

General 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: +31 (0)85-070 08 3
Email: info@etcbshop.nl
Chamber of Commerce number: 71031669
VAT number: NL858553429B01

Article 2 - Applicability

These general terms and conditions apply to all offers, agreements, and transactions between ETCBshop.nl and business customers. ETCBshop.nl sells exclusively to companies and not to consumers.

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

Article 3 - The Offer

All offers on ETCBshop.nl are non-binding and may be changed by the seller at any time. Prices and specifications on the website are subject to errors.

Product images and descriptions are as accurate as possible but may differ from the actual product.

Article 4 - The Agreement

The agreement is concluded when the customer receives an order confirmation by email.

ETCBshop.nl reserves the right to refuse orders without stating a reason.

If an order is cancelled or changed by ETCBshop.nl (for example due to stock issues), the

customer will be informed in a timely manner.

Article 5 - Returns and RMA Procedure

Due to the business nature of this purchase, returns are not accepted. In the event of a defect, a return request (RMA) must be submitted using the form provided on the website.

Please note that shipping costs are at your own expense. If the warranty claim is accepted, return shipping will be free of charge. If the product is found not to be covered under warranty after inspection, additional costs may apply.

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

In the case of a (partial) refund, the amount will only be transferred to the party that made the original payment. This is to prevent fraud and ensure administrative accuracy.

Article 6 - Prices

All prices on the website are exclusive of VAT, unless stated otherwise. Prices may be changed at any time and apply to future orders. Prices for confirmed orders remain valid, unless agreed otherwise in writing.

Article 7 - Delivery and Execution

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

Delays caused by postal or courier services are beyond the responsibility of ETCBshop.nl. The customer receives a track-and-trace code to monitor the shipment. ETCBshop.nl is not always informed of delivery delays.

Article 8 - Payment

Payment is usually made directly via the available payment methods on the website. For certain customers, payment on account is possible, but only with express approval from ETCBshop.nl. If payment on account is agreed, it must be made within 14 days of the invoice date.

ETCBshop.nl reserves the right to suspend orders in case of late payment and to charge interest or collection costs for overdue invoices.

Article 9 - Conformity and Warranty

If a product is found to be defective and this falls within the warranty conditions, ETCBshop.nl will arrange for replacement or repair.

For details on the return procedure and conditions, see Article 5 of these terms.

Article 10 - Liability

The liability of ETCBshop.nl is limited to the amount of the order. ETCBshop.nl is not liable for consequential damages, indirect damages, or damages resulting from misuse of the products.

Article 11 - Complaints Procedure

Complaints regarding products or services must be submitted in writing within 7 days of receipt. ETCBshop.nl strives to handle and 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 upon in writing between ETCBshop.nl and the customer.

Article 14 - Data Protection

ETCBshop.nl processes personal data solely for the execution of orders, customer communication, and administrative purposes.

Data will not be shared with third parties, unless necessary for the performance of the agreement or required by law.

For more information, please refer to the privacy policy on the website.

Article 15 - Unforeseen Circumstances

In cases not covered by these general terms and conditions, the management of ETCBshop.nl will decide.