



Logistics Catalog

Supply Chain Department.
Logistics Area

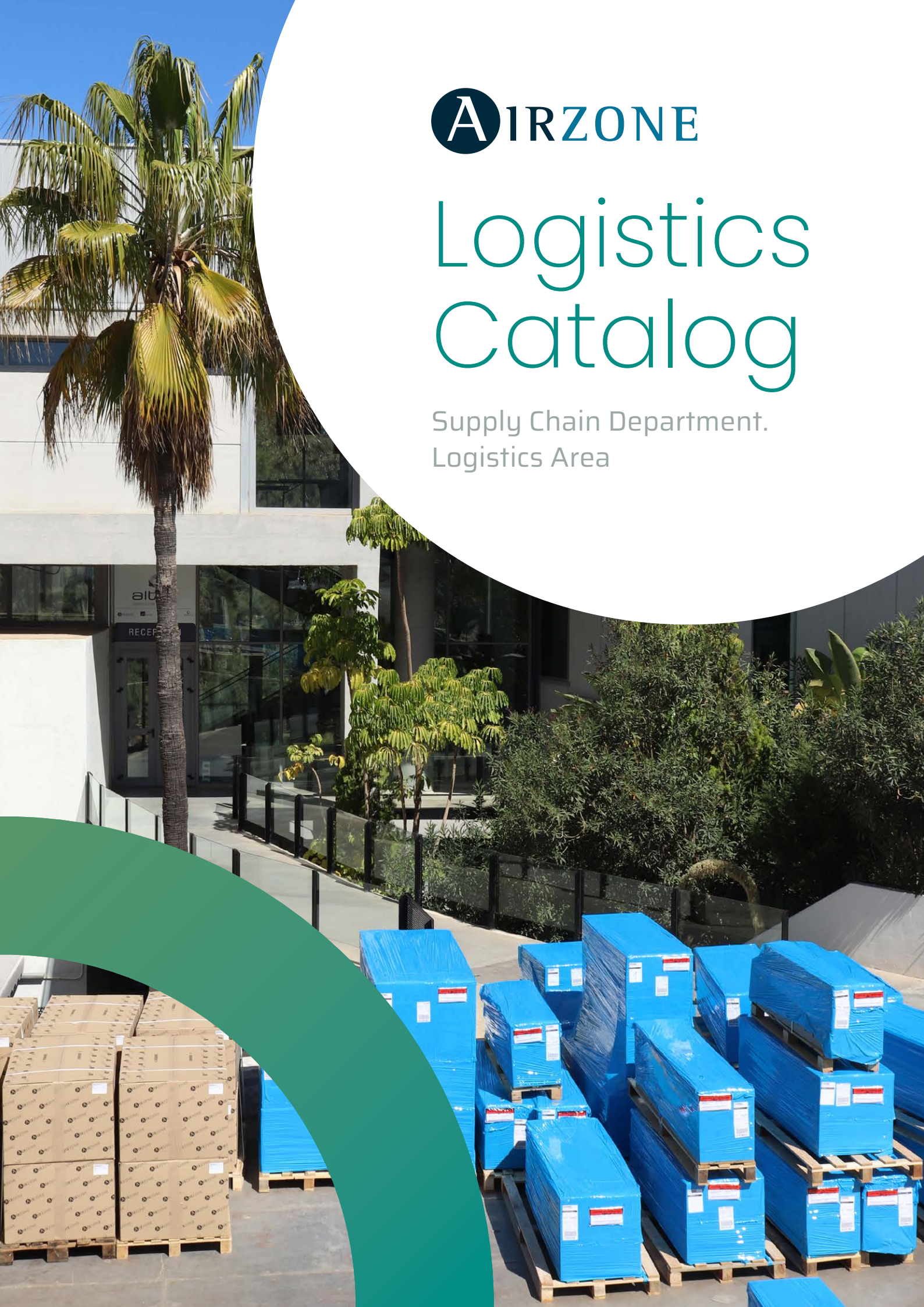




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CLIMATE

CONTROL

PEOPLE



Who Are We?

Airzone's logistics department was created with the need to offer our customers the convenience of accessing Airzone's products, based on a **Time - Service - Quality (TSQ) policy**. As we have grown over the years and developed new markets, we have undergone different changes, while striving to develop the best logistics system for our products, implementing improvements with regard to service types, integration with suppliers, order tracking and packaging material, among others.

The logistics team currently manages all types of national and international transits, making every effort to ensure that you receive your product on time and in good condition, while always being alert to any incident that may arise in order to solve it as soon as possible so that you won't have to worry about a thing.

We focus on your peace of mind with regard to the transit of your order, so we have developed several internal procedures with periodic self-evaluations in order to keep improving and, thus, provide a quality service.

Together with our transport partners, we coordinate the best way for your goods to reach their final destination without any problems.

This catalog presents the different procedures and work guidelines, as well as the logistics actions.

The logistics team consists of the following profiles:

- 1. General Director of Industrialization.** Management of the departments related to the supply chain, from the purchase of raw materials to the final shipping of the order, including manufacturing at each of the workshops and our product support and quality teams.
- 2. Logistics Coordinator.** Team management, negotiation with suppliers and the review and update of our shipping rates and policy. Trade fair and event logistics and definition, together with follow-up of new projects and logistics procedures.

3. International exports and imports.

Management of logistics platforms, study and implementation of new international markets, review and action with regard to documentation and customs clearance. Quotations for international orders according to the service type and direct truck traffic and routes.

4. Export and Import within EU Customs Territory.

Order tracking and incident management. Processing of formal complaints to our logistics suppliers. Creation of shipments and manual pick-ups. Review of Myzone pick-ups and daily reports from transport agencies.

Our contact email address is:

transporte@altracorporacion.es

logistics@airzonecontrol.com

1. Incoterms 2020

Incoterms (International Commercial Terms) are used in **sales transactions** to indicate who is responsible for shipping costs, where the **risk and responsibility** for the goods lie, whether the use of insurance is compulsory and who is responsible for customs formalities and their consequent payment, among others.

We offer **three options** that will be linked to the purchase of your product, based on and in accordance with the international regularization of the World Trade Organization (WTO): EXWORKS, DAP and DDP. We apply Incoterms 2020.



1.1. EXW – EXWORKS

Under the EXWORKS Incoterm, the **customer** is responsible for arranging the transport to **pick up the goods** at their own expense. You will receive an email from Airzone to notify you of the completion of your order. The email informs you that the order is ready to be picked up **at our facilities**. Therefore, your carrier will be in charge and responsible for it once it has been picked up at our factory.

Our logistics department can also manage a shipment under the Exworks Incoterm with the shipping agent chosen by the customer, **using their transport account**. Once the shipment has been made, we will share the tracking

information and the customer will be responsible for the shipment, from pick-up to delivery.

We will provide the necessary documentation for the shipment, such as the delivery note or invoice and the packing list.

We can store your order for 20 calendar days at our factory. After this time, we can offer an external storage option with a partnering company, which has a surcharge of €5 per week per package. In addition to storage, this includes the cost of transportation to the center and documentation.

EXW INCOTERM



1.1. DAP – DELIVERY AT PLACE

This is the most frequently used Incoterm by our customers. Under this Incoterm, Airzone is **responsible for shipping and tracking the goods**, as well as guaranteeing delivery in a timely manner¹. It has the advantage of enabling competitive prices, in addition to the fact that the responsibility lies with the seller. Under this Incoterm, Airzone will also provide the **necessary**

documents for shipment. Please note that we will take care of transportation to the agreed point, as well as customs clearance upon departure of the goods, but **the customer is responsible for arranging the import clearance** in the destination country. They are therefore responsible for paying duties and taxes.

DAP INCOTERM



1.2. DDP – DELIVERY DUTY PAID

Under this Incoterm, the seller must transport the goods to the point agreed with the buyer. Airzone will be responsible for the **transit of the goods**, as well as for **customs clearance management and the expenses** deriving therefrom. It will be in charge of the goods until the customer signs the proof of delivery upon receipt.

If the shipment needs to go through a customs formality and you are not very familiar with this process, select this Incoterm so that Airzone

can take care of all the paperwork and you only have to worry about receiving the product at the delivery address indicated.

Please note that the **choice of Incoterm** may also be determined by the **destination country**, as there may be trade barriers, technical requirements or agreements for certain goods, among others. For these reasons, it is not always possible to use the DAP or DDP Incoterms for certain countries. Please contact our sales department.

