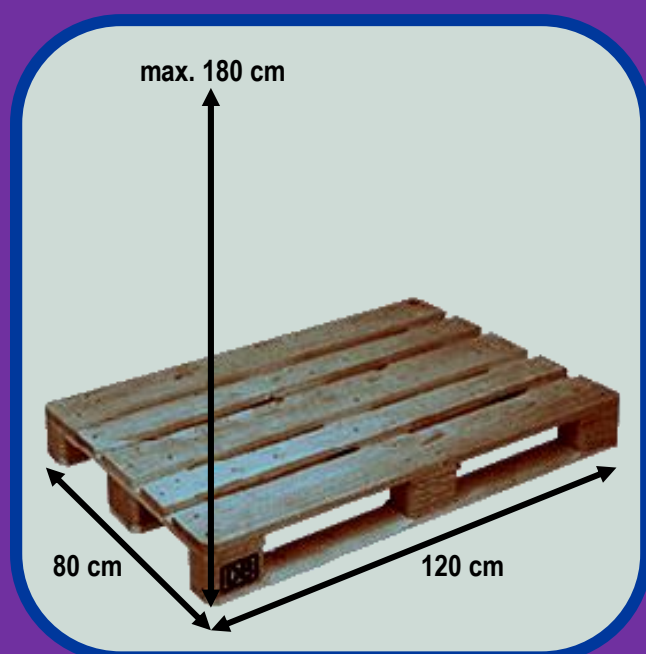


Proximus Distribution Center



## Delivery Instructions

Delivery of goods to  
**Proximus Distribution Centre**

June 2026

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## 1. General

This document describes the procedure for delivering goods to Proximus Distribution Centre (PDC). Use this document as a checklist to ensure a smooth delivery process.

### Very important

If a delivery does not meet these delivery conditions, it almost always means that additional steps will have to be taken to ensure that the quality of the reception of the goods is not jeopardized. A non-compliant delivery can generate additional costs and delays for the reception, storage and distribution of the goods.

If, on delivery, it is observed that the delivery specifications have not been met, Proximus may (immediately) refuse the delivery and/or pass the additional expenses on to you.

If a delivery is refused, a re-delivery must take place (with a new reservation) within six (6) working days of the notification of refusal.

You are requested to **communicate these terms and conditions to your transporter** and to ensure that **all legal requirements** for transport and handling of goods are respected.

### Sustainability

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)

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

### Questions?

If you still have questions after reading this document, you may send an e-mail to [pd\\_inbound@proximus.com](mailto:pd_inbound@proximus.com).

## 2. What to deliver

A delivery may only be executed based on a valid Proximus Purchase Order (PO) and must always be preceded by a Pre-delivery notification. The required delivery method depends on the dimension or the weight or the recurrence of the goods to deliver. Proximus distinguishes three delivery types:

			L x W x H
- <b>Standard</b>	▪ Dimension	within Euro pallet	80x120x163 cm (incl. 17 cm pallets H = H 180 cm)
	▪ Weight	Maximum	900 kg
- <b>Small</b>	▪ Dimension	Maximum	60 x 40 x 40 cm
	▪ Weight	Maximum	20 kg
- <b>Out-of-Dimension (OOD) – exceptions only with Proximus' approval (See 5.5.2.4)</b>	▪ Dimension	Minimum	80x120x163 cm (incl. 17 cm pallets H = H 180 cm)
	▪ Weight	Minimum	900 kg.

The following instructions apply to all types of delivery, except where specific directives are explicitly provided.

ADR compliance is mandatory when applicable in accordance with European Agreement Concerning the International Carriage of Dangerous Goods by Road (ADR).

## 3. Where to deliver

The Proximus Distribution Centre (PDC) is established at Courcelles, 60 km south of Brussels, Belgium.



**Proximus Distribution Center**  
 Rue de Liège 70  
 B-6180 Courcelles  
 Belgium

### Contact

Telephone +32 (0) 78 050 049 - between 06:00 (6 am) et 14:00 (2 pm)

E-mail [pdc\\_inbound@proximus.com](mailto:pdc_inbound@proximus.com)

## 4. When to deliver

### 4.1. Standard delivery time slots

**Delivery opening hours** - Goods cannot be delivered outside these times.



Deliveries can only be made every workday from Monday through Friday:

Hours	Breaks
6 am to 1:30 pm continuously	8 am to 8:15 am
	10 am to 10:15 am
	12 (noon) to 12:30 (noon)

The time zone in Belgium is GMT+1 in the winter and GMT+2 in the summer.  
EST (Eastern Standard Time) = GMT (Greenwich Mean Time) - 5.

