

Delivery specifications

In this document you will find the key agreements for delivering goods, materials and files to Pondres. By following the guidelines below, we can process your order quickly and correctly.

Goods and materials

Delivery address

Pondres
Kraaivenstraat 19
5048 AB Tilburg

Unloading

Loading doors 3 and 4 for trailers
Loading door 5 for couriers

Opening hours goods and shipping department

Monday to Thursday: 08:00 - 16:30
Friday: 08:00 - 15:30

Notification

Deliveries must be announced at least two working days prior to delivery. The details in the notification must match the actual delivery and must always include a purchase order number.

Notifications can be submitted via the form on our website, accessible through the menu in the top right corner. Deliveries without prior notification will be refused.

Documentation and packaging:

Deliveries must always be accompanied by a clear consignment note and/or packing slip stating, at a minimum, the article description, article number, quantities and pallet or box information.

Boxes

- Use sturdy boxes with the label in a clearly visible position.
- Only one type of article per box.
- State the article description, article number and quantity on each box.
- Maximum box weight: 12 kg.

Pallets

- Deliver on homogeneous pallets: one article per pallet.
- Use Euro pallets of 80 x 120 cm (unless otherwise agreed).
- Ensure the load is properly shrink-wrapped and does not extend beyond the pallet.
- Provide pallets with clear pallet cards showing article information and quantities.

Articles

- Articles must carry a unique, scannable EAN code and must be registered in our systems.
- Article details on the box, pallet card and pre-notification must match.
- Best-before (BBE) articles must have the same date per batch and be clearly identifiable.

Files and print materials

Files must be delivered complete, clear and technically usable. This prevents delays and additional costs.

Data files

- Accepted file types: Excel, TXT, CSV and XML.
- Deliver addresses and variable data in separate fields wherever possible.
- Ensure consistent field names and a fixed file structure.

Texts and PDF files

- Deliver letter texts preferably as a Word, TXT or PDF file.
- PDF files must be print-ready, preferably with a resolution of at least 300 dpi.
- Multi-page files must always be delivered in page order.

Images

- Deliver images and logos in common, high-quality file formats.
- Preferably in print-ready quality and colour settings.
- If in doubt, contact us in advance about the technical specifications.

Under GDPR legislation, address files must always be delivered via a secure environment (sFTP, ShareFile, own server) and never by e-mail.

Important to know

- Incorrect, incomplete or late delivery may result in delays and additional costs.
- Pondres reserves the right to refuse physical (stock) deliveries if the agreed conditions have not been met.
- For questions about the delivery of goods and materials, please contact our Customer Support department on +31 (0)88 949 4218 or by e-mail at customersupport@pondres.nl.
- For questions about the delivery of files and print materials, please contact our Account Support department on +31 (0)88 949 4100 or by e-mail at accountsupport@pondres.nl.