DDP INCOTERM



¹ For DAP shipments subject to customs clearance in which the customer's shipping agent is responsible for clearing the shipment, no more than 3 working days may elapse to begin clearance; otherwise, the customer will be responsible for any storage costs that may be incurred. Please note that customs clearance may cause delays in the delivery of your order.

2. Our Services

We currently offer multiple types of services, including: land transport, air transport, air cargo transport, direct truck transport by road, truck transport on a per meter basis and sea transport.

2.1. LAND TRANSPORT BY ROAD: ECONOMY SERVICE

This is the default service type for any order.

It is a shipping service that we offer, in which the cargo **is sent by road** under the **groupage** modality. Groupage is a method used in the export and import of goods, for the purpose of transporting the cargo of different companies at the same time.

Shipments can be configured with a **maximum of three pallets**. Therefore, when orders contain more than three pallets, several shipments are generated, which may be **delivered on different days and at different times**.

As a result, please note that if your order contains five pallets, for example, the transport agency may deliver three pallets one day and the remaining two pallets the next day.

2.2. AIR TRANSPORT: EXPRESS SERVICE

We offer this service when you need your order **to arrive urgently**, provided that the products are **not palletized**. In the case of loose packages, we have a predefined Express rate for several countries. If your country does not appear on the price list, the logistics team will give you a quotation in the shortest possible time.



2.3. AIR CARGO TRANSPORT: ECONOMY AND EXPRESS SERVICE

This service is ideal when **your product is palletized** for its safety, as a result of the large amount of material or its high weight. In this case it is shipped by **air**, if necessary, due to the nature of the destination. We therefore comply with international air regulations for palletized goods.

For this type of service, our pallets always have a **maximum height of 1.60 meters**, in order to comply with the requirements of international regulations for the transport of goods by air.

You can use our Economy service, or you can opt for the Express² service for an additional fee. To quote this Express service, the **logistics team has to request a quote from your different transport agents**, so please note that the result is not immediate and it may take a little longer to receive the delivery.

For further details, please contact us.

² Service suitable for transits within the Customs Territory of the European Union (CTU). Includes: Belgium, Bulgaria, Croatia, Czech Republic, Denmark (except the Faroe Islands and Greenland), Germany (except the island of Heligoland and the territory of Büsingen), Estonia, Ireland, Greece, Spain (except Ceuta and Melilla), France (except New Caledonia, Saint Pierre and Miquelon, Wallis and Futuna Islands, French Polynesia and French Southern and Antarctic Territories, but including the overseas departments of Guadeloupe, French Guiana, Martinique, Mayotte and Reunion Islands), Italy (except the municipalities of Livigno and Campione d'Italia, as well as the national waters of Lake Lugano which are between the bank and the political frontier of the area between Ponte Tresa and Porto Ceresio), Cyprus (pending a settlement to the Cyprus problem, the application of the Community 'acquis' is suspended in those areas in which the Government of the Republic of Cyprus does not exercise effective control), Latvia, Lithuania, Luxembourg, Hungary, Malta, the Netherlands, Austria, Poland, Portugal, Romania, Slovenia, Slovak Republic, Finland and Sweden. Also for the United States and Canada.

2.4. DIRECT TRUCK TRANSPORT BY ROAD

We use this service when the order comprises a **minimum of 10 pallets and a maximum of approximately 16 pallets³**. The direct truck service ensures that all the products included in your order arrive at their destination together and under the necessary security measures.

For this type of service, our **pallets can have different heights**, with an assembly range of 1.7 and 2.2 meters high. We will consider the best way to distribute your product with adequate security.

Our direct trucks include curtain-sided vehicles and reefer container vehicles. They are always accompanied by a security seal that must arrive intact at the destination.

We offer 3 service sub-types⁴:

1. **Closed semi-trailer trucks (ISOTHERMAL) with rear unloading.** When we send this type of truck you will need your own means of unloading, i.e., an electric hoist and trained unloading staff. Unloading must be performed on a loading/unloading dock.
2. **Open semi-trailer trucks (TAUTLINER) with side or top unloading.** You will also need your own means of unloading for this type of truck, i.e., an electric hoist, a crane, etc., and trained unloading staff. Unloading must be performed on a loading/unloading dock. As shown in the photograph, with this option unloading can be performed from the rear as in the first option, or from the side.



1. Direct truck + unloading platform.

- You have a hand pallet truck or some other means of unloading the goods. You will therefore be responsible for unloading.
- You have an external warehouse with means of unloading the goods to allow their delivery. Once the goods have been unloaded at the warehouse, they will be transferred to the work site at your own expense and risk.
- If you have no means of unloading the goods, we will send them to a point agreed with the carrier, and the transport agency will deliver them by van in different deliveries. In this case, there is a risk that all the goods will not be delivered on the same day and at the same time.



³ Calculation subject to pallet dimensions, with a maximum pallet height of 2.2 meters. If the maximum number of pallets on a truck is exceeded, the rest of the goods will travel on another direct truck.

⁴ Services subject to means of unloading at the destination.

We would like to remind you that, for this service, **Airzone does not have the means to unload goods**. Please make sure you have a forklift truck in order to unload the goods. Likewise, the driver cannot unload the goods. It will also be important to indicate whether there are any on-site restrictions, i.e. limited space for the truck, if there is a dedicated site for unloading, etc.

The sales department will contact you to **fill out a form with the direct truck option** that is best suited to your needs. You will also have to **make an appointment** for unloading, agreeing on the day, time and maximum time for unloading the goods.

If it is not possible for **the driver to arrive on time**, you will be informed in advance. Please note that this may happen due to causes beyond Airzone's control, such as strikes, weather conditions or truck incidents, among others.

If unloading does not take place at the scheduled time and the vehicle has to wait for more than 1 hour from the time the vehicle is made available until the loading and unloading operations are completed, the carrier may claim compensation from the loader for standstills.

2.5. TRUCK TRANSPORT ON A PER METER BASIS

Truck transport on a per meter basis is similar to the direct truck service, with the difference that we can only use this service if the total number of pallets on your order is **between 6 and 9**. With this service, you will receive all the pallets **in a single delivery**, offering more efficient delivery security than the groupage method.

To use this service, pallets must have a maximum height of 2.20 meters or 1.70 meters⁵. For this service type, we can also offer trucks with an unloading platform, if you have no means of unloading the goods, as long as you confirm with our sales department prior to the departure of the order.

For this service, **you will be informed of the approximate date of arrival** of the goods upon shipment. Our transport company must have available time slots for unloading, since this service does not require a prior appointment for unloading.



2.6. INTERNATIONAL TRANSITS BY SEA TRANSPORT

We recommend the use of this service when the goods are sent by **international transit** and the order includes a high number of pallets. We adapt our product to the international sea traffic regulations and, for this purpose, we use the container types required by the regulations.

To ensure the best transport conditions, for this type of service we will always assemble our pallets at a height of 2.20 meters.

⁵ At the express request of the customer and provided that the conditions for accessing the unloading site are adequate.

The following types of containers can be used to transport the goods:

1. **20-foot Dry Standard Container (DSC).** This is one of the most frequently used containers for the transport of goods. It is totally hermetic and has neither ventilation nor refrigeration. Its exterior dimensions are 6.10 meters long, 2.44 meters wide and 2.59 meters high. It has an interior space of 5.898 meters long, 2.352 meters wide and 2.393 meters high.
2. **40-foot Dry Standard Container (DSC).** This is a totally enclosed and dry unit, also known as a standard unit. There are currently many different 40-foot container models and designs. Most commonly, they are equipped with double doors, where the goods are loaded. However, it is also possible to find containers with the doors located at both ends or at the front. The exterior dimensions are 12.19 meters long, 2.44 meters wide and 2.59 meters high.
3. **40-foot High Cube Dry Standard Container (SC).** The 40-foot High Cube Dry Standard Container is one of the most frequently used containers in the field of international transport. The 40-foot HC container is similar to the standard 40-foot container, but with a greater height. The exterior dimensions are 12.19 meters long, 2.44 meters wide and 2.70 meters high.



3. Commercial documents

To avoid any problems during the transit of your product, we make sure that it is accompanied by the documentation generally outlined in international law on the transit of goods by road, air and sea.