**Small deliveries** handled through a ‘milk run’ process shall be delivered exclusively during the official opening hours and within a maximum of five working days (5wd) following the planned appointment.

A 30-minutes delivery margin before or after the announced arrival time will be tolerated.

### 4.2. Official Holidays – Close of business

Note that there are 11 annual holidays – no delivery is possible on those days:

- 1st of January (New Year’s Day)
- Easter Monday
- 1st of May (Labor Day)
- Ascension Day
- Whit Monday
- 21st of July (National Day)
- 15th of August (Assumption Day)
- 1st of November (All Saints’ Day)
- 11th of November (Armistice Day 1918)
- 25th December (Christmas Day)
- 26th December (Boxing Day)

## 5. How to deliver

### 5.1. Pre-delivery slot reservation 24 Hr before delivery

For all deliveries a delivery slot or appointment must be requested 24 Hours before delivery.

Deliveries must be announced by using the **Yard Management** tool, where you can plan a delivery time slot, at: <http://tracking.essers.com/B2B/>

To get access to the Yard Management tool, send an e-mail to [pdv\\_inbound@proximus.com](mailto:pdv_inbound@proximus.com)

This email must contain the following details:

1. **The company name.**
2. **The user name.**
3. **The address of the company.**
4. **One or more email addresses where to send automatic confirmations for delivery appointments.**
5. **The VAT number.**

In reply, you will get your login and password.

More information about the reservation tool can be found on Proximus web:

[Yard Management Manual](#)

[https://www.proximus-cdn.com/dam/jcr:d9b6a391-5894-4626-b4ad-cfc19101b7ba/Slot\\_booking\\_for\\_delivery\\_in\\_Courcelles\\_users\\_guide.pdf](https://www.proximus-cdn.com/dam/jcr:d9b6a391-5894-4626-b4ad-cfc19101b7ba/Slot_booking_for_delivery_in_Courcelles_users_guide.pdf)

Every booking generates a **Slot Confirmation** document that must **mandatory** accompany the delivery.

A e-version of the Delivery Note must be always added to the timeslot booking within YARD and a paper version needs to accompany the goods.

For deliveries with a recurrence of no more than three per year, the PDC can exceptionally provide **support** in booking the required delivery slot based on the submitted Delivery Note as specified in chapter 5.4.3.

## 5.2. Prerequisite if Serial Number or IMEI necessity

Some products require the use of a Serial Number, i.e. a unique identifier, assigned by the manufacturer to an individual product, that is used for traceability, warranty, inventory management, and quality control.

An IMEI (International Mobile Equipment Identity) is a 15-digit, specific type of serial number used only for mobile devices that connect to cellular networks.

For products requiring the use of Serial Numbers and/or IMEI the relevant data must be exchanged **at least 24 hours prior to delivery**.

This data exchange can be carried out through one of the following ways:

1. by sending an e-mail in accordance with the conditions described below (**standard**)
2. via the supplier's File Transfer Platform (FTP), this method is subject to prior **contractual agreement**

The **standard methodology** is currently sending an e-mail to following addresses:

**SERIAL N°:** [pim@proximus.com](mailto:pim@proximus.com); [pd\\_c\\_inbound@proximus.com](mailto:pd_c_inbound@proximus.com); [Admin.BGC@essers.com](mailto:Admin.BGC@essers.com); [pd\\_c\\_inbound@proximus.com](mailto:pd_c_inbound@proximus.com)>

**IMEI N°:** [BMBSMBVENDORLOGISTICS@proximus.com](mailto:BMBSMBVENDORLOGISTICS@proximus.com) ; [pd\\_c\\_inbound@proximus.com](mailto:pd_c_inbound@proximus.com)> [Admin.BGC@essers.com](mailto:Admin.BGC@essers.com)<<mailto:Admin.BGC@essers.com>>

The subject of the e-mail must be: 'SN file for PO XXXXXX delivery Courcelles DD/MM/YYYY'

The e-mail must contain a file named: **4xxxxxxxxxYYYYMMDD.csv**

This file contains the following information, see table example:

PO code	Vendor ID	Product code	Pallet ID	Serial No.
PO4503088702	B47245007	64160714	210551	354251676991053
PO4503088702	B47245007	64160714	210551	354251676991053

Including by product:

PO code: PO number sent by Proximus to the supplier for confirmation

Vendor ID: Proximus' vendor identification number mentioned in the PO

Product code: Proximus product reference (mentioned in the PO)

Pallet ID: EURO pallet number (unique number: e.g. if you deliver 3 pallets, we must receive 3 different pallet numbers)

Serial number or IMEI: the list of serial number or IMEI delivered on the Proximus reference number of the product and the specific pallet.

