

# DAFA supplier manual





# Dear Business Partner

Please find enclosed guidelines for our future partnership. Please accept and follow these guidelines in order to facilitate future processes together. Please contact us at any time if you have any questions concerning this document.

The following general purchasing conditions shall apply to deliveries to DAFA A/S and its subsidiaries (hereinafter referred to as the DAFA Group), if not otherwise specified or amended in writing by the parties. The general conditions of sale and terms of delivery of (...\*the supplier\*... / Wat no.....) (Hereinafter referred to as the vendor or supplier) only apply - wholly or partly - to the extent that the DAFA Group explicitly confirms them in the agreement.

In the present purchasing conditions, "agreement" means the agreement of which these conditions are incorporated.

It is necessary for DAFA Group to have reliable and competent business partners in order to achieve customer-oriented objectives together with the suppliers. The supplier must therefore be familiar with and agree on the processes described in these guidelines, as this is the basis for cooperation with DAFA Group.

The guidelines contribute to achieve the most efficient and flexible supply chain system, thus we place the stock facilities as early as possible in the supply chain regarding quality, environment, risk, cost, delivery and customer satisfaction. This will promote reliability; reduce waste, both on material and resources, which is leading to cost savings for both the supplier and DAFA Group. Moreover, it will provide basis for establishing transparency in the logistics processes.

If the supplier changes the production place, production equipment, process and / or raw material in the product after DAFA Group's approval, it is important that DAFA Group is contacted early in writing in order to react before the change become effective.

## 1. Logistics conditions

DAFA Group issues orders that may include multiple deliveries. Orders are sent to the vendor electronically. We must receive order confirmations no later than two working days after submission of our order in the form of an e-mail to the following address: **purchase@dafa.dk**. In the absence thereof, DAFA Group is entitled to determine that the order and any subsequent confirmation from the vendor are not binding for DAFA Group.

The ordered products may be delivered 2 days prior to a confirmed date or at the latest on the day of the confirmed date. If exceeding this, the goods will be rejected at arrival and the costs will be paid by the supplier.

DAFA Group is only obliged of an order confirmation that is in accordance with the purchase order. Delivery- and shipping documents are sent electronically to the e-mail address: **EU\_delivery@dafa.dk**. Invoices and credit notes are sent electronically to the e-mail address: **invoice@dafa.dk**.

## 2. Packaging

All products must be packaged neutrally and with neutral labels unless otherwise agreed.

The packaging must prevent any damage in transit and/or moisture damage during internal/external transportation.

All products must be stored so that no moisture or other damages/problems occur during storage. All deliveries must be delivered on pallets corresponding to EUR pallets, size 80 cm W x 120 cm L x max. 240 cm H, as standard. Timber packaging must be treated and must meet the requirements of ISPM 15.



DAFA Group reserves the right to alter the pallet height based on a particular product, which is constructed for the weight and volume being used, or to alter pallet sizes (special pallet). Maximum weight: 500 kg.

Postal packages must be packed in export boxes with a maximum weight of 15kg. Long goods must be packaged in cardboard export packaging. Maximum length 6.5 meters. All pallets, boxes and long goods must be clearly marked with a white self-adhesive label with black text on at least two opposite sides, stating our article number and quantity.

The text must be legible at a distance of 5 meters.

### **3. Penalty**

If the above guidelines are not met, DAFA Group reserves the right to rectify the deficiencies at the vendor's expense, subject to a minimum of DKK 2.500 and thereafter DKK 500 per consignment or part thereof.

### **4. Delivery**

The vendor shall deliver the goods to DAFA Group in the agreed quantities unless DAFA Group's acceptance and confirmation to the contrary have been accepted.

Deliveries must be dispatched so that they are received at the specified address on the confirmed delivery date within the following hours:

Monday - Thursday: 7 am - 2.30 pm  
Friday: 7 am - 12 noon

The supplier must notify DAFA Group by an e-mail to the purchase responsible as soon as the goods have been dispatched. (By sending a copy of the delivery note and if possible consignment note and Track & Trace number).

All deliveries must include a delivery note, which must be placed in an easily accessible and visible place of the goods' packaging.

