

Delivery specifications

This document outlines the key requirements for delivering goods, materials, and files to Pondres. By following these guidelines, we can process your order efficiently and accurately.

Goods and Materials

Delivery Address

Pondres
Kraaivenstraat 19
5048 AB Tilburg
The Netherlands

Unloading

Loading bays 3 and 4: trailers
Loading bay 5: courier deliveries

Receiving hours

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

Delivery Notification

All deliveries must be announced at least two working days prior to arrival. The information provided in the notification must match the actual delivery and must always include a purchase order number.

Deliveries can be registered using the [form on our website](#). Deliveries without prior notification will be refused.

Documentation and Packaging

Deliveries must always be accompanied by a clear delivery note and/or packing slip containing at least: Product description, Item number, Quantities, Pallet and/or box information

Boxes

- Use sturdy boxes with a clearly visible label.
- Each box may contain only one type of item.
- State the product description, item number, and quantity per box.
- Maximum box weight: 12 kg.

Pallets

- Deliver homogeneous pallets containing only one item type per pallet.
- Use Euro pallets measuring 80 × 120 cm (unless otherwise agreed).

- Maximum pallet height (including pallet): 1.50 metres. *Any deviations in pallet height must be agreed in advance with the Account Support team.*
- Ensure the load is securely wrapped and does not extend beyond the pallet.
- Attach clear pallet labels showing item information and quantities.

Products

- All products must carry a unique, scannable EAN barcode and must be known in our systems.
- Product information on boxes, pallet labels, and delivery notifications must be consistent.
- Products with an expiry date must have the same expiration date per batch and be clearly identifiable.

Files and print materials

Files must be supplied in a complete, clear, and technically usable format. This helps prevent delays and additional costs.

Data files

- Accepted file formats: Excel, TXT, CSV en XML.
- Supply addresses and variable data in separate fields whenever possible.
- Use consistent field names and maintain a file structure

Text and PDF Files

- Letter texts should preferably be supplied as Word, TXT, or PDF files.
- PDF files must be print-ready and preferably have a minimum resolution of 300 dpi.
- Multi-page files must always be supplied in the correct page order.

Images and Artwork

- Supply images and logos in commonly used, high-quality file formats.
- Files should preferably be suitable for professional printing and use appropriate colour settings.
- If in doubt, please contact us in advance regarding technical specifications.

In accordance with GDPR requirements, address files must always be transferred via a secure environment (sFTP, ShareFile, or a dedicated server) and must never be sent by email.

Important information

- Incorrect, incomplete, or late deliveries may result in delays and additional costs.

- Pondres reserves the right to refuse physical deliveries (inventory and stock deliveries) that do not comply with the agreed requirements.
- For questions regarding the delivery of goods and materials, please contact our Customer Support department: Phone: +31 (0)88 949 4218, Email: customersupport@pondres.nl
- For questions regarding the delivery of files and print materials, please contact our Account Support department: Phone: +31 (0)88 949 4100, Email: accountsupport@pondres.nl