This csv-file will be imported in Proximus' inventory management system and will guarantee Proximus and the seller a global overview of the entire product life cycle.

Each supplier's EURO pallet number will be integrated into the system and will ensure correct tracking of the product in the history of the supply chain.

## 5.3. Drivers' Delivery Protocol on-site

To deliver the goods, the driver needs to respect and behave following Proximus' Protocol on-site reflected in the non-exhaustive lists below.

Driver behaviour on site:

- Drive Max speed is 25 km/h.
- Wear a fluorescent jacket (compulsory).
- Are not allowed to enter the warehouse - only unloading is insured by Proximus.
- Are not allowed to take pictures or to film.
- Use the restroom (toilet and douche) dedicated for drivers.

The Driver is responsible for the state of the truck. Trucks and trailers in bad condition won't be unloaded.

On Delivery Date the Driver must respect the following steps:

1. Register at the security gate together with the CMR Waybill document to enter the site.
2. Go to the Proximus reception and delivers the Slot Confirmation document and the Waybill to receive a **dock number**.
3. Place its truck correctly to the dock i.e. engine stopped, brakes in and blocked wheels by a wheel lock (available in front of the docks).
4. Wait until the cargo is unloaded and a first quantity & quality check has been realized.
5. Let carry empty Euro pallets, when applicable.
6. Collect the signed and stamped Waybill from the reception clerk.  
The principle "signed and/or stamped" for receipt, means that the load is still subject to in-depth qualitative and quantitative control.
7. Leave within the 30 min the Proximus site.

In case of emergency, to move its truck away from the dock and to go to the gathering point.

## 5.4. Mandatory Delivery Accompanying Documents

### 5.4.1. Slot Confirmation document

The YARD tool will generate a Slot Booking Confirmation document that must accompany the delivery.

### 5.4.2. CMR waybill

CMR stands for the international transport document defined by the “Convention relative au contrat de transport international de Marchandises par Route,” commonly referred to as the CMR waybill or simply CMR. It accompanies every road transport shipment and is used by inbound teams to verify and accept deliveries.

This document, which serves as proof that the goods have been received, must meet the applicable (legal) regulations.

On delivery, once the goods have been unloaded, the reception clerk of Proximus will sign or stamp a copy of the CMR waybill as proof of receipt based on the principle "signed for receipt, subject to further quality and quantity control". The subsequent standard Quality Control (QC) will be realized within the 48Hrs.

Any anomaly observed upon receipt of the goods (e.g., damage due to transport or a different number of packages and/or pallets than indicated on the consignment note) will be noted on the CMR waybill and reported as a non-conformity.

### 5.4.3. Delivery Note

The purpose of the Delivery Note is to check the delivery and hence includes all the details related to the content of the delivery.

The Delivery Note confirms what was delivered to Proximus and consists of: a header, content row(s) and a summary footer.

- **Header:** This part includes the particulars of the supplier and the receiver:

FROM: Supplier details (name, address, telephone, fax, e-mail, Proximus Vendor number and VAT if available)

TO: Delivery address of Proximus Distribution Centre, Rue de Liège 70, B-6180 Courcelles

- **Content - information by row**

Delivery note may concern the delivery of different articles. Every row includes of:

- |                               |   |
|-------------------------------|---|
| 1. Purchase Order number (PO) | Proximus's unique order reference number of 10 digits   |
| 2. Article number             | is equal to the <b>SKU – Stock Keeping Unit</b> .<br>Proximus' article number or article code consists of 8 digits, the article(s) number(s) must be listed by the PO number under which the article(s) has(have) been ordered. |
| 3. Proximus's article name    | or description of the article,  |
| 4. Ordered Quantity           | indicated in the purchase unit of measure (volume of SKU).  |
| 5. Delivered Quantity         | indicated in the purchase unit of measure (volume of SKU).  |
| 6. Purchase unit of measure   | type of unit, as indicated on the purchase order received.  |

The purchase unit of measure has several types:

Unit	Unit descr.
PC	Piece
PAC	Pack
ROL	Roll
BOX	Box
KIT	kitting
CAN	Canister
M	Meter
BAG	Bag

- **Summary footer**

The total number of Delivery Units is indicated at the bottom of the delivery note.

