



## Summer Notice:

### Storage & Transport of JOLLY Liquid Paints, Inks, Ink Cartridges and Fibre-Tip Pens

Dear Customer,

In order to ensure the high quality of our JOLLY liquid paints, inks, ink cartridges and fibre-tip pens, we kindly ask you to pay special attention to temperature control during storage and transport throughout the summer months.

#### 1) Protection from Heat and Direct Sunlight

Please do not store goods in areas exposed to direct sunlight or significant heat (e.g. unshaded loading bays, containers, vehicles, or storage areas without temperature control). Prolonged exposure to heat may affect product quality.

In non-air-conditioned warehouses, upper storage levels are often subject to considerably higher temperatures during summer and are therefore not suitable for these products.

#### 2) Maximum Storage and Handling Temperatures

- **Liquid paints, inks and ink cartridges:** Preferably store and handle between +10°C and +25°C. Avoid temperatures above +30°C.
- **Fibre-tip pens:** Store in a cool, dry and, if possible, temperature-controlled environment. Avoid prolonged heat exposure and strong temperature fluctuations.

#### 3) Transport & Goods Receipt During High Temperatures

- Please ensure that shipments are not left for extended periods in hot, non-temperature-controlled areas during summer (loading bays, delivery zones, parked vehicles).
- If goods are delivered from a very warm environment, allow them to acclimatise while still sealed (e.g. for several hours in a cool, temperature-controlled warehouse) before opening cartons and removing products.

#### 4) Handling of Potential Heat-Affected Goods

If goods appear to have been exposed to excessive heat (e.g. noticeably heated outer cartons, altered consistency, or phase separation), please inform us, stating the item number and providing photos. We will promptly assist with assessment and further steps.

Thank you for your cooperation!

Together, we can ensure that JOLLY products reach your customers in perfect condition — even during periods of high temperatures.

Best Regards,  
Your JOLLY Team