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Carrefour will no longer automatically give out receipts to customers in its stores

Given high demand on the part of its customers wishing to help protect the environment, Carrefour will no longer automatically give out till receipts in its stores. This decision will help save several thousand kilometres of paper every year. For loyalty card-holding customers who want a receipt, their paper receipt will be replaced by an electronic one, which they can access online at Carrefour.fr.

An initiative welcomed by customers

Listening to its customers is a vital part of what Carrefour employees do. Customers are regularly asked to share their feedback and provide suggestions, and one of the ways they can do this is via the booklets available at each checkout. This is how Carrefour identified strong demand on the part of its customers to stop automatically giving out paper till receipts. The initiative has been trialled over the past year at Carrefour convenience stores and supermarkets, and given its high popularity is now being extended to all hypermarkets.

Towards electronic till receipts

Across all store formats, loyalty card-holding customers who request a receipt can get an electronic one (instead of a paper one), which they can access online at Carrefour.fr. Carrefour customers can log on to their Carrefour account and view a breakdown of their purchases at any time (they can see the products they have bought, the transaction time, their Loyalty Card number, the means of payment used, the VAT rate, etc.). They can also download and print out their electronic till receipt from Carrefour.fr.

Another milestone along the path to zero waste

Ending the automatic distribution of till receipts will save a considerable amount of paper: 10 million customers doing without a paper till receipt equates to some 2000 km of paper saved every year. So with this initiative, Carrefour has reached another milestone along its zero waste roadmap, and is stepping up its commitment to tackling deforestation.

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About Carrefour France

Carrefour has over 5200 stores in France operating in four formats (hypermarket, supermarket, convenience and cash & carry). For over sixty years, Carrefour has been a partner in the daily lives of millions of customers, offering them a wide range of products and services at the lowest prices. So as to keep pace with new consumer modes and make shopping easier for its customers, Carrefour has developed a number of omni-channel solutions (e-commerce, Drive, Click and Collect, express delivery and mobile applications). Carrefour employs 105,000 people and welcomes more than 3 million customers every day throughout the country. For more information, visit: www.carrefour.com (press page), www.carrefour.fr or to follow us on Twitter: @CarrefourFrance, @GroupeCarrefour