**Attention:** see definition of “delivery unit” under chapter “Delivery Unit – Best Practices” since the Delivery Unit refers to the delivery packaging which is not the same as the article unit/SKU- Stock Keeping Unit.

The driver must give both the Delivery Note and the CMR waybill to the reception clerk.

Even if a copy of the Delivery Note may be placed on the pallet or in the parcel, a copy must always be given also to the reception desk before the reception process can be started.

Example:

FROM		DELIVERY NOTE		TO	
Proximus Vendor Number				Proximus Distribution Centre	
Supplier name				Rue de Liège 70	
Street & street number				B-6180 COURCELLES	
City code and name					
Telephone 099 99 99 99					
Fax 099 99 99 99					
supplier e-mail: info@supplier.xxx					
VAT number if available					
Purchase Order PO number	Article number (SKU number)	Proximus' article name or description	Ordered Quantity (# SKU ordered)	Delivered Quantity (#SKU delivered)	Unit of measure
4500123546	12345678	Example article name	10	10	pc
	23456789	Example article name	100	80	rl
	34567890	Example article name	200	170	bx
4500234567	23456789	Example article name	50	50	rl
	45678901	Example article name	25	25	pc
<b>Total number of Delivery Units</b>		8			

## 5.5. Packaging

### 5.5.1. Packaging - Best practices

Packaging materials should be used **socially responsible and sustainable**, compliant to EU's Packaging and Packaging Waste Regulation (PPWR), which entered into force on February 11, 2025.

The aim is to:

- **use as much as possible sustainable packaging** that consists of recycled and/or recyclable material that can be recycled again after use. This applies to all types of packaging (primary, secondary and tertiary packaging).
- **avoid unnecessary packaging** to deliveries (for example cable protection) if not delivered to our suppliers in the first place (unless needed as protection during transport).
- **reduce** as much as possible the **size and volume** of packaging (smaller packaging, less waste, optimization of the number of packages per pallet).
- **safeguard stability**, only sturdy and properly filled boxes may be stacked. Any internal empty spaces shall be eliminated using adequate filling material to avoid damage or structural imbalance.

It's the supplier's responsibility to choose the best sustainable and secure packaging for their products without quality loss (for example scratches during transport).

Initiatives to make packaging more socially responsible should be communicated to [procurement@proximus.com](mailto:procurement@proximus.com).

### 5.5.2. Packaging types

#### Terminology

- **Primary packaging** is the packaging of the individual piece on itself (= order unit).
- **Secondary packaging** is the box, see below, and contains multiple primary packaging.
- **Tertiary packaging** is the Euro pallet which can carry several boxes.
- **Out-of-Dimension goods** exceed the previous standard volumes and/or weight guidelines.

The "standard quantity" is a **fixed and predetermined amount per packaging type, applicable to each delivery**, to avoid manual adjustments and reduce the chance of logistical and operational errors. When a supplier agrees on a standard quantity per packaging type, it is binding and must be **strictly adhered to for all deliveries**.

#### 5.5.2.1. Primary packaging = Order Unit

A primary packaging is the packaging of the individual part in a small delivery box.

**Small Delivery box:** Dimension: Max 60 x 40 x 40 cm and Weight Max 20 kg.

The package containing the order unit must bear a label indicating Proximus's article number (8 digits) and/or EAN bar code.

The **order unit** must always be clearly identifiable by Proximus's article number, as this number is used throughout our logistics process.

## Bar code



The bar code is a pattern of black stripes and white spaces with digits numbers in which information has been encoded.

The Global Trade Item Number (GTIN) at the bottom is a unique identification number used to identify trade items or products in a global supply chain.

GTIN is a term used by the GS1, which is responsible for the development and management of barcode standards worldwide.

GTINs can take several forms, including a 12-digit UPC code (USA, Canada), a 13-digit for the European Article Number (EAN), or a 14-digit Global Trade Item Number (GTIN).

The GTIN is encoded in a barcode that is applied to the product, allowing it to be easily identified and tracked throughout the supply chain, from manufacturing to retail.

