

Standard Payment Terms FAQ - External

1. What are Hill-Rom's global payment terms?

Hill-Rom's global payment terms are net 75 days from the date of correct invoice. In the event applicable law requires a payment terms period of shorter duration, payment terms will be the maximum period permissible.

2. Will Hill-Rom honor existing contracts with different payment terms?

Hill-Rom will continue to honor existing agreements with different payment terms provided such agreements are on file with Procurement. If you are unsure your agreement is on file with Procurement, please forward an electronic copy to supplierquestions@hill-rom.com.

3. What are Hill-Rom's invoice requirements?

1. A purchase order must be issued by Hill-Rom before you commence services and submit invoices. Hill-Rom will no longer pay invoices without a purchase order. NO PO, NO PAY.
2. Invoices must be issued only after services have been performed.
3. Invoices must reference the purchase order number. In addition, invoice value and currency must match purchase order value and currency.
4. Invoices and credit notes must meet all relevant country, legal, tax and Hill-Rom requirements. If they do not, Hill-Rom will return them to you for correction and resubmission.
5. Note that the 75-day payment terms commence only upon Hill-Rom's receipt of a correct invoice.
6. In countries where invoices and credit notes are required to be in hard copy, in order to avoid payment delays, it is critical you submit same to the Accounts Payable address on the purchase order.

4. Who do I contact about a payment dispute?

Contact the local Accounts Payable team at the address on the purchase order.