You may receive the following documents:

3.1. DELIVERY NOTE

This is the document that **certifies the delivery of a product** between the buyer and the seller. Upon receipt and signature by the customer, the order is deemed to have been delivered in conformity.

This is the document we include for **deliveries within the CTU**.

This document includes the following information:



» Selling company	» Internal Airzone order / Customer order reference
» Purchasing company (tax data)	» Document number
» Recipient company (shipping data)	» Number of document pages
» Date	» Internal item code
» Customer number	» Customer number
» Tax identification number	» Description of each item
	» Number of units of each item

An example Delivery Note is shown below:

Corporación Empresarial Altra, S.L.
B92611102
CL. Marie Curie, 21, 29590 CAMPANILLAS, ESPAÑA

Tel.:900400445 | Fax: 902400446



Legal Address	Shipping Address
Company and full address	Company and full address

Date	Customer	Id Number	Customer Order Reference	Delivery No.	Page
X/X/2023				XXXX	

Reference	Description	Qty
AZX6WSC5GER 8435503585280	Webserver Airzone cloud Wi-Fi dual 2.4-5G	1

NOTES

3.2. PACKING LIST

This is the document that indicates the **list of materials** issued. It also contains information about the items included in each package and indicates the weight and dimensions, as well as the total volume and weight.

A very important piece of information specified in this document is the HS CODE per item. This code is the nomenclature used to classify goods.

It determines the percentage of duties to be applied.

It is an essential document when goods are exported outside the CTU, allowing them to transit through customs.

The packing list includes the following information:

» Issuing company	» Net weight
» Selling company	» Volume in CBM (m ³)
» Purchasing company	» Number of document pages
» Consignee (delivery address)	» Dimensions of each package in millimeters
» Incoterm	» Package weight in kg
» Origin (country of origin)	» Package volume in CBM
» Transaction (purchase or sale)	» Quantity of each item
» Certificate (whether it has one or not)	» Item code
» Container (container no. if used)	» Item description
» Related delivery note number	» Tariff code
» Customer order reference	» Gross weight according to the tariff code
» Total packages	» Country of origin (Spain)
» Gross weight	» Document date

An example packing list is shown below:



PACKING LIST



SHIPPED BY

CORPORACION EMPRESARIAL ALTRA, S.L. B92611102
CL.MARIE CURIE, 21 29590 CAMPANILLAS MALAGA SPAIN

SOLD TO / IMPORTED BY

company and full address

CONSIGNED TO

company and full address

DELIVERED TO

company and full address

INCOTERMS
ORIGIN
OPERATION
CERTIFICATE
CONTAINER

Delivery No.	Total packages	Gross weight	Net weight	Total volume	Page

Order No.	Box	Dim (mm) L x W x H	Weight (kg)	Volume (CBM)
62300184	1	200x180x80	0.61	0.003

Quantity	Part Number	Detailed description	Code HTS
2	AZX6ACCSPLMEL	CN105 port splitter Mitsubishi Electric	9032896085

HTS 9032896085: Net weight 0.20 kg

ORIGIN SPAIN
Date 06/Jun/2023

According to the (EC) Regulation n°1005/2009 of the European Parliament and Council, September 16th 2009, that came into effect on January 1st 2010, the references listed in this packing list do not contain or rely upon any substance that reduces the ozone layer

3.3. INVOICE

This is the document that **formalizes the sale and purchase** of a product. It is similar in format to the packing list. The main difference is that the invoice must show the **price per unit and total price** of the goods ordered. It also includes **shipping costs**, if applicable, and the method of payment of the order.

It is one of the most important documents for the transit of goods **outside the CTU**.

If requested, we have the option of sending **digital documentation**. If you require this option, you will have to contact Airzone's sales department to apply this modality to your customer file. This way, as a general rule, you will receive the invoice by email, but it will never be attached to the packages of your order.

The invoice contains the following information:

» Issuing company	» Item reference number
» Selling company	» HS CODE by item
» Purchasing company	» Description level I
» Consignee company	» Description level II
» Incoterm	» Number of units
» Origin (country of origin)	» Sales price
» Transaction (purchase or sale)	» Discount applied
» Certificate (whether it has one or not)	» Total (price – discount)
» Container (container no. if used)	» Total value of goods
» Invoice number	» Transport value
» Date	» Tax base value
» Customer number	» Percentage of VAT
» Customer order reference	» VAT value
» Related delivery note number	» Invoice total (in the customer's currency)
» Number of document pages	» Comments box
» Item code	» Form of payment and due date
» Item description	» Invoice date and value
	» Origin of goods

An example invoice is shown below:



COMMERCIAL INVOICE



SHIPPED BY

CORPORACION EMPRESARIAL ALTRA, S.L. B92611102
CL. MARIE CURIE, 21 29590 CAMPANILLAS MALAGA SPAIN

SOLD BY / IMPORTED BY

Company and full address

DELIVERED TO

Company and full address

CONSIGNEE TO

Company and full address

INCOTERMS
ORIGIN
OPERATION
CERTIFICATE
CONTAINER

Invoice No.	Date	Customer Code	Customer Reference	Delivery Sheet	Page
XXXX	X/X/2023			XXXX	

Part Number	Description	Qty	Unit Price	Amount
ARTICLE	DESCRIPTION	2	AMOUNT	AMOUNT
8445409128115 HTS 9032896085 Automatic controlling instruments. Automatic voltage-current regulators, designed for use in a 12V system.				

** Total Goods	Shipment	Subtotal	TAX %	TAX	Total Invoice (USD)
TOTAL					TOTAL

NOTES	** Custom purposes
	Wire Transfer Payment method 90 days <u>Due date</u>

AIRZONE
North America
AIRZONE NORTH AMERICA CORPORATION
1800 SW 1ST AVE SUITE 203
MIAMI, FL, 33129
EIN NUMBER: 86-2417982

ORIGIN SPAIN
Date X/X/2023

According to the (EC) Regulation n°1005/2009 of the European Parliament and Council, September 16th 2009, that came into effect on January 1st 2010, the references listed in this packing list do not contain or rely upon any substance that reduces the ozone layer

For shipments within the CTU, we will include the delivery note and packing list in a documentation envelope attached to the package, while for shipments outside the CTU, we will include the invoice and packing list. Unless the Digital Documentation modality has been selected, as mentioned above, in which case the invoice will never be attached to the order.

All shipments are accompanied by an **Airway Bill, CMR or Bill of Lading⁶**, depending on the shipment type, as well as all the necessary export and import certificates, such as certificates of origin⁷, EUR-1, etc. The necessary documents will also be added to the package.



⁶ AWB: This is the document that accompanies goods shipped by air. BL: This is the document that accompanies goods shipped by sea. CMR: This is the document that accompanies goods shipped by road.

⁷ We can process the certificate of origin of the goods if you need it for tariff deduction in your country of destination.

4. Shipping policy

At Airzone, we have established a shipping policy based on different criteria in order to provide the shipping method that best suits the customer's needs.

This shipping policy **establishes an economic amount** to be paid if the order does not reach the minimum amount established **for the country in question**. If there is no established minimum amount for your country, please consult the conditions with your sales representative.

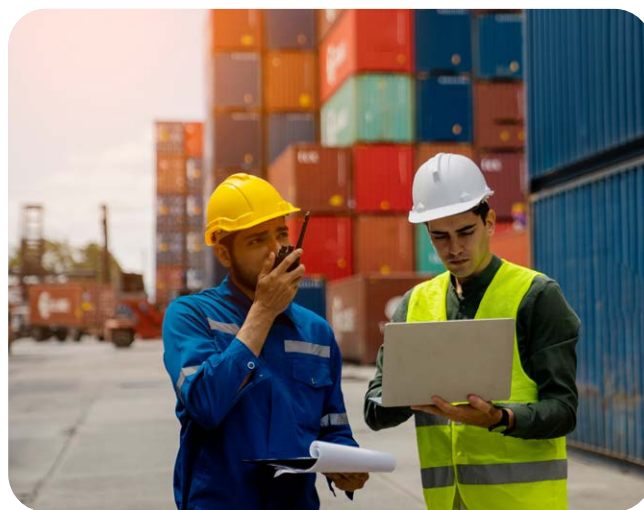
If you need your order to arrive as soon as possible, we offer an Express service. For this option, the different amounts are included in our shipping policy according to the size of the package. If your country does not appear on the list, please consult the conditions with our sales representative.

