



# Delivery Instructions Promese Warehouse

The purpose of this manual is to provide standards in the specifications of all [Integral] related deliveries to Promese.

Following these rules ensures your goods will be processed quickly.

If any of these instructions is not followed, the processing can be delayed and can result in administrative charges for you.

## **Delivery address:**

Promese Logistics  
De Run 4271  
5503 LM Veldhoven  
Netherlands  
Phone: +31 40 24 93 501

**Importer information (If you are shipping from outside EU)**, the delivery address remains the same, but please use this information as the 'importer of record' on the customs documentations for your transport company:

***Play It Again Sam BV***  
***Meeuwenlaan 98/100***  
***1021 JL Amsterdam***  
***The Netherlands***  
***VAT: NL008267212B01***  
***EORI nr: NL008267212***

## ***Deadlines for delivery***

**For international outside of Europe distribution:** stock must be delivered at the latest Thursday **5 weeks** before release date.

**For international within Europe and UK distribution :** stock must be delivered at the latest Thursday **4 weeks** before release date.

**For France, Germany, Benelux and webshop:** stock must be delivered at the latest Tuesday before release date minus **3 weeks**.



## **Orders**

No goods can be delivered to Promese without a [Integral] Purchase Order.

A [Integral] PO Number can get requested to [stockorder@integralmusic.com](mailto:stockorder@integralmusic.com) by providing at least the following information:

- Article description
- Barcode
- Article number
- Supplier
- Exact quantity to be delivered

A PO is valid for a period of **2 months**. Then it is deleted and a new Po must be requested.

## **Pre-alerts**

- Deliveries to Promese warehouse must be reported (pre-alert) at least 24 hours in advance by sending a copy of the delivery note to: [deliverynotes@integralmusic.com](mailto:deliverynotes@integralmusic.com)

The pre-alert must include a full description of each item delivered that matches the one shown on the Purchase order:

- Name of the transport company
  - Supplier
  - [Integral] PO nr
  - Barcode
  - Article Number
  - Title/Description
  - Quantity for each product
  - Number of pallets and/or cartons being delivered
  - Delivery date
- Packing list, delivery note and/or invoice must contain - clearly marked - the **[Integral] purchase order number**.

**Missing information on the delivery note and/or lack of pre-alert will result in goods-in delay and administrative charges.**



## ***Deliveries***

Each delivery **MUST** be accompanied by the original delivery note, or, if made by a third-party distributor using their own consignment note, the supplier's name must be clearly shown.

It is possible to supply the PO across multiple deliveries, however, please provide all requested information in advance as detailed in the pre-alerts (see above).

Promese warehouse is normally open at regular working days from **9:00 – 16:00 hours**, with the exception of Dutch nationally recognized holidays.

Deliveries outside these hours can be arranged under special circumstances. Contact [Customerservice@promese.eu](mailto:Customerservice@promese.eu) for possibilities and additional instructions.

## ***Packaging and labelling***

Please follow these specifications before packing and shipping products to avoid any additional delay in goods in process.

- A complete packing list must be included with the shipment. The packing list should at least contain the PO number, EAN numbers and delivered quantities.
- All items must be securely packed to prevent damage during transit and must be individually shrink wrapped.
- All cartons must be labelled with article number, barcode and carton quantity.
- Individual items should be packed in suitable (factory) cartons in even quantities.
- Cartons must be closed at all sides. Open cartons will be reworked and costs will be recharged to you.
- In case of mixed shipments, stock has to be properly sorted, meaning that identical articles should be packed and stacked together within the shipment. When deliveries contain multiple mixed cartons, every item should only be present in one mixed carton.
- Cartons containing more than one item should be properly marked with “mixed carton”.
- Packages that contain less than the maximum/normal amount must be clearly indicated (final carton).

**In case stock gets delivered that does not follow these instructions, and will require rework to match them, this will delay the stock availability for orders and the costs will be recharged.**



[Integral] and Promese will not be liable for damages incurred during transportation.

Shipments will be checked for damages upon receipt.

Clients will be notified of any damages.

### ***Pallet specifications***

- Pallet stock deliveries must be made on **EURO pallet or EURO size pallet, 120 x 80 cm**. This pallet needs to be of adequate quality to match the load of the goods it supports.
- Maximum height of pallet is 180 cm.
- Boxes must not overhang the edges of the pallet.
- Pallets should be adequately wrapped to ensure that the goods are suitably protected.
- The total quantity of an item must be regrouped and not spread amongst several pallets/boxes

### ***Carton specifications***

- Carton stock deliveries cannot exceed 25 Kg per carton.  
All formats listed below need to be delivered in industry standard boxes:

Format	Carton Dimensions		
	Length (mm)	Width (mm)	Height (mm)
<b>DVD</b>	380	200	150
<b>CD</b>	270	130	150
<b>Blu Ray</b>	280	175	140
<b>Vinyl</b>	340	340	190

We are at your disposal for any additional details.

### **Stock Control Department - [Integral]**

Rue St-Laurent/St-Laurensstraat 36-38

B-1000 Brussels - BELGIUM

+32 (0)2 558 58 11

Stockorder@integralmusic.com

