

## General terms of sale

### 1. Prices

- 1.1 The prices on our website are subject to typing errors and/or obvious mistakes. We do not accept liability for any consequences of price changes.
- 1.2 All prices are in Euro, including VAT.
- 1.3 Interim price reductions will not be reimbursed.

### 2. Delivery

- 2.1 Our delivery period is usually 2 working days, unless a product is temporarily sold out (of which we will inform you).
- 2.2 We can deliver more products than displayed on our website. You can always ask us if we are able to supply certain products and at which price.

### 3. Returns & Cancellation

- 3.1 When buying remotely (over the internet), you are entitled to a cooling-off period of 14 days. This period does not apply to customized products or items ordered on special request.
- 3.2 The product may only be returned unused and in the original undamaged and unopened packaging.
- 3.3 Cancellations must be submitted in writing, i.e. via e-mail. When cancelling an order, please indicate your name, your order number and the total amount of the order.
- 3.4 Sale items cannot be returned.
- 3.5 Cancelling an order is free of charge. Products that have already been shipped can no longer be cancelled.
- 3.6 Already paid amounts will be reimbursed within 14 days, minus the shipping costs, to the same bank account used to pay the order. In case the purchase price shown included the shipping costs, the shipping costs will be calculated at € 6.95.
- 3.7 A product may be returned within 14 days without reason, with the postage charges to be paid by the customer. The customer is responsible for the return shipment, therefore we advise to ship registered.

### 4. Liability

- 4.1 WTW-filtersOnline cannot be held liable towards the buyer for any damages, unless they result from intent, recklessness or serious negligence from the part of WTW-filtersOnline.
- 4.2 Liability with regard to loss of profits/stagnation is expressly rejected.
- 4.3 WTW-filtersOnline can in no case be held to pay any form of fine or indemnification.

### 5. General

- 5.1 All images and technical specifications shown on the website of WTW-filtersOnline are merely an indication and cannot give cause for indemnification and/or annulment of the agreement.
- 5.2 All supplied items will remain property of WTW-filtersOnline until the due invoice amounts have been paid in their entirety.
- 5.3 WTW-filtersOnline retains the right to transfer any and all of its rights from the agreement to a third party or to let any third party act on its behalf. Complaints may be submitted to WTW-filtersOnline in writing via e-mail. WTW-filtersOnline will handle your complaint(s) as soon as possible.

## 6. Payment

6.1 Through deposit or bank transfer to a bank account indicated by WTW-filtersOnline.

## 7. Shipment

7.1 Unless indicated otherwise, all prices mentioned on our website do not include shipping costs.

## 8. Privacy policy

8.1 WTW-filtersOnline adheres to the Personal Data Protection Act and will not provide your personal data to third parties. You can find our full Privacy Policy [here](#).

## 9. Applicable law

9.1 Dutch law applies to all agreements to which these general terms of sale entirely or partially apply.

## 10. Final provision

10.1 By placing an order you agree to our general terms of sale.