GTINs are used to help ensure product authenticity, traceability, and accuracy in data exchange between trading partners.

The set of GTINs accepted within Proximus are:

- GTIN-12 (UPC-A)                      this is a 12-digit number used primarily in North America
- GTIN-8 (EAN/UCC-8)                this is an 8-digit number used predominately outside of North America
- GTIN-13 (EAN/UCC-13)            this is a 13-digit number used predominately outside of North America
- GTIN-14 (EAN/UCC-14)            this is a 14-digit number used to identify trade items at various packaging levels

## Kitting

This refers to the process of inserting all the components or parts that belong to a product in the same product package. All such **parts and components must be kitted together before shipment.**

### 5.5.2.2. Secondary packaging – Bulk Box

A Bulk Box contains a group of multiple boxes of the same product.

Every box must bear a sticker or label displaying Proximus’s article number (the article code consists of 8 digits) and the number of order units per box.

The boxes must be of high quality. Any box that is not completely filled may be damaged by the weight of other boxes stacked on top of it. This situation can also make the stack unstable. If necessary, make sure to fill the empty spaces with packing material.

### 5.5.2.3. Tertiary packaging - Euro pallet

Tertiary packaging concerns deliveries exceeding 20 kg and, if more than, 5 primary or secondary boxes must be delivered on Euro pallet(s).

A Euro pallet, also known as an EPAL pallet or European pallet (EUR-pallet) is the standard pallet used at Proximus, like in various high rack systems, trucks, and warehouses across Europe. A Euro pallet is always stamped with the letters “EUR” or “EPAL” on a pallet-foot.

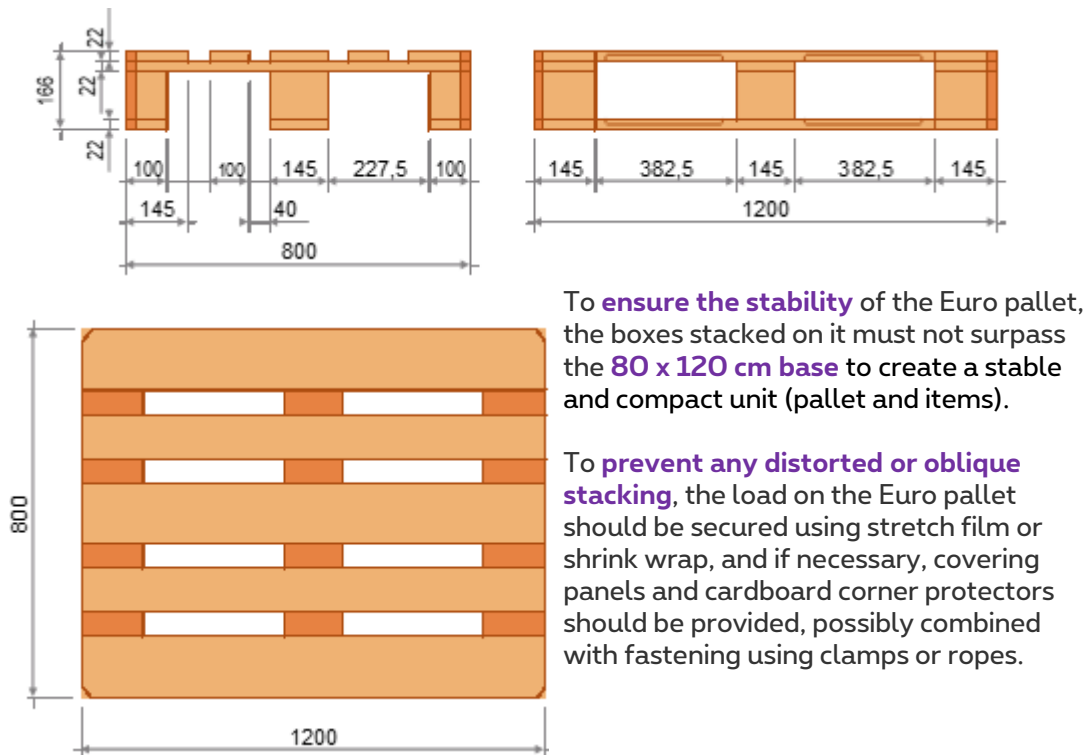
For the return of Euro pallets, the "empty Euro pallet for every full Euro pallet" system applies, i.e. after the Euro pallets are delivered with their loads, the same quantity of empty Euro pallets is returned to the driver.

