



General Terms and Conditions

Wein-Lagerlogistik operates exclusively in accordance with the General Austrian Forwarders' Conditions (AÖSp) and international CMR regulations.

Storage:

1. Only pallets with homogenous contents are stored. If different wines are delivered on a single pallet, they will be separated and sorted into homogeneous pallets at an hourly rate of €35.00 per person.
2. For storage without a delivery note, an additional administrative fee of €5.00 will be charged.
3. Outbound orders submitted after 10 a.m. will be dispatched on the next working day.

Transport:

1. Transport orders must be submitted by fax or email by 2 p.m. the day before pickup.
2. Goods brought to Wein-Lagerlogistik GmbH by the winemaker must be delivered by 11 a.m. to ensure same-day dispatch.
3. Parcel shipments are sent exclusively in certified boxes.
4. Deliveries are made as consolidated freight unless the client requests special transport. Deliveries are made on weekdays, excluding Saturdays, within Austria behind the first lockable door. All information is provided without guarantee.
5. If the recipient refuses to accept a delivery, Wein-Lagerlogistik is entitled to a reasonable fee for the return transport. If Wein-Lagerlogistik incurs additional costs due to delayed acceptance, these shall also be borne by the client.
6. Additional services, such as removal, will be charged at an hourly rate of €30.00 subject to prior agreement.
7. Island transports in Germany are subject to an island surcharge according to the daily rate.
8. For scheduled deliveries, the following additional surcharges shall apply:
 - a. Delivery by 9 a.m.: +55%
 - b. Delivery by 12 p.m.: +35%
 - c. Delivery by 4 p.m.: +20%
9. Notification by telephone is possible upon previous request for a fee of €7.50.
10. Private shipments are only possible if the telephone number of the recipient is provided.
11. A fuel surcharge will be applied as indicated until further notice.

Invoicing:

1. Invoicing takes place weekly for transport and monthly for storage.
2. Payment terms: Immediate payment upon receipt of the invoice without any deductions.

Claims:



Wein-Lagerlogistik GmbH
Heidehofweg 9, A-7111 Parndorf
Tel: 02166/20674, Fax: 02166/20674-12
Firmensitz Parndorf, HG Eisenstadt
FN 585881s, UID-Nr. ATU 78495923

1. Any damage must be noted on the delivery slip (receipt) and immediately reported in writing to Wein-Lagerlogistik. Any concealed damage must be reported within 7 days from the delivery date.
2. The invoice for damages without tax must be issued immediately to Wein-Lagerlogistik.
3. The return costs for damaged packages must be listed in the damage calculation, otherwise these costs cannot be covered by the insurance.
4. The damage amount will be paid out by Wein-Lagerlogistik after the insurance claim has been settled.
5. All return costs for goods without apparent damage shall be borne by the client.

Liability:

1. Wein-Lagerlogistik is liable in accordance with Section 51 AÖSp (or internationally according to CMR) based on fault.
2. Wein-Lagerlogistik is not liable for consequential damages and subsequent costs such as purely economic losses, loss of profits, lost earnings or lost revenue.
3. Liability is not assumed if parcel services use any other box besides the certified boxes provided by Wein-Lagerlogistik.
4. Liability according to CMR is approximately €10.00 per kg. Additional insurance is possible depending on the value according to the SVS table upon express request.

Miscellaneous:

1. The place of jurisdiction for all legal disputes is Neusiedl/See.