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# Terms and Conditions of Delivery and Storage of Goods:

## 1) Receipt of Goods

Upon receipt of the goods, inspect all pallets carefully. Check whether there are any signs of damage caused during transport, such as:

a) Moisture affecting the pallet or the goods.
b) Damage caused during transport or handling of the goods.

If any irregularities are identified, immediately notify an employee of **ERG Bieruń Sp. z o.o.** and ensure that the incident is properly documented:

a) Take photographs.
b) Prepare a written note including the driver's details and signature.
c) Record the vehicle registration numbers.
d) Note all irregularities in the transport documents before signing them. This is a crucial point. If you sign that the goods were received in good condition, obtaining compensation will not be possible.

## 2) Condition of the Goods

All products manufactured by **ERG Bieruń Sp. z o.o.** are produced in accordance with the highest quality standards, and we make every effort to ensure that they reach our customers in intact condition. We guarantee that all products will perform properly under normal conditions of use.

If the goods have sustained minor, superficial damage during transport, in most cases this will not adversely affect their usability. In such instances, only the outer packaging has been damaged.

An example photograph is provided below.




## 3) General Conditions for the Storage of Goods

**Handling Recommendations:**

a) Handle one pallet at a time.
b) Use suitable equipment for pallet handling.
c) Recommended forklift truck capacity: **2 tones**.
d) Long forks with narrow ends should be used when handling pallets in order to minimize damage.
e) The use of a manual pallet truck is recommended when unloading pallets from a lorry.

**Important:**

a) Films may be damaged as a result of improper handling.
b) Ensure that all sharp edges and protruding elements of warehouse equipment are eliminated when moving the film during storage.

**Storage Requirements:**

a) Store film rolls in their original packaging until they are used.
b) Store film rolls under cover, in an enclosed structure, and avoid direct exposure to sunlight and moisture.
c) Stacking pallets is permissible when appropriate handling equipment is used.
d) It is recommended that older rolls be used first.

