



## 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: [transport@ibs-logistics.de](mailto:transport@ibs-logistics.de)  
Tel: +49 (0) 2568 388 88 91  
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 the master 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. **PLEASE DO NOT USE UPS TO ARRANGE YOUR DELIVERIES TO HEEK AS ALL UPS DELIVERIES WILL BE REFUSED BY IBS LOGISTICS GMBH.**

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 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, the value of the consignment and their **country of origin**. 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 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 IBS 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 trailer 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.

If you have any further questions, please email [stockcontrol@gazellebookservices.co.uk](mailto:stockcontrol@gazellebookservices.co.uk).