The purchase responsible must be notified of any delays immediately by e-mail. Any delays must subsequently be recovered at no extra charge if this results in delays in our production processes and/or to our delivery performances. If a delivery is expected to take place after the agreed delivery date and will not take place on the agreed delivery date, DAFA Group is entitled, without notice, to cancel the order wholly or partly, unless otherwise agreed. Any urgent dispatches because of delayed deliveries are entirely at the expense of the vendor.

All goods must be quality- (QC and date) and quantity-controlled. Documentation for this must accompany the goods.



## 5. Direct Deliveries

Deliveries must not contain any delivery notes, invoices, etc. unless agreed otherwise.

## 6. Special agreements

The item must be delivered as described above unless anything else is accepted and confirmed by DAFA Group.

### **Important:**

Loading/unloading from the rear end of vehicles only to the ramp.  
The driver must wear safety shoes and vest when entering DAFA's premises.

## 7. Deficiencies

The delivery is deemed deficient if it does not correspond to the specifications stated by DAFA Group (including agreed quality management, process control, measurement reports, quantity, outbound inspection by the supplier, as well as packaging, marking and palletizing) or does not conform to the generally accepted standards for goods of the type in question.

DAFA Group must be informed immediately if it can be established that non-conforming products have been shipped. DAFA Group must also approve deviations, if it is stated that the products or processes do not meet the defined requirements.

Within a reasonable time after receipt of the goods, DAFA Group shall examine the goods in accordance with DAFA Group's applicable incoming goods inspection and associated procedure. If the delivered goods have defects or deficiencies, DAFA Group shall be entitled, wholly or partly, to cancel the agreement, return the goods to the vendor at the vendor's expense and risk, and demand re-delivery or subsequent delivery to remedy the defect or deficiency. DAFA Group may also demand (if relevant, in combination with the above-mentioned powers to seek redress) that the vendor shall remedy the defects or deficiencies, including providing assistance to sort the delivery at the place of delivery. Furthermore, DAFA Group shall be entitled (if relevant, in combination with the above-mentioned powers to seek redress) to remedy the defects or deficiencies at the vendor's expense. In addition, DAFA Group shall be entitled, if the agreement is not canceled, to demand a reduction in the purchase sum and to claim compensation for loss under the general provisions of Danish law, including consequential costs. DAFA Group's payment (if made) for the goods does not imply any waiver of the right to claim against the vendor in the matter of any defects or deficiencies.



Need / demand, expected to be fulfilled by the vendor / supplier is marked = \*

Nice / wishes, fulfilled by the vendor / supplier are marked with = #

|   | <i>Order confirmation</i> | <i>Delivery notes</i> | <i>Product / Packages</i> | <i>Pallet list / Pallet-ID</i> | <i>Invoice</i> | <b>Comments</b> |
|---|---------------------------|-----------------------|---------------------------|--------------------------------|----------------|-----------------|
| <b>Need / Nice = Write YES if demands / wishes are possible</b> |                           |                       |                           |                                |                |                 |
| DAFA Purchase Order no. / Requisition no.                       | *                         | *                     | *                         | *                              | *              |                 |
| DAFA Contact / Administrator                                    | *                         |                       |                           |                                | *              |                 |
| DAFA Product no.  | *                         | *                     | *                         | *                              | *              |                 |
| DAFA Product Specification                                      | *                         | *                     | *                         | *                              | *              |                 |
| Ordered amount acc. DAFA order.                                 | *                         |                       |                           |                                | *              |                 |
| Identified Batch number   |                           | *                     | *                         |                                |                |                 |
| Delivered numbers acc. Supplier.                                |                           |                       | *                         |                                |                |                 |
| Manufacture date of the product                                 |                           | *                     | *                         |                                |                |                 |
| Product expiry Date   |                           | *                     | *                         |                                |                |                 |
| Weight indication gross / net.                                  |                           |                       | *                         |                                |                |                 |
| Volume specifying   |                           |                       | *                         | #                              |                |                 |
| Number of packages  |                           |                       |                           | *                              |                |                 |
| Number / Batch no.  |                           |                       |                           | *                              |                |                 |
| EAN / TUN no. if stated in the order.                           |                           |                       | *                         |                                |                |                 |
| Price in DAFA units. (Acc. Order)                               | *                         |                       |                           |                                | *              |                 |
| Delivery Date, (Day goods are at DAFA.)                         | *                         |                       |                           |                                |                |                 |
| Terms & Conditions  | *                         |                       |                           |                                | *              |                 |
| Payment terms   | *                         |                       |                           |                                | *              |                 |
| Delivery method   | *                         | #                     |                           |                                | *              |                 |
| Supplier Order no.  | #                         | #                     |                           |                                | #              |                 |
| Supplier article no.  | #                         | #                     |                           |                                | #              |                 |
| Supplier contact person   | #                         | #                     |                           |                                | #              |                 |
| Specification of part/final delivery                            |                           | #                     |                           |                                |                |                 |
| Quantity: delivered/back order, in DAFA units                   |                           | #                     |                           |                                |                |                 |
| DAFA Barcode / Barcode (Purchase Order)                         |                           | #                     | #                         |                                |                |                 |
| Packages no. out of "X" no. of Packages                         |                           |                       | #                         |                                |                |                 |
| Pallet no.  |                           |                       |                           | #                              |                |                 |
| Packages no.  |                           |                       |                           | #                              |                |                 |
| Barcode according to DAFA no.                                   |                           | #                     | #                         |                                |                |                 |
| Gross / net weight / pallet - or packages                       |                           |                       |                           | #                              |                |                 |
| <b>Total of *:</b>  |                           |                       |                           |                                |                |                 |
| <b>Total of #:</b>  |                           |                       |                           |                                |                |                 |