Therefore, depending on the needs of our customers and on the type of product, our shipping policy is configured according to:

- » **Service type:** Economy or Express.
- » Zone or country of **destination**.
- » **Shipment** volume for the Express service.
- » DAP **Incoterm**. The rates published in our shipping policy are based on this Incoterm.

To calculate the cost of the **Express** service, we have an algorithm that determines the amount **according to the total volume** of the order. This algorithm will be applied according to the boxes included in the Express service. Please note that this price is not valid for palletized shipments. Therefore, depending on the result of the algorithm, the final amount will be that of the box or the sum of the boxes included in the order according to their volume.

If our dispatch team determines that your order must be palletized, but you request the Express



service, please contact your sales representative or the logistics department to analyze the feasibility of this option and the final cost.

For orders shipped under the **Economy service**, by the standard road transport method, a **fixed price** will be applied regardless of the order volume.

We have divided the zones into Spain, Europe and North America. All zones are listed below in the following section: Transit times.

By making this division, we consider that the shipping costs applied are more in line with the reality of the shipment, thus benefiting the customer.

DDP⁸ shipments are subject to a surcharge to cover handling fees (a fixed price according to the destination) and the payment of duties and taxes (a percentage based on the order value).

To view our current shipping policy, please contact our sales department.

⁸ Provided that the country of destination allows the import of our products.

^{*}See rate in the appendix.

5. Transit times

The approximate transit times for **Spain, Europe and the North America**, which are the main delivery destinations for our goods, are shown below.

Please note that your shipment may be **delayed** due to weather conditions, strikes and other **circumstances beyond Airzone's control**. The logistics department strives to reduce any possible incidents that may arise.

It is also important to take into account that, if the order has to go through customs, it may take longer than the established time due to **customs processing**.



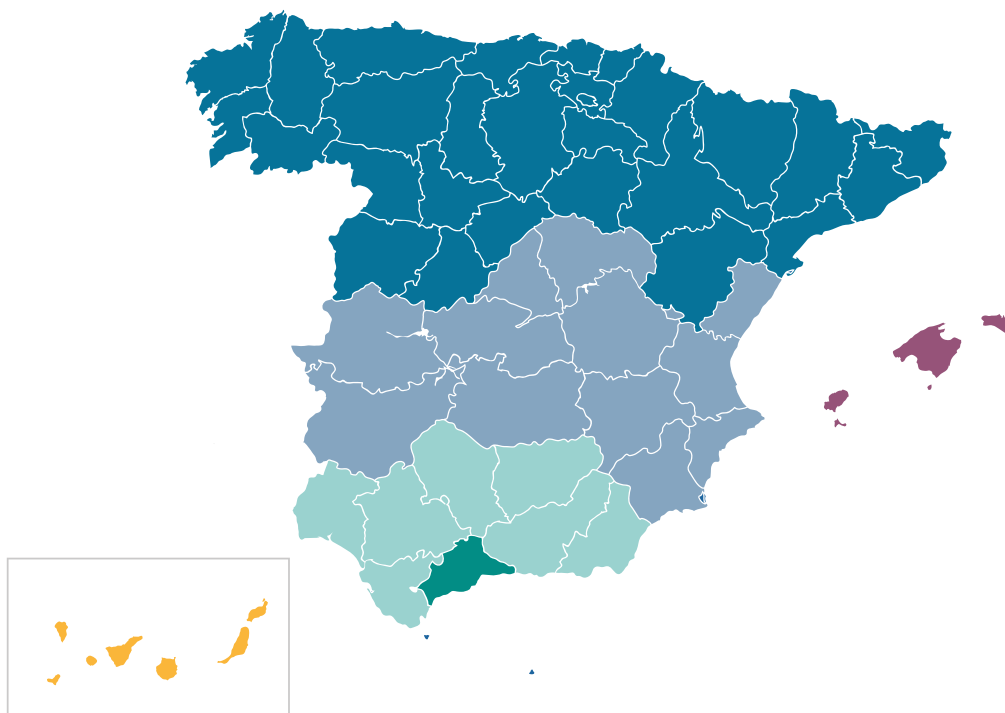
5.1. SPAIN. ECONOMY AND EXPRESS SERVICE

The different zones in Spain are divided as shown below according to the color legend. Our general transit time is 2 to 3 days for Economy orders and 1 to 2 days for Express orders. Transit times to the

islands may be slightly longer, especially in the Canary Islands due to customs transit.

ZONES IN SPAIN

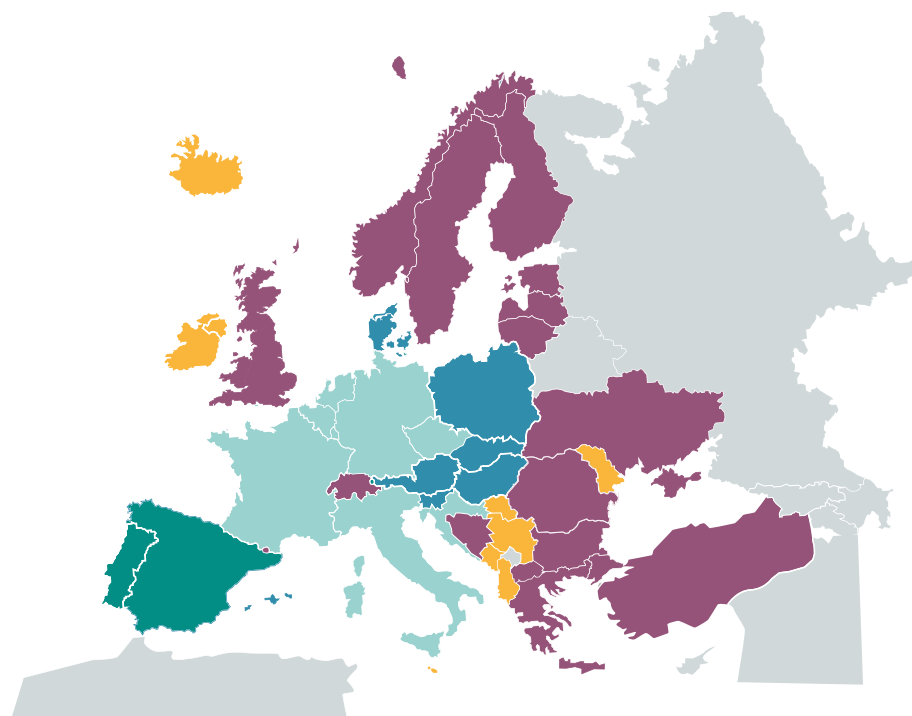
- North
- Center
- South
- Malaga
- Balearic Islands
- Canary Islands



5.2. EUROPE: ECONOMY SERVICE

ZONES IN EUROPE

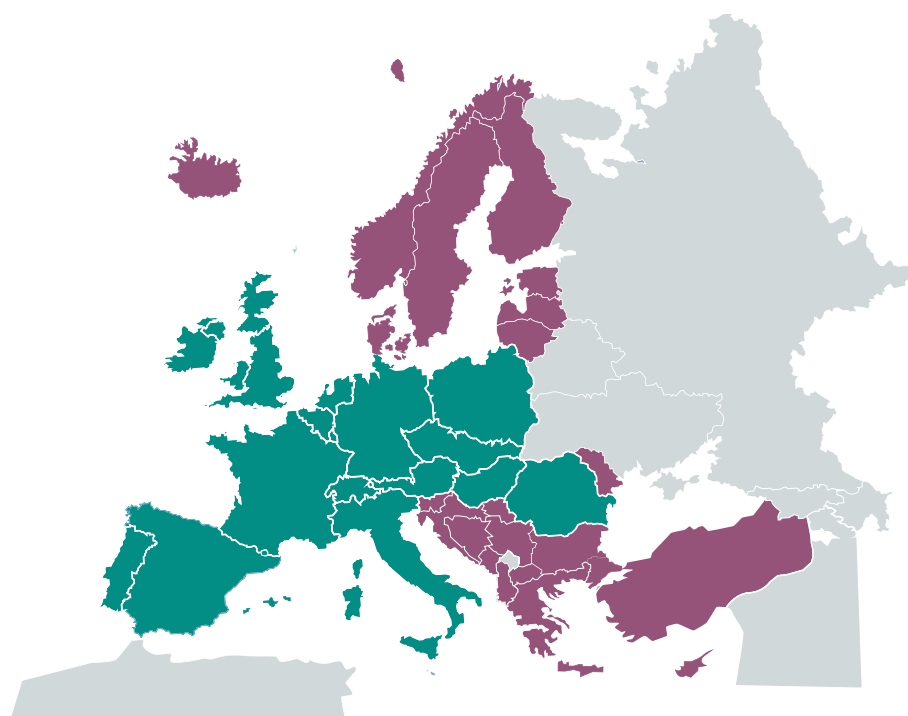
- 2-3 days
- 4-5 days
- 5-6 days
- 7-8 days
- 9-10 days
- Exworks



