

# Credit terms and how to pay EDQM invoices



## CREDIT TERMS

On receipt of your order, we will process it and we will issue an invoice. We do not normally ask for payment in advance.

Our normal payment terms are:

**'Full payment of the invoice is due within 30 days of the date of the invoice'.**

Nevertheless, for all conferences/training courses – we must receive payment before the conference takes place.

However, we reserve the right to ask for pre-payment and will issue a proforma invoice, for certain countries, especially those with strict monetary regulations, new clients and/or large orders. In these cases the goods will not be dispatched until we have received full settlement.

## PAYING INVOICES

**There are several ways to settle your invoice:**

- **By Credit Card:** We accept Carte Bleue, Visa, Eurocard, Mastercard, American Express, JCB cards.

**E-Payment invoices** - Online settlement of any EDQM invoice. Go to <https://www.edqm.eu/store/> and click on 'my account' - 'pay online'. Only use this facility if you are paying an invoice you have already received. To pay, you will need to have your invoice ready. You will also need to sign in or ask for a user ID and password to undertake a transaction.

You can also provide your credit card details by email (orders@edqm.eu) or by fax (+33 3 88 41 27 71).

**NOTE:** We do not accept credit card numbers by telephone.

A credit card transaction may take up to 7 working days before it appears on your statement.

- **By Bank Transfer** to our bank:

Société Générale  
255, route de Mittelhausbergen,  
67200 Strasbourg, France

IBAN:(FR76) 30003 02360 00550034256 76

SWIFT: SOGEFRPPBRG

- **By Cheque:** Send your cheques - made payable to the "Council of Europe" or "European Directorate for the Quality of Medicines & HealthCare" - to the following address:

Directorate of Finance  
Council of Europe/EDQM  
F-67075 Strasbourg Cedex  
France

## NOTE:

- Payment by letter of credit is not accepted.
- Always quote you invoice number when you pay.
- In all cases, the payment should be net of charge for the Council of Europe and the amount paid should cover the amount invoiced in Euros.
- The goods remain the property of the Council of Europe (EDQM) until the invoice has been paid in full.

## TAXES AND DUTIES

The sale prices for our products and publications are exclusive of duties and taxes and are given in Euros.

In the European Union, there is no VAT identification number for organisations with diplomatic status. The Council of Europe (EDQM) therefore has no VAT identification number and is not subject to duties and taxes.

It is the responsibility of the buyer (or the recipient of the delivery if different from the buyer) to contact the national fiscal or customs authorities to pay the duties and taxes. In no event shall the said duties and taxes be paid by the Council of Europe (EDQM) or should be deducted from the amount paid.

## REMINDERS

If the invoice remains unpaid, you will receive a reminder – sent to your Accounts Payable Department. If there is no response to this reminder, your account will be blocked for the purchase of all further EDQM products until the unpaid invoice is settled.