

# Gapwaves Supplier Manual

## 1 Purpose

The purpose with this document is to define what Gapwaves demands from their suppliers in order to efficiently process orders and shipments.

## 2 Order Confirmation

A purchase order from Gapwaves shall be confirmed back to [purchase@gapwaves.com](mailto:purchase@gapwaves.com) within two working days and shall contain the following:

- Delivery date
- Price
- Quantity
- Delivery term
- Technical requirements

Any changes made to any aspect of the confirmed order shall be made through a completely new order confirmation, which shall be sent to [purchase@gapwaves.com](mailto:purchase@gapwaves.com) as soon as possible.

## 3 Delivery note

A delivery note shall always be sent together with the shipment and shall contain the following:

- Gapwaves point-of-contact (recipient)
- Gapwaves PO number
- Quantity
- Item number and description
- Link to technical documentation (if applicable)

## 4 Shipping and Transportation

- If shipping cost is carried by Gapwaves, even though initiated and booked by the Supplier, each and all shipping costs exceeding €1000 must be approved by Gapwaves prior to booking the shipment
- Delivery of packages exceeding 12 kg is only acceptable by Gapwaves in exceptional situations and must always be clearly marked as heavy. Packages exceeding the 12 kg limit shall be approved by Gapwaves before shipping
- For pallet deliveries, Gapwaves only accept EU standard pallets to be used

- The supplier shall strive to maximize the use of recyclable or circulating packaging
- The supplier shall avoid excessive use of packaging material
- The supplier shall strive to pack densely with appropriate quality and design packaging material to avoid damage to the goods
- The supplier shall strive to use environmentally friendly transportation options