

General Terms and Conditions for Additional Service Provision for Continuous Auction
Version 2.0 June 2012

Description of service

The Continuous Auction service offers suppliers the possibility to auction their products in immediate succession, even if they supply at various times throughout the day to a FloraHolland location. After receipt, the product is collected, and when the entire delivery is complete, it is placed in the relevant auction block according to the supplier's wishes.

General Terms and Conditions

The following terms and conditions apply to use of this additional service provision:

- **Are you using this service for the first time? Always inform the contact person of the location!**
- Supplier must supply at least 20 load carriers.
- The supplied lots must be accompanied by a product recognition form. You can request these documents from:
 - > Aalsmeer: maatwerkenvoeraalsmeer@floraholland.nl
 - > Naaldwijk: maatwerk@floraholland.nl
 - > Rijnsburg: aanvoerverwerking.rijnsburg@floraholland.nl
- The product recognition form for continuous auction must clearly state:
 - > Location being supplied
 - > Name of the grower
 - > Administration number of the grower
 - > Date of delivery
 - > Size of the total delivery
 - > Size of the current load
 - > Number of the current load and the total number of loads
- Delivery must arrive by 02:00 hours at the FloraHolland locations. Deliveries arriving later than 02:00 hours will be handled as normal auction trade and not added to the products delivered earlier.
- Delivered lots should be supplied in the order they will be auctioned in.
- Any negative consequences arising from late delivery so that the products cannot be collected together on time are the supplier/owner's responsibility.
- FloraHolland is responsible for transport damage arising when carrying out this service.
- Damage can be reported to:
 - > Aalsmeer: sevicepunt@floraholland.nl tel. no. +31 (0)297 39 70 00
 - > Naaldwijk: KD&A Department, +31 (0)174 63 37 33
 - > Rijnsburg: klantenservice.rijnsburg@floraholland.nl, +31 (0)71 409 40 20
- The general delivery terms and conditions of FloraHolland regarding flowers and plants apply to this service.

Tariff

The Continuous Auction service is provided by FloraHolland free of charge for participating suppliers, if the conditions set for this service are met.

Warnings and sanctions

- The first time the above-listed conditions are not met, FloraHolland will give the supplier a verbal warning.
- The second time the above-listed conditions are not met, FloraHolland will give the supplier a written warning.
- If the above-listed conditions are not met again after issuing a verbal and a written warning, FloraHolland will exclude the supplier from using the Continuous Auction service in the future.

For questions or more information

Contact your account manager, or call:

- > Aalsmeer: Willem Raats, 0297-395967
- > Naaldwijk: Personalised Service Department, 0174-632737
- > Rijnsburg: Receipt, Sorting and Distribution Department, 071-4094638