When the driver does not want to carry empty Euro pallets the day of delivery, he can ask for a voucher and collect them on another appointment later by presenting the vouchers that confirm the number.

There is no financial refund system for pallets in place at Proximus.

Exceptionally, Proximus accepts also One Way Pallets (OW pallets or Pseudo-Euro pallet 80x120 cm) that have the same dimensions as Euro pallet but do not have the quality stamp. OW pallets must be strong enough to carry the goods without any risk. OW pallets are not part of the return process.

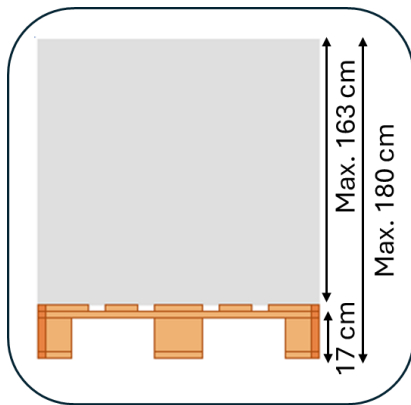
*The Euro pallet is a standard pallet that meets the EPAL standards with the dimensions 80 x 120 cm (type EUR) and marked with the mark EPAL.*



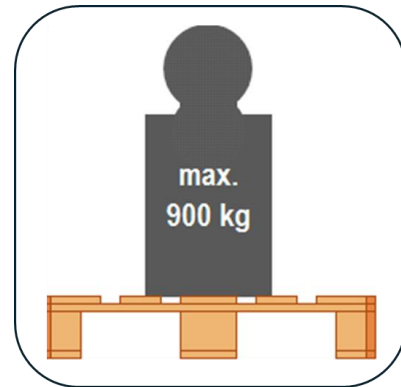
To ensure the stability of the Euro pallet, the boxes stacked on it must not surpass the 80 x 120 cm base to create a stable and compact unit (pallet and items).

To prevent any distorted or oblique stacking, the load on the Euro pallet should be secured using stretch film or shrink wrap, and if necessary, covering panels and cardboard corner protectors should be provided, possibly combined with fastening using clamps or ropes.

The wrapping of pallets must be properly executed following best practices i.e. from the base to the top, starting with fixing the transparent film to one of the foots of the pallet.



Load height of a Euro pallet:  
Max 163 cm package height  
and 17 cm pallet height  
= Total maximum height of 180 cm



Maximum weight per Euro pallet:  
900 kg (not including pallet weight)

When a Supplier sets a **standard delivery quantity**, it is mandatory and must be strictly adhered to for all deliveries. In the context of the logistics operations at the Courcelles site, the "standard quantity" refers to a fixed and predefined quantity per packaging, applicable to each delivery, in order to avoid any manual adjustments and to minimize the risk of errors.

## 5.5.2.4. Out-of-Dimension Deliveries

**Exceptionally** Out-of-Dimension (OOD) deliveries, may occur for **non-standard, oversized goods** exceeding the maximum permitted height and/or weight and/or requiring another shipping means than Euro pallets.

Dimension      more than 80x120x163 cm (incl. 17 cm pallets H = H 180 cm),  
and/or  
Weight          more than 900 kg.

For more details, **please contact your Procurement PoC and the Proximus Distribution** (see above chapter 3: Where to deliver).

## 5.6. Labelling by delivery unit

### 5.6.1. Delivery unit – Best Practices

#### Delivery unit

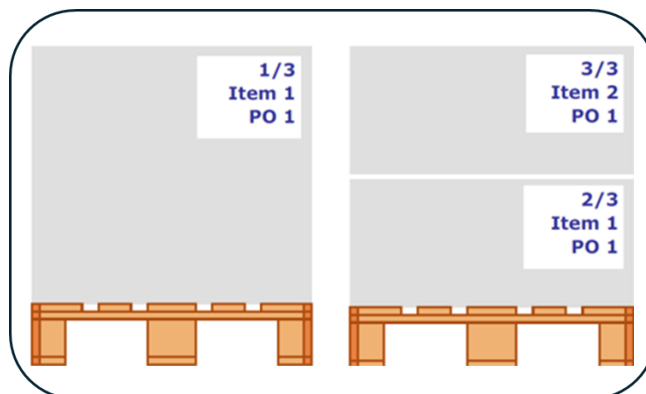
A delivery unit may only include order unit(s) that have the same article number(s) as the ones mentioned on their common purchase order (PO).

