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**SHIPPING INSTRUCTIONS
FOR PUBLISHERS USING THE**

HEEK GATEWAY

Dear Publisher,

All shipments to our UK Warehouse should be shipped through:-

IBS Logistics GmbH & Co.KG
Benzstrasse 21
48619 Heek /Westf.
Germany

Contact : service@bookservice.com
Tel +49 (0) 2568 388 88 41
Fax +49 (0) 2568 388 88 68

1. Your shipments should be addressed to **IBS Logistics** “For Gazelle Book Services” and have **Gazelle’s standard labels on each carton/pallet. See the link on our website for print-ready labels.** Please keep these labels as masters and photocopy them as required. This will enable **IBS** to quickly identify our goods and eliminate any possibility of consignments being shipped to the wrong address.
2. Books should be packed in export cartons and contain sufficient internal padding to withstand the journey. We have found that poorly packed goods often incur damage during the internal trucking phase within the Europe. Half-empty cartons should also be avoided as these can get crushed when palletised. Wet or badly damaged cartons will be refused by **IBS**. Gazelle will take no responsibility for losses where we consider that these have occurred due to negligence at the point of origin.
3. A **Commercial Invoice** must accompany each shipment showing the total number of books and the value of the consignment. This is vitally important, as it is from this document that the shipping manifest is compiled. One copy must be enclosed with the shipment, one attached to the outside of the carton and please notify **IBS in advance by e-mail or fax of your full consignment details.** Please note that hand-written pieces of paper in lieu of proper invoices are unacceptable.

4. Your Invoices should also show one or more of the following Customs Tariff Numbers:-
 - 49019900-1 Books, Atlases and Booklets
 - 49019100-0 Dictionaries and Encyclopaedias
 - 49111090-9 Commercial Catalogues and Leaflets

5. Please remember that the cost of shipping to **IBS** is your responsibility. Do not send goods collect. If you have any problems with deliveries into SBS please contact **IBS** straightaway, as they will be pleased to help. Part shipments received into **IBS** will not be forwarded but will leave on the next available container as soon after all parcels in any particular consignment are received. Any missing cartons and/or damages will be reported to the publisher from the Gateway directly.

We realise that some of our publishers use a distributor to despatch your books. If this applies to you, would you please make sure that you pass a copy of these instructions to them and emphasise the importance of compliance.

Strict adherence to the above points will protect your valuable books and keep problems to a minimum.

Gavin Johnson
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