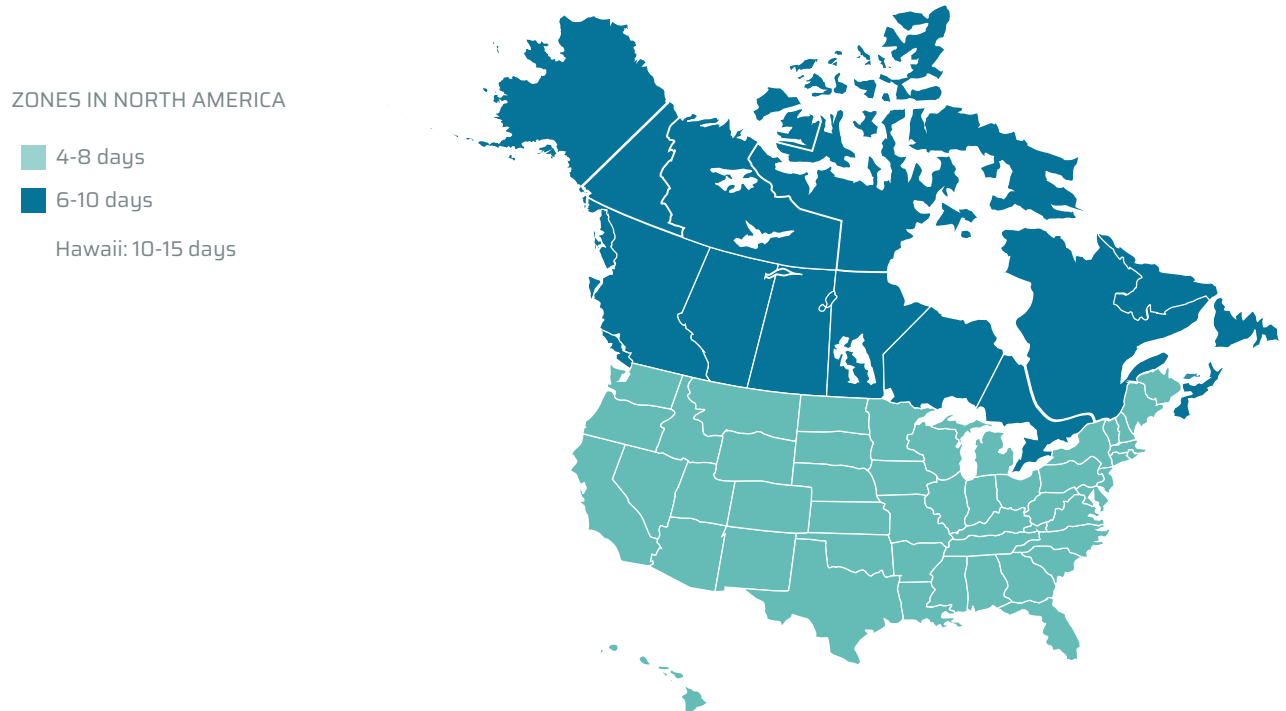
5.3. EUROPE: EXPRESS SERVICE

ZONES IN EUROPE

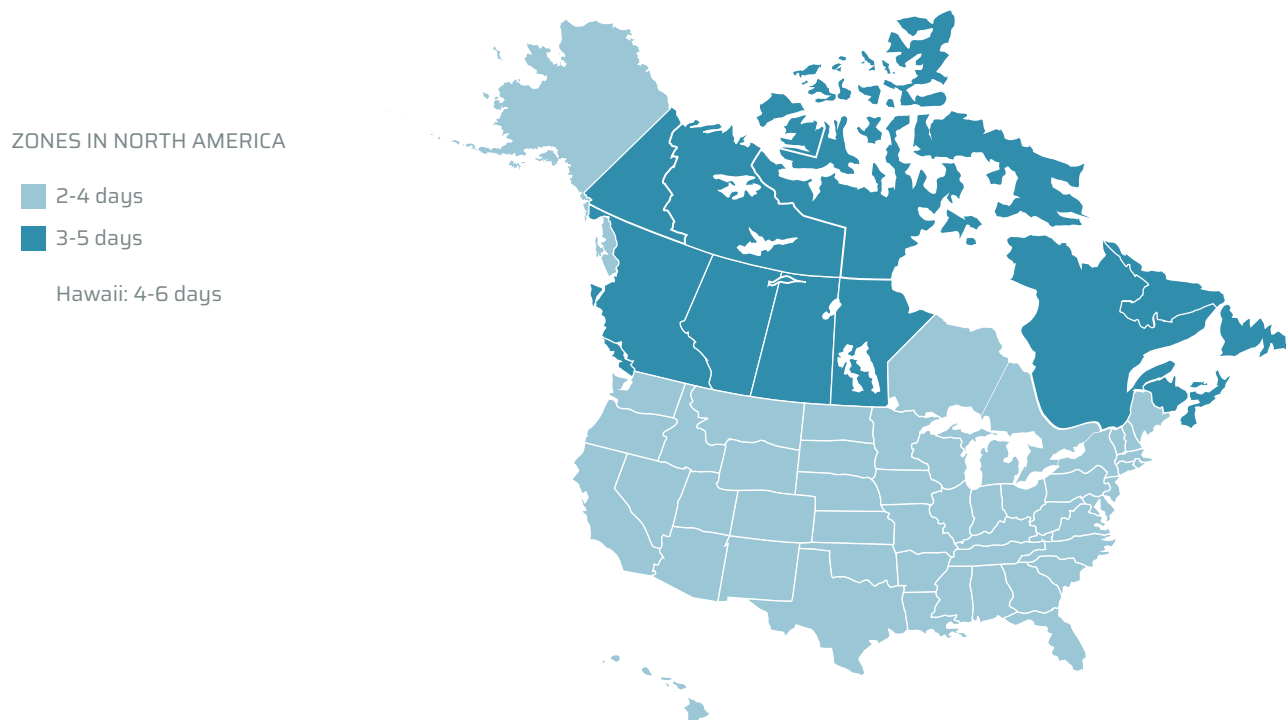
- Zone 1, 1-2 days
- Zone 2, 3-4 days
- Exworks



5.4. NORTH AMERICA: ECONOMY SERVICE



5.5. NORTH AMERICA: EXPRESS SERVICE



Transit times may vary due to customs processing.

6. Order traceability

The traceability of an order begins when you receive a shipping confirmation email once the transport agency picks up your order, or when you are informed that it is ready for pick-up.

6.1. EXWORKS ORDERS

For orders under the Exworks Incoterm, you will receive an email confirming that **the material can be picked up at the factory**. It includes documents such as the order confirmation, the delivery note, the packing list and an Excel file with the distribution of packages, specifying the order number, the date, the main item, the items making up the main item differentiated by reference, the serial number, the corresponding package number, the dimensions of the package and the number of units.

In the body of the email you will find the pick-up address and time and the references to be used to pick up your order.



Your order is ready for pick up.

Dear customer,

Your order is ready to be picked up. Your carrier can pick up your order at our Airzone Clima, S.L. headquarters. You will find the pick-up details below. In case of doubts please contact our logistics department (logistics@airzonecontrol.com).

PICK UP ADDRESS: Calle Marie Curie, 21 29590 Campanillas, Malaga. Spain

PICK UP TIMETABLE: Monday to Friday between 7am and 8pm.

PICK UP REFERENCE: Customer name AND our delivery number OR your order reference.

Please check the full list of items included in your order in the attached PDF file.

If you have questions about your order please contact us at:
orders@airzonecontrol.com

Thank you for your trust.

