

Terms and Conditions ETCBshop.nl

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Article 1 - Identity of ETCBshop.nl

ETCBshop.nl

Griendstraat 27

2921LA Krimpen aan den IJssel

Phone number: 085-070 08 3

Email address: info@etcbshop.nl

Chamber of Commerce number: 71031669

VAT number: NL858553429B01

Article 2 - Applicability

These terms and conditions apply to all offers, agreements, and transactions between **ETCBshop.nl** and business customers. **ETCBshop.nl** only sells to businesses and not to consumers.

By placing an order, the customer agrees to these terms and conditions.

Article 3 - The Offer

All offers on **ETCBshop.nl** are non-binding and can be changed by the business at any time. The prices and specifications on the website are subject to error.

Images and descriptions of products are as accurate as possible but may differ from the actual products.

Article 4 - The Agreement

The agreement is established when the customer receives an order confirmation via email. **ETCBshop.nl** reserves the right to refuse orders without giving a reason.

If an order is canceled or modified, the customer will be notified promptly.

Article 5 - Returns and RMA Procedure

Due to the business nature of this purchase, you are not eligible for returns. If there is a defect, you can report this by submitting an RMA request via the RMA form on the website.

Please note that shipping costs are at your own expense. If it is a warranty claim, returns are free of charge. After submitting the RMA form, we will contact you.

For products outside the warranty conditions, research and shipping costs of €40 will be charged.

Article 6 - The Price

All prices on the website are exclusive of VAT, unless otherwise stated. Price changes may be made at any time and apply to orders already placed unless otherwise agreed.

Article 7 - Delivery and Execution

ETCBshop.nl generally delivers from stock. Orders are delivered to the business address provided by the customer. **ETCBshop.nl** aims to deliver orders within 2-5 working days after order confirmation, depending on product availability.

Delays caused by postal or courier services are beyond the responsibility of **ETCBshop.nl**. The customer will receive a track-and-trace code to monitor the shipment's status. **ETCBshop.nl** may not always be aware of any delivery delays.

Article 8 - Payment

Payment is generally made directly via the available payment methods on the website. Some customers may be allowed to buy on account, but this is only possible after express approval from **ETCBshop.nl**.

If purchased on account, payment must be made within 14 days of the invoice date. **ETCBshop.nl** reserves the right to suspend orders in the case of late payment and to charge interest or collection fees for overdue payments.

Article 9 - Conformity and Warranty

If a product is defective, the customer is entitled to replacement or repair.

Due to the business nature of this purchase, you are not eligible for returns. If there is a defect in the product, you can report it by submitting an RMA request via the "RMA" button on the website, which redirects you to the RMA page.

Article 10 - Liability

The liability of **ETCBshop.nl** is limited to the amount of the order. **ETCBshop.nl** is not liable for

consequential damage, indirect damage, or damage caused by misuse of the products.

Article 11 - Complaints Procedure

Complaints about products or services must be submitted in writing within 7 days of receiving the order.

ETCBshop.nl aims to resolve complaints within 14 days.

Article 12 - Disputes

All agreements between **ETCBshop.nl** and the customer are governed exclusively by Dutch law. Disputes will be submitted to the competent court in the district where **ETCBshop.nl** is established.

Article 13 - Additional or Deviating Provisions

Additional or deviating provisions are only valid if agreed in writing between **ETCBshop.nl** and the customer.