Important! Marking per roll/  
consignment



Important! Marking per roll/  
consignment



Important! Marking per roll/  
consignment



Standard pallet 80 x 120 cm



Mixed pallet



Basket

|   |                                 |                                     |                                      |
|---|---------------------------------|-------------------------------------|--------------------------------------|
| Description:<br><b>Ny DAFA Flex™</b><br><b>25/13-24 Grå</b><br><b>12 rl. Á 5,2=62,4 m pr/krt.</b> |                                 | Item-no.:<br><b>620014184</b>       |                                      |
| Content:<br><b>62,4 m</b>   | Weight:<br><b>6,0 kg brutto</b> | Purchasing order:<br><b>138423</b>  |                                      |
| TUN-no.:<br><b>1337281</b>  | Weight:<br><b>5,7 kg netto</b>  | Approval:<br><b>BG1, DIN18542</b>   | Country of origin:<br><b>Germany</b> |
| Use before:<br><b>28-02-13</b>  | Volumen:<br><b>0,25 m³</b>      | Production-no.:<br><b>A11203145</b> | Date:<br><b>29-02-12</b>             |

Example of consignment marking



## 8. Complaints

If the goods delivered are deficient or defective, DAFA Group shall submit a written complaint in the form of an 8D report. The 8D process serves to represent the problem solving process while at the same time producing a report for documentation purposes. The vendor completes and returns the 8D report with preventive and corrective actions as quickly as possible, but within a maximum of 10 working days.

In case of repetitive complaints, DAFA Group reserves the right to at any time to conduct audits at supplier and / or subcontractor, together with the vendor.

## 9. Sustainability

The vendor is committed to manufacture products in accordance with all federal government requirements, including environmental and safety standards. The product must be manufactured so that it is consistent with recent published requirements of RoHS and REACH REGULATORY DIRECTIVE

In the design of the goods as well as in the choice of materials, production methods, employees and external suppliers, the vendor must ensure compliance with the Buyer's environmental policy as well as with the principles of the UN Global Compact.

**DAFA A/S signature**

**Supplier signature**

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Name:

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Name:



# The invisible lines that make wonders happen

At DAFA we are experts in specialized products and total solutions that seal, absorb and protect.

With uncompromising product quality, constant innovation and close collaboration with customers we contribute to successful projects in industries where attention to detail is the difference between success and failure.

Our experience covers three quarters of a century, and our solutions are at work all over the world. Our global supply chain means that we deliver to any location efficiently and at competitive prices



\* Applies to: DAFA A/S, DAFA Sverige AB, DAFA Deutchland GmbH, DAFA Sealing Technology (Tianjin) Co., Ltd., DAFA US Inc., DAFA Polska sp. z o.o.

\*\* Applies to: DAFA A/S



[dafa-group.com](http://dafa-group.com)  
Denmark · Sweden · Germany · China · US · Norway · Poland · Italy