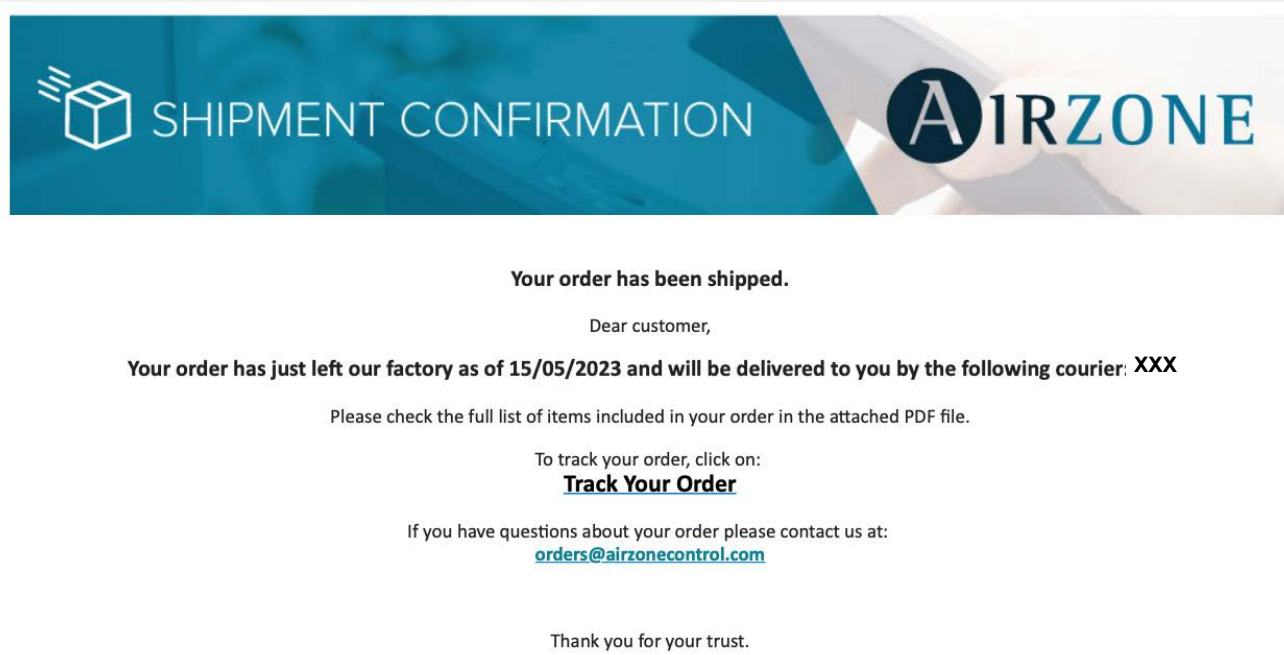
6.2. DAP/DDP ORDERS

For orders under the DAP/DDP Incoterm, you will receive a shipping confirmation email with the **tracking number and the transport agency** responsible for the service, as well as a link to access the shipping information of your order directly.

For **shipments within the CTU**, the email includes commercial documents, such as the delivery note, the packing list, an informative

document about the shipment and an Excel file with the distribution of packages by reference.

For **shipments outside the CTU**, the email includes commercial documents, such as the invoice, the packing list, an informative document about the shipment and an Excel file with the distribution of packages by reference.



With the tracking number, you can follow the traceability of the order until it arrives at your premises.

In order to reduce incidents, the **logistics department monitors the transit of shipments on a daily basis** as a preventive measure and to anticipate possible problems that may arise in relation to the service.

To do so, we analyze the status of each shipment on the supplier's website, which can be classified as: in transit, delayed, on hold, in the process of delivery and delivered.

We prioritize all shipments that are **on hold or delayed**. Once the problems have been resolved, we ensure that the orders without incidents have the transit time stipulated for the type of service chosen.

We have one or more managers for each logistics provider. They offer us daily support for every issue that may arise. The logistics department offers a response in less than 24/48 hours by email or telephone.

For this reason, our customer service team may contact you at some point if they require further information in order to guarantee delivery.

The contact emails by country are as follows:

FOR REGULAR SALES ORDERS:

Spain: serviciocomercial@airzonecontrol.com

France: sedentaire@airzonefrance.fr

Italy: commerciale@airzoneitalia.it

Rest of countries: sales@airzonecontrol.com

Manufacturers: oem.sales@airzonecontrol.com

FOR REPLACEMENT ORDERS:

Spain: admin.posventa@airzonecontrol.com

France: sav@airzonefrance.fr

Italy: supporto@airzoneitalia.it

Rest of countries and manufacturers:
techsupport@airzonecontrol.com

6.3. LABELING

When you receive the material, you will see a series of labels as shown below.

You will find the following labels on the **outside of the package** or pallet:

- 1. Palletized orders:** Each pallet includes a sticker on the outside generated by the palletizing machine once the pallet has been measured and weighed. This sticker displays information in relation to the order number, date, pallet number (if your order consists of more than one pallet) and customer data, such as name and full address.



- 2. Transport sticker⁹:** This sticker is also included on the outside of the package or pallet. Generally, you will be able to find the following identification data: name of the sender of the goods, address and contact, name of the customer where the delivery will be made, address and contact, weight, package number and tracking number.



- 3. Envelope with documentation:** This envelope includes commercial documents, such as the delivery note and packing list for shipments within the CTU, or the invoice and packing list for orders outside the CTU.



- 4. Non-palletized orders:** They include the transport sticker described above on each of the packages and an envelope with documentation, namely: the packing list and invoice for orders outside the CTU, and the packing list and delivery note for orders within the CTU.

The following label can be found **on the inside of the package**.

Each box contains a closing sticker with information on the parts contained in the package, differentiated by reference and quantity. It also includes the customer's name, order number, reference, delivery note number and date, as well as Corporación Empresarial Altra's data.

⁹ Customers who wish to do so can request customized labels with the data required by the customer, such as name, internal references, etc. Please contact our sales department with the specifications and we will evaluate the proposal.

The boxes are divided into:

5. Boxes that contain electronics: Once finished, the items processed at the electronics center are read by a program called **ECA**, in order to group them into a package. The ECA label contains a reference number and serial number, as well as a bar code and Airzone's data. Once all the electronic items in an order



have been read and assigned to the package, the ECA program closes the package by generating a closing sticker that extends the material traceability process.



6. Boxes containing items other than electronics: plenums, diffusers, grilles, dampers, cables, etc. Using a program called **EPA**, the material of each order is grouped by scanning the bar code of each item. Once all the items have been read, the program generates a closing sticker that extends the material traceability process.



Finally, each box contains **the items included in your order**. Each part of an item is classified by a sticker generated by our **Fabrinet** program. This sticker shows the reference number of the item and a serial number.

In this way, all items can be **traced by their serial number and classified** by the sticker containing this number, as well as a bar code by which each item is read in order to record all the information in the system. All parts that belong to the same item have a white sticker:



The Fabrinet program **uses work orders** originating from sales orders. Therefore, as the material is processed at each of our raw material processing workshops, a trace is generated in our system. The traceability of each and every step is marked from the beginning. The program **generates bar codes and serial numbers** that identify each item.

We have three processing centers: **mechanics, electronics and assembly**. The raw material processed at each of the centers comes from the **merchandise warehouse** and is transferred to the different centers through a picking process that entails scanning the merchandise to supply the workshops and complete the work orders.

The raw material is stored through a **storing** process that works in the same way as the **picking** process: all the material is scanned once it has been entered into our system according to the purchase orders of our suppliers.

7. Damage and returns

In order to control the quality of the product and the quality of the transport service, all **goods must be checked upon delivery**. If you notice any damage or losses, you must leave a **comment** to the carrier on the delivery slip and then report the incident. If an order arrives visibly damaged, you may refuse delivery for the return of the material.

If it is not possible to check the goods at the time of delivery, please indicate “damaged shipment” on the delivery slip. The word “damaged” must be used in order to be able to subsequently check whether the material has been affected or not. This comment has no implications if the material is not damaged, but if it is not included, it will not be possible to file a claim with the transport agency.

Likewise, when the goods are stored on your premises, check that the product inside is in good condition, since we have **10 days** after delivery to **process the claim** with the transport agency.

To submit the claim, it is essential to not only record a note on the driver's PDA, but also to send an email to your sales representative. Please include the references of the damaged items and attach photos of both the materials and the damaged packaging.

In such circumstances, if no comments are made in the digital assistant (PDA) and the claim is not made within the corresponding time, **it will not be possible to process it**.

