



## Invoicing terms

## INVOICING TERMS

Dear Madam, dear Sir,

To enable us to make our payments to you on time, we kindly invite you to observe a few rules.

1. Make sure that your **invoice** contains the details listed in the **European Directive 2006/112/EG of 28 November 2006**, and in particular:
  - Your address, name, company number, bank account number, possible registration number as a contractor (note that a **PO BOX** is not a valid address).
  - Our name, address and company number.
  - A clear and full description of the transaction.
  - The invoice date + invoice number.
  - Specification of the quantity, the unit price and the date of delivery.
  - The VAT rate applied + in case there are several VAT rates applying to one invoice, a clear and separate indication thereof.
  - Specification of the taxable amount per VAT rate.
  - The total VAT amount.
  - In case the invoice is issued by a tax representative (within the meaning of article 21.2), the company number together with his full name and address.
  - In case an exemption of VAT is involved, a mandatory reference to the appropriate provision of the VAT code.
  - In case several invoices are drawn up for the same transaction: a reference to a previously issued document.
  - All other details that are required by the VAT code or its implementation modalities.
  - For good supplied from abroad, also always mention weight and Intrastat code (goods code).
2. Always state our order reference (POFxxxxxx) on your document. If you did not receive a reference, you can obtain it from the Central Stock Manager or the Buyer. The contact details of the responsible stock manager can be consulted on the supplier portal.
3. If applicable, mention the GTIN number.
4. Sending invoices and credit notes: these must be sent to the correct legal entity of Colruyt Group that placed the order.

**Depending on the country where your company is established, we accept structured e-invoices or PDF documents, under the following conditions:**

- **For Belgian companies: structured e-invoices are mandatory. We accept e-invoices via the Peppol network.**
  - As of January 1, 2026, it will be legally required **to exchange B2B invoices between VAT-registered companies in Belgium electronically**, according to the European standard EN 16931.

- **For non-Belgian companies: we accept electronic invoices in PDF format** (you are still free to send them as e-invoices as well).

PDFs must be sent to [invoices@colruytgroup.com](mailto:invoices@colruytgroup.com) and must meet the following conditions:

- The invoice or credit note is in PDF format with a minimum resolution of 300 dpi.
- The PDF contains only one invoice or credit note.
- The PDF must not be secured, and the following permissions must be allowed: content copying, content copying for accessibility, page extraction, and document assembly.
- The email itself contains no message, as it is processed automatically.
- Any comments or attachments to the invoice/credit note must be included in the PDF itself.
- The email may not contain any attachments other than the PDF invoice or credit note.
- The total size of the attachment may not exceed 10 MB.

Important: For each invoice or credit note, send us only one copy, either digitally (PDF or e-invoice) or by post if digital sending is not possible.

5. If you are unable to send the invoices electronically, you can send it by post to the company that placed the order:

**Colruyt Food Retail NV**

Attn. Supplier accounting  
Edingensesteenweg 196  
1500 Halle  
BTW BE 0716.663.615

**Neighbourhood supermarkets oKay NV**

Attn. Supplier accounting  
Victor Demesmaeckerstraat 167  
1500 Halle  
VAT BE 0464.994.145

**Bio-Planet NV**

Attn. Supplier accounting  
Victor Demesmaeckerstraat 167  
1500 Halle  
VAT BE 0472.405.143

6. Mention your (8-digit) supplier number on all invoices and credit notes. In other communications with our service, we would also like to see your supplier number.
7. In case of payment in cash with discount, this discount must be calculated correctly on your invoice.
8. **Important:** If you have any **questions about payments**, you can contact our payments team at the following email address: [accountspayable@colruyt.be](mailto:accountspayable@colruyt.be).
9. If you would **like to receive a payment overview or already receive a payment overview but want it to be sent to a different email address than the one previously used**, you can request this by contacting [accountspayable@colruyt.be](mailto:accountspayable@colruyt.be).

In order to be able to respond to your question **more quickly**, please **always mention your supplier name, supplier number, order references and/or VAT number** in all correspondence.

If you observe these rules, you can rely on us to pay on time.

We thank you in advance for your co-operation.

Yours sincerely,

Finance team