If the volume of a delivery unit exceeds the Euro pallet or package size, it must be delivered on several Euro pallets.

A heterogeneous Euro pallet (one Euro pallet with several articles) therefore contains, by definition, different delivery units.

The individual delivery units must be clearly distinguishable from each other by a package or label. In case of a heterogeneous Euro pallet, the articles with the highest volumes of units must be carried 'bottom-up' from "heavy to light" on the pallets to limit and facilitate further manipulation.

The example below shows two articles of one purchase order (= PO) which are delivered on two Euro pallets, resulting in three delivery units:



### 5.6.2. Label format

Recommended format for label: minimum 105 x 148 mm.

### 5.6.3. Label positioning


It is recommended that the label be affixed to at least two (2) adjacent sides. However, only one label may be affixed to the narrow side. Apply the label after the package has been (shrink) wrapped with transparent film.

### 5.6.4. Label content

Each delivery unit must bear a label in a clearly visible place. The label content must include the following information:

1	The sequence number	Sequence number of every delivery unit, from the total number of delivery units.
2	Sender	Supplier's details (name and address)
3	Delivery address	Proximus Distribution Centre Rue de Liège 70 B-6180 Courcelles
4	Purchase Order number of Proximus	Unique reference number of the Purchase Order (PO) > consisting of 10 digits.
5	Item number of Proximus	Article code > consisting of 8 digits.
6	Item description of Proximus	Name of the article as reported on the Purchase Order (PO).
7	Quantity of SKU	Number of purchase units of measurement (volume of SKU) as mentioned on the PO.
8	EAN bar code	EAN Bar code is always printed vertically.  This bar code is the same as the generic bar code that you have applied to the product. If there is no bar code on the product, a bar code is not needed on the delivery unit label.
9	Pallet barcode ID	Pallet barcode ID mandatory for products with a serial number

Example:

Sequence number:		2/8
Sender: Supplier Example street 11 9999 Example	Delivery address: Proximus Distribution Center Rue de Liège 70 B-6180 COURCELLES	
Purchase order number <b>4500123456</b>		
Item number : <b>12345678</b>		
Item description: <b>Example article1</b>		
Quantity: <b>5 pc</b>		
		

## 6. Transport advice

Proximus encourages the use of carbon neutral, low emission and environmentally friendly transport solutions i.e.

1. The use of low emission vessels is strongly recommended.
2. Deliveries can be made with high-cube containers (see dimensions below).
3. Truck loading is optimized to avoid empty spaces in the truck.
4. Transport routes should be chosen considering CO2 emissions (for example reducing air freight, reducing distance by truck, etc.)
5. The supplier communicates the best order quantity for transport optimization.

For example: “minimum order quantity = delivery of full pallets” or “delivery of full containers” or “bulk shipment”



Main characteristics	40' normal container	40' HC container
Container height	2392 mm	2690 mm
Container door height	2292 mm	2585 mm
Max. pallet height (in 2 layers)	1096 mm	1245 mm

## 7. What if non-conformity to delivery instructions?

The following, non-exhaustive list of 'non-conformity' reasons are closely monitored:

- 1) Appointment      No appointment, missed appointment, wrong date, timing not respected
- 2) Documents        Papers that must accompany every delivery are not available
- 3) Labelling         Format and content of labels on packaging
- 4) Packaging         Damaged, non-standard stack or packaging, wrapping issue,
- 5) Volume            Non correct dimension and/or weight
- 6) Multiple          Several of the previously identified non-conformities have been observed.

When a non-conformity is recurrently observed, Proximus will address the issue with the Supplier.

If no improvement is observed at the following deliveries, without prejudice to any other rights which it may have under the Agreement or by law, Proximus reserves the right to realize the following:

### 7.1. Refusal and request of subsequent delivery

Proximus can refuse the delivery. A re-delivery, at suppliers' cost, must take place within six working days of the notification of refusal.

### 7.2. Cost recovery

Proximus may recover from the Supplier any reasonable costs incurred to obtain substitute Goods from another source, as well as any additional expenses, losses, or damages attributable to the Supplier's failure to deliver the Goods on the agreed date.

### 7.3. Termination of Agreement

Proximus may end the Agreement wholly or partly, in accordance with the provisions on termination of the Agreement, without owing compensation to the Supplier, except for payment due on Goods delivered or Services performed before termination.

- End of document -