- » **Partial damage:** If your order includes several pallets and one of them is damaged, you must make a note of the damaged pallet and return it, keeping the material that is in good condition. You must contact Airzone customer service to immediately replace the damaged pallet.
- » **Total damage:** If you decide to reject all the pallets because some of them are damaged, according to our transport policy, in these cases, until we receive the complete order at our facilities and we check the merchandise, we cannot send a full replacement.



If you check the goods as soon as they **are delivered** to your premises, the **procedure for returning** the material should be carried out through the MYZONE platform or airzonecontrol.com for Spain, France and Italy. Create a new incident, fill in the necessary fields indicating the original order, parts to be returned and reasons, and ensure that the collection data is correct. Once you **request pick-up** by clicking on the truck icon, an after-sales colleague will process the pick-up and a request will be generated to the assigned carrier.

For the rest of countries, you must contact the after-sales department through the channels indicated above in the traceability section. They will be responsible for transferring the pick-up request to the logistics department, and we will provide you with instructions on how to proceed with the return.

8. Packaging

We ensure that your goods are transported in the best possible conditions and, for this purpose, we adapt the order to the following packaging.

8.1. PALLETS

We use two types of pallet material depending on the destination of the order.

For orders within the CTU, **wooden pallets** are used, while for orders outside the CTU, **plastic** pallets are used.

The following table shows the dimensions and weights by pallet type.



Material	Length (mm)	Width (mm)	Weight (kg)
Wood	600	800	7
Wood	1200	800	10.5
Wood	1500	400	8.5
Wood	1500	800	14
Wood	2000	400	11
Wood	2000	800	20
Wood	1200	1200	15

Table 1. Type and dimensions of wood pallets.

Material	Length (mm)	Width (mm)	Weight (kg)
Plastic	1140	760	6
Plastic	1200	1000	4.5

Table 2. Type and dimensions of plastic pallets.



Pallets are mainly used to protect the material for various reasons, such as the fragility of the material, total weight, volume of the goods and number of packages, among others.

The logistics service will configure the palletizing according to the type of service and we offer palletizing flexibility according to the customer's instructions¹⁰.

8.2. BOXES

Our items have their own **box adapted to the product**, which are then placed in a **packing box** to ensure that the products are transported safely with a minimal risk of damage. Items that do not have their own box will be included in a packing box along with the rest of the material.

Depending on the volume of the items ordered, they may be packed in a larger or smaller box. The main boxes that we use are shown below.

Quality refers to the **type of cardboard**, which can be simple or kraft cardboard, weight per square meter of cardboard and type of wall, which can be either single or double.

The quality of our boxes **is continuously improving**. In 2022 we upgraded the quality of all our boxes and improved the features described above.

Length	Width (mm)	Height (mm)	Weight (kg)	Quality
122	75	70	0.02	TL2120 M100 TL2120
145	125	70	0.06	TL2120 M100 TL2120
455	275	240	0.5	TL3130 M085 M075 M105 S130
740	520	275	1.1	TL3150 S130 S130
860	720	478	2.25	TL3150 S130 S130
1120	740	275	0.684	TL3150 S130 S130
250	190	210	0.2	TL3110 S130 S160
275	230	220	0.24	TL3150 S130 S130
300	300	280	0.42	TL3150 S130 S130
365	320	420	0.62	TL3150 S130 S130
405	370	475	0.69	TL3150 S130 S130
1282	377	478	3.03	K135 S130 S115 S160 K135
1782	377	478	3.73	K135 S130 S115 S160 K135
1574	532	530	4.68	K135 S130 S115 S160 K135

Table 3. Dimensions, weight and quality of boxes.

8.3. PACKAGE STRAPPING

Strapping is a load securing method that consists of a continuous strap wrapped around the box to avoid openings. All packages are strapped to ensure their integrity. In palletized shipments, packages are also strapped to the pallet to ensure that they are secured in transit until they reach their destination.



¹⁰ Contact our sales department to find out the additional costs that will be generated by this service.

9. Sustainable logistics

9.1. AIRZONE SUSTAINABILITY POLICY

Due to the rapid growth and development of sustainable logistics, Airzone wants to join this movement, **creating a series of measures** to reduce environmental pollution as much as possible.

We develop different lines of action such as: the reuse of cardboard, the reduced use of plastic, the deposit of non-recyclable waste at a recycling center, among others, in order to do our bit towards a more sustainable society. We believe that all actions we can take as a company and as individuals help to create a cleaner and more sustainable environment.

» We are currently working on different **environmental certifications**, such as **Ecopassport and Ecovadis**. They provide an environmental assessment with the aim of taking us towards sustainable development and forging opportunities to contribute to the common good. Some of the points assessed are as follows:



Environment



Ethics



Human and labor rights



Sustainable procurement



- » **Reuse of cardboard.** At Airzone, we reuse discarded cardboard through a **shredding process**, which is then used to complete the boxes of the orders that we send to our customers, protecting the material inside. This allows us to give packaging a second chance and eliminate, to a large extent, the use of plastic to protect the material.
- » **Cardboard pallets.** We are currently working with recycled wood and plastic pallets, but we want to work with new, more sustainable models, such as cardboard pallets. This will allow us to use light and sustainable materials for the transit of our goods.
- » **Sustainable delivery:** We work closely with our logistics providers to offer eco-friendly options for our shipments. In this effort, we work with carriers using SAF (Sustainable Aviation Fuel), a renewable fuel that cuts greenhouse gas emissions by at least 60% less CO₂ compared to conventional fuels.

9.2. SUSTAINABILITY POLICY OF OUR SUPPLIERS

Among our supplier approval procedures, in order to work together it is important to have the following regulations and certificates.

1. **ISO 14001:2015.** International standard that defines the criteria for an **environmental management system (EMS)**. This standard certifies that environmental risk is being managed by the company and continuously improved. It requires an effective demonstration of having adopted a systematic approach to preventing pollution and having processes in place to manage environmental risk. This certificate is renewed every three years as long as the company passes the annual certification maintenance audits.
2. **ISO 9001:2015.** International standard based on the principle of **product and service quality management** with the aim of achieving customer satisfaction and process optimization. As with the previous standard, ISO 9001 is renewed every three years as long as the company passes the annual certification maintenance audits.
3. **CO2 emission report.** All our suppliers report on their CO2 emissions on a global and specific basis, according to the customer and zones.
4. **Carbon footprint.** Annual studies are conducted on the volume of greenhouse gases (GHG) emitted by the company, as well as their scope, whether they are direct or indirect emissions. The options available are to reduce or offset the carbon footprint. Each supplier chooses the most appropriate way to manage emissions, according to its company structure.

9.3. LOGISTICS CENTERS

We have **three logistics centers** from which the material is dispatched, all **in the city of Malaga**. You can view your local logistics points on the map.

Your order may be sent from any of the three points indicated.



Appendix

Our 2024 shipping policy is shown below, differentiated by service type, Economy or Express, according to the package volume for each country. We also indicate the carriage paid for each country. This means that, if the total order is greater than this amount, there are no shipping costs. If the amount indicated for each

country is not reached, the amount established under the Economy service will be invoiced.

Shipping costs must always be paid under the Express service, as it is a time-sensitive service for urgent delivery.

