

# DELIVERY INSTRUCTIONS

The Purchase Order shall set out the requested delivery date.

Supplier shall confirm the requested delivery date in the Order Confirmation (“Agreed Delivery Date”) and Supplier shall deliver the Deliverables on the Agreed Delivery Date.

Supplier will notify Customer immediately in writing if he is unable or expects to be unable to execute the Agreement or to perform the Purchase Order on the Agreed Delivery Date. In that case, Customer will be entitled either to cancel the whole or any portion of the Purchase Order without compensation or agree with Supplier on a new delivery date (Newly Agreed Delivery Date).

If Supplier does not respect the (Newly) Agreed Delivery Date or in case of non-delivery or partial delivery, Supplier will reimburse Customer for any additional cost incurred. In case of late delivery, Customer may claim ipso jure 2% of the total Purchase Order value per 7 calendar days delay in delivery, with a maximum of 25% of the total Purchase Order value.

Supplier shall pack the Products sufficiently to prevent them from being damaged, irrespective of the means of transportation. Any damage incurred to the Products caused by unsuitable packaging shall be chargeable to Supplier. This applies also to purchases ex-works.

Supplier must comply with all the relevant European Community Directives on packaging.

Supplier will use EURO-pallets (with the dimensions 80 x 120 cm (type EUR) and marked with the mark EPAL) for the delivery of Products exceeding 20 kg. Maximum weight per EURO-pallet: 900 kg (not including weight of the EURO-pallet).

The Deliverables are delivered DDP - Delivery Duty Paid (Incoterms 2020) on a Belgian Working Day to the address agreed in the Purchase Order (Site Access Plan in Annex 2):

1. H.Essers - Proximus EBU Warehouse - Hal 4, Rue de Liège 70, B-6180 Courcelles, Belgium  
Contact: +32(0)89/369.610 or [proximus.ebu@essers.com](mailto:proximus.ebu@essers.com) - clearly stating PO # starting with 752\*\* . During office hours from 08.00 AM until 16.00 PM CET
2. Proximus Distribution Center (PDC), Rue de Liège 70, B-6180 Courcelles, Belgium  
Contact: +32(0)71/467.500 or [proximus.dc@proximus.com](mailto:proximus.dc@proximus.com) - clearly stating PO # starting with 45\*\* . During office hours from 06:00 AM until 12:00 noon & 12:30 noon until 14:00 PM CET  
After booking a delivery slot and following the rules set out in the delivery instructions: <https://www.proximus.com/suppliers.html> - How to deliver “PDC Courcelles Delivery Instructions”
3. Any other address, after which a POD (Proof of Delivery) mentioning (1) the manufacturer part numbers, (2) the serial numbers and (3) the name and signature of the person receiving the deliverables will be sent to [proc.ict@proximus.com](mailto:proc.ict@proximus.com) - clearly stating PO # starting with 752\*\* .

Upon the delivery of Deliverables Supplier shall provide Customer with a delivery note mentioning the PO number, article number, Suppliers’ reference, product description, quantities and number of parcels.

Transport documents and delivery notes shall be attached to the outer packaging of the delivery. Each delivery note & corresponding parcel(s) need(s) to mention the correct Purchase Order(s) to facilitate easy retrieval / sorting of the deliveries per Purchase Order.

Upon Customer’ request, Supplier shall provide all other relevant documents, including but not limited to any needed certificates.

Customer or any party authorized by Customer shall take receipt of the delivery and sign a delivery note. If a delivery is refused, a re-delivery must take place within six working days of the notification of refusal.

Supplier is expected to communicate these terms and conditions to its transporter and to ensure that all legal requirements for transport and handling of goods are respected.

## Annex 1 - Sustainability Statement

At Proximus, we have set the bold ambition to make a net positive contribution to a net zero planet and to become a truly circular company by 2030. This will require us to embed sustainability in everything we do. More info on: [www.proximus.com/sustainability](http://www.proximus.com/sustainability).

It's the supplier's responsibility to choose the best sustainable packaging & shipping methods / solutions.

If you would have questions or proposals on sustainability improvements (packaging, transport, etc.), please contact [procurement@proximus.com](mailto:procurement@proximus.com).

## Annex 2 - Site Access Plan

