages, the conditions in article 5.2 must be met. For shipment by pallet, the conditions in article 5.3 must be met. For shipment of Clampable Articles, the conditions in article 5.4 apply.

## 5.1 Shipping label on the Shipment

- A Logistics via bol shipping label is mandatory. These labels are generated automatically when the shipment is pre-announced.
- If the shipment is delivered in packages, each package must display a visible, unique shipping label.
- If the shipment is delivered on pallets or as a clampable item, each pallet or clampable item must display two visible, identical shipping labels on the outside of the seal:
- The first label must be placed at the top right on one of the long sides of the pallet.
- The second label must be placed at the top right on one of the short sides of the pallet.
- Stacked pallets are treated as separate pallets and should contain two identical, visible Shipping Labels per pallet.
- The information on the Shipping Label must not be covered (including the carrier's Shipping Label).

## 5.2. Delivery of individual packages

- A Shipment may consist of a maximum of ten individual parcels. For more than ten parcels, the Shipment must be delivered on a pallet, as described in Article 5.3.
- When using the delivery service for Logistics via bol, a Shipment may consist of a maximum of 20 individual parcels.
- The maximum weight per parcel is 15 kg.
- The maximum dimensions per parcel are 80 x 80 x 80 cm. Please note that carriers may apply other maximum dimensions.
- A package may only contain Articles that are part of the same Pre-announcement. It is therefore not permitted to combine Articles from different Pre-announcements in one package.
- Parcels should be delivered in sturdy, tight cardboard boxes.

## 5.3 Delivery of pallets

Bol only accepts EPAL Europallets (80 x 120 cm), unless the Articles do not fit on an EPAL Europallet. In that case, the conditions in article 5.3.2 apply. In all other cases, the following applies.

- The pallets must be undamaged upon delivery to the Fulfilment Center. Damaged pallets, including the load, will be refused by bol upon delivery. Undamaged pallets that meet all delivery conditions will be accepted.
- EPAL Europallets will be exchanged for undamaged, empty EPAL Europallets immediately upon delivery to the Fulfilment Center. If the exchange is refused, the EPAL Europallets become the property of bol.
- When delivering pallets from a pallet pool, bol only accepts CHEP and LPR pallets. There is no pallet exchange, as pallet pooling is used.

### 5.3.1 Packing EPAL Europallet

- A pallet may only contain Articles that are part of the same Pre-announcement. It is therefore not permitted to combine several Shipments on one pallet.
- The pallet must not be stacked higher than 180 cm (including pallet).
- A Stacked pallet is allowed when the individual pallets with load do not exceed 180 cm in height (including pallet) and the combination does not exceed 250 cm in height (including pallets).
- A Mono pallet should not exceed 680 kg.
- A Mixed pallet should not exceed 1,000 kg.
- A Stacked pallet must not exceed 1000 kg, with individual pallets not exceeding 680 kg.
- The pallet should be sealed, preferably with transparent sealing. The seal should be around the entire load and should be sealed to the pallet so that the load is stable and does not slide.
- The load should be stacked straight and should not protrude beyond the pallet.
- Articles should be placed on the pallet in such a way that there is no (falling) danger when removing the seal/wraps.
- If a Stacked pallet contains unstable Articles, for example a Shipment consisting of bags, a cardboard or wooden board should be placed between the pallets to prevent instability of the pallets and damage to the Articles.
- When an Article has a 'this side up' marking, the Article must also be stored by the Supplier with the indicated side up and transported as such to the bol Fulfilment Center.

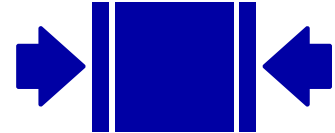
### 5.3.2 Articles that do not fit on an EPAL Europallet

These conditions apply only to Articles that do not fit on an EPAL Europallet. If an Item fits in any way on an EPAL Europallet in terms of size, the pallet must be stacked so that the Product is delivered on an EPAL Europallet.