	Economy			Express					
	Postage paid From	Half Boxes	XS (Extra small)	S (Small)	M (Medium)	L (Large)	XL (Extra large)	XXL (Double extra large)	XXXL (Triple extra large)
		Medium medio	Box 16x12x6	Box 20x20x12	Box 30x30x28	Box 74x52x27,5	Box 130x40x50	Box 90x80x50	Box 157x53x53
		Maximum 1000kg	0,001152	0,0048	0,0252	0,0986	0,2310	0,2959	0,4438
Spain									
Malaga	450.00	10.00	3.00	5.00	11.00	25.00	60.00	88.00	135.00
South	450.00	15.00	5.00	8.00	12.00	25.00	60.00	88.00	140.00
Center	450.00	20.00	7.00	10.00	14.00	25.00	70.00	90.00	140.00
North	450.00	23.00	8.00	12.00	14.00	25.00	70.00	90.00	140.00
Ceuta and melilla	600.00	80.00	20.00	28.00	53.00	95.00	To be quoted	To be quoted	To be quoted
Balearics	500.00	20.00	10.00	20.00	30.00	45.00	80.00	90.00	140.00
Canary Islands	500.00	70.00	20.00	40.00	65.00	140.00	315.00	370.00	550.00
Europe									
Germany	900.00	75.00	20.00	28.00	53.00	113.00	205.00	243.00	293.00
Albanian	Due	160.00	30.00	60.00	95.00	175.00	295.00	235.00	465.00
Andorra	700.00	73.00	18.00	26.00	48.00	93.00	165.00	213.00	285.00
Austria	900.00	85.00	20.00	28.00	53.00	113.00	205.00	243.00	305.00
Belgium	600.00	70.00	20.00	28.00	53.00	105.00	205.00	243.00	285.00
Bosnian & Herzegovina	Due	130.00	30.00	55.00	100.00	190.00	325.00	365.00	455.00
Bulgaria	1,000.00	100.00	25.00	45.00	80.00	135.00	255.00	283.00	355.00
Cyprus	Due	130.00	25.00	45.00	78.00	135.00	255.00	285.00	355.00
Croatia	1,000.00	95.00	25.00	45.00	78.00	135.00	255.00	283.00	355.00
Denmark	1,500.00	95.00	25.00	40.00	75.00	135.00	255.00	305.00	355.00
Slovakia	1,000.00	85.00	25.00	45.00	78.00	135.00	255.00	305.00	355.00
Slovenia	1,000.00	85.00	25.00	45.00	78.00	135.00	255.00	305.00	355.00
Estonia	1,000.00	95.00	25.00	45.00	78.00	135.00	255.00	305.00	355.00
Finland	1,500.00	105.00	25.00	40.00	75.00	135.00	255.00	305.00	355.00
France	600.00	75.00	18.00	25.00	45.00	105.00	200.00	250.00	310.00
Gibraltar	1,000.00	95.00	20.00	27.00	53.00	93.00	255.00	283.00	305.00

	Economy		Express						
	Postage paid From	Half Boxes	XS (Extra small)	S (Small)	M (Medium)	L (Large)	XL (Extra large)	XXL (Double extra large)	XXXL (Triple extra large)
		Medium medio	Box 16x12x6	Box 20x20x12	Box 30x30x28	Box 74x52x27,5	Box 130x40x50	Box 90x80x50	Box 157x53x53
		Maximum 1000kg	0,001152	0,0048	0,0252	0,0986	0,2310	0,2959	0,4438
Europe									
Greece	1,000.00	95.00	25.00	40.00	73.00	135.00	255.00	305.00	355.00
Netherlands	900.00	65.00	20.00	28.00	53.00	98.00	185.00	225.00	270.00
Hungary	1,000.00	85.00	25.00	45.00	78.00	135.00	255.00	305.00	355.00
Ireland	1,000.00	95.00	25.00	43.00	78.00	135.00	255.00	305.00	355.00
Italy	800.00	85.00	20.00	30.00	55.00	95.00	145.00	190.00	260.00
Latvia	Due	95.00	25.00	45.00	80.00	135.00	255.00	305.00	355.00
Lithuania	Due	95.00	25.00	45.00	80.00	135.00	255.00	305.00	355.00
Liechtenstein	Due	130.00	30.00	50.00	78.00	135.00	255.00	305.00	355.00
Luxembourg	900.00	65.00	20.00	27.00	48.00	95.00	185.00	225.00	265.00
Macedonia	Due	110.00	30.00	55.00	98.00	185.00	355.00	405.00	455.00
Malt	1,000.00	95.00	25.00	38.00	78.00	135.00	255.00	305.00	365.00
Monaco	1,500.00	130.00	25.00	38.00	78.00	145.00	265.00	305.00	385.00
Montenegro	Due	160.00	30.00	50.00	95.00	185.00	285.00	305.00	455.00
Norway	1,500.00	145.00	30.00	50.00	95.00	180.00	355.00	405.00	455.00
Poland	1,000.00	85.00	25.00	38.00	78.00	138.00	253.00	285.00	355.00
Portugal	500.00	40.00	18.00	23.00	48.00	83.00	163.00	185.00	225.00
United Kingdom	1,000.00	95.00	20.00	33.00	58.00	115.00	215.00	245.00	305.00
Czech Republic	1,000.00	85.00	25.00	38.00	78.00	135.00	255.00	305.00	385.00
Romania	1,000.00	95.00	25.00	38.00	78.00	135.00	255.00	305.00	385.00
San Marino	1,500.00	140.00	25.00	43.00	78.00	145.00	265.00	325.00	395.00
Serbian	Due	100.00	30.00	55.00	98.00	187.00	355.00	405.00	455.00
Sweden	1,500.00	115.00	25.00	40.00	80.00	135.00	255.00	305.00	365.00
Swiss	800.00	115.00	30.00	48.00	95.00	178.00	355.00	405.00	455.00
Vatican	Due	130.00	25.00	38.00	78.00	125.00	255.00	305.00	405.00

	Economy		Express						
	Postage paid From	Half Boxes	XS (Extra small)	S (Small)	M (Medium)	L (Large)	XL (Extra large)	XXL (Double extra large)	XXXL (Triple extra large)
		Medium medio	Box 16x12x6	Box 20x20x12	Box 30x30x28	Box 74x52x27,5	Box 130x40x50	Box 90x80x50	Box 157x53x53
		Maximum 1000kg	0,001152	0,0048	0,0252	0,0986	0,2310	0,2959	0,4438
Resto del mundo									
USA	\$1.000	\$100,00	\$25,00	\$45,00	\$85,00	\$125,00	\$200,00	\$260,00	\$360,00
Canada	\$1.500	\$150,00	\$30,00	\$55,00	\$110,00	\$155,00	\$290,00	\$300,00	\$430,00
Mexico	10.000	To be quoted	50,00	60,00	125,00	230,00	350,00	410,00	600,00
Costa Rica	10.000	To be quoted	50,00	60,00	125,00	230,00	350,00	410,00	600,00
República Dominicana	10.000	To be quoted	50,00	60,00	125,00	230,00	350,00	410,00	600,00
Panama	10.000	To be quoted	50,00	60,00	125,00	230,00	350,00	410,00	600,00
Argentina	10.000	To be quoted	50,00	60,00	125,00	230,00	350,00	410,00	600,00
Morocco	10.000	300,00	30,00	50,00	95,00	160,00	280,00	350,00	420,00
United Arab Emirates	10.000	To be quoted	30,00	70,00	100,00	190,00	300,00	360,00	520,00
Saudi Arabia	10.000	To be quoted	30,00	70,00	100,00	200,00	300,00	360,00	520,00
Qatar	10.000	To be quoted	35,00	60,00	130,00	230,00	380,00	400,00	530,00
Australia	10.000	To be quoted	45,00	65,00	155,00	250,00	400,00	460,00	580,00
Nueva Zelanda	10.000	To be quoted	45,00	65,00	155,00	250,00	400,00	460,00	580,00
Tunisia	10.000	300,00	35,00	70,00	100,00	190,00	300,00	360,00	530,00
Turquoise	10.000	300,00	35,00	70,00	100,00	190,00	300,00	360,00	550,00
China	10.000	To be quoted	35,00	60,00	120,00	230,00	380,00	400,00	510,00
Hong Kong	10.000	To be quoted	35,00	60,00	120,00	230,00	380,00	400,00	530,0

Carriage paid from, exceptions:

Italy: Except the municipalities of Livigno and Campione d'Italia, as well as the national waters of Lake Lugano which are between the bank and the political frontier of the area between Ponte Tresa and Porto Ceresio.

Germany: Except the island of Helgoland and the territory of Büsingen.

France: Except New Caledonia, Saint Pierre and Miquelon, Wallis and Futuna Islands, French Polynesia and the French Southern and Antarctic Territories, but including the overseas departments of Guadeloupe, French Guiana, Martinique, Mayotte and Reunion Islands.

Zones in Spain:

Malaga: Province of Malaga

South: Andalusia (except Malaga)

Center Castilla-La Mancha, Madrid, Extremadura, Murcia, Valencian Community.

North: Castile and Leon, Aragon, Catalonia, Galicia, Asturias, Basque Country, La Rioja and Cantabria.

Ceuta and Melilla: Ceuta and Melilla

Balearic Islands Balearic Islands

Canary Islands: Canary Islands

Values expressed in: prices - euros (€) / measurements - cm.



Parque Tecnológico de Andalucía
Marie Curie, 21 · 29590 Málaga (Spain)

transporte@altracorporacion.es

logistics@airzonecontrol.com