- If an Article does not fit on an EPAL Europallet in terms of dimensions or for safety reasons, the Article may extend a maximum of 25 cm along the length of the EPAL Europallet on both sides. The maximum length of the pallet thus becomes 170 cm. The maximum width remains 80 cm, and the maximum height including the load remains 180 cm.
- If this does not fit either (in practice, this will only be necessary at bol Fulfilment Center XL2), the following pallet variants may be selected:
  - 2 EPAL Europallets lengthwise. The load unit thus becomes 80 x 240 cm. It is not permitted to position the pallets widthways (i.e. with a dimension of 160 x 120 cm).
  - A non-standard pallet larger than an EPAL Europallet up to a maximum of 120 x 210 cm.
- Only when using EPAL Europallets and block pallets (100 x 120 cm) is it possible to deliver stacked pallets or use a pallet box/gaylord box.
- Only EPAL Europallets will be exchanged for undamaged empty Europallets. All other pallet types, if left at the Fulfilment Center, become the property of bol.

## 5.4 Delivery of Clampable Articles (Only at bol Fulfilment Center XL2 in Oosterhout (Gelderland))

The conditions below apply to the delivery of Clampable Articles. Clampable Articles can only be delivered to the location bol Fulfilment Center XL2 in Oosterhout (Nijmegen).



- Clampable Articles must bear the above 'clampable' symbol on the packaging.
- Clampable Articles should be delivered without a pallet.
- Clampable Articles may not be sealed together.
- Clampable Articles should be loaded with the back of the Articles facing the trailer door.
- The same Articles should be sorted and delivered side by side in stacks with a maximum width of 170 cm.
- For Articles in the Major Domestic Appliances (MDA) category, a maximum of two Articles may be placed against each other in width.
- Clampable Articles next to each other that cannot be clamped at once have a minimum spacing of 15 cm between them. The clearance between Article and trailer on both sides is at least 15 cm.
- Articles lower than 180 cm may be delivered stacked. The Article on top may not be wider than the Article below and the Article on top must also be a Clampable Article.
- The gap between the trailer roof and the upper Article should be at least 25 cm.
- The first row on the trailer door side is stacked a maximum of two high and lower than 210 cm.
- If Clampable Articles are delivered in a vehicle that cannot unload via a dock, the carriers shall unload the Clampable Articles themselves.

# 6. Delivering shipment

A Shipment must be ready for immediate unloading upon arrival at the Fulfilment Center. Any modifications, such as sealing, stacking or labelling, are therefore not permitted after arrival.

## 6.1 Conditions of delivery

- The Shipment must always be delivered on the delivery date and at the delivery address communicated in the Pre-announcement.
- The carrier must follow the safety regulations and instructions applicable at the bol Fulfilment Center. A short overview of the most important safety regulations can be found here/below.

### Do's

- Tie your hair up above shoulder height.
- Always enter the warehouse under supervision.
- Wear correct clothing and a safety vest.
- Behave respectfully and show patience.
- Always wear high safety boots.

### Don'ts

- Wearing jewellery is prohibited.
- Do not bring electronic devices inside.
- Do not wear loose clothing (e.g. hoodies or scarves).



- Upon arrival, the carrier should report to the porter and present a Waybill/CMR.

The Waybill should contain at least the following information:

- recipient and delivery address
- Supplier name
- Carrier
- number of pallets/packages
- date of delivery
- Shipment reference or Packing List Reference as it appears in the Sales account

- The carrier will be assigned one or more docks on arrival and must unload the Shipments there. Unloading should be done through the back of the truck.
- For safety reasons, the carrier must provide and place wheel chocks at the trailer's wheels before unloading can begin. These wheel chocks must remain in place until bol gives permission for their removal.
- Carriers should unload pallets and individual packages themselves, and place the cargo on the lanes behind the dock. Pump trucks are available for this purpose. Clampable Articles will be unloaded by bol unless the vehicle cannot dock. In that case, the carrier should unload by themselves.
- When an Article has a 'this side up' marking, the Article must also be delivered as such (with the top side up).

## 6.2 Vehicle requirements

- The Shipment should always be delivered with either:
  - a vehicle that can drive backwards to the dock and unload from a 100 cm loading pit via the rear, with a loading space at least 200 cm wide.
  - a vehicle (such as a delivery van) that has a tailgate that allows unloading.
- Other means of transport (such as passenger cars) are not allowed.
- Direct delivery of shipping containers is not allowed.