

# General terms and conditions of sales

These terms and conditions are applicable to the ordering and delivery of study books and other study materials by BeeVee, located at Heyendaalseweg 135 in Nijmegen, to her members.

## Ordering

- An order is done by placing an order in the webshop of BeeVee. Orders are to be done in time and according to BeeVee's instructions.

## Delivery

- BeeVee strives to deliver the ordered products on time. Delivery occurs by collecting the ordered products during the after-sale/collection period as communicated by BeeVee.
- When you are unable to collect your order during the after-sale/collection period, send an e-mail to the commissioner education and study materials (ces) via [beevee\\_ces@science.ru.nl](mailto:beevee_ces@science.ru.nl), then an arrangement can be made.

## Payment

- When you pay your order by means of bank transfer, the full amount for the ordered study materials should be credited to the bank account of BeeVee within ten business days, but no later than five days after the end of the ordering period. When this is not the case, your order will be cancelled automatically by BeeVee. A product that has been bought in the after-sale should be paid in cash, or by bank transfer on the moment of purchase.

## Withdrawal period and right of withdrawal

- An order can be cancelled by contacting the ces no later than fourteen days after delivery of the last delivered product to the orderer. This can be done by sending an e-mail to [beevee\\_ces@science.ru.nl](mailto:beevee_ces@science.ru.nl).
- A product that is bought in the after-sale/collection period can be returned up until the end of the after-sale/collection period.
- Returning of the products is only possibly by handing over the product in good shape during a boardroom shift, or agreed otherwise. The board decides whether the product is in good shape.

## Refund returned products

- When you get a restitution because you cancelled and returned your product within the aforementioned applicable withdrawal period, the amount will be refunded on the bank account from which the order was paid within ten business days after receiving the returned products.

#### Cancelling and returning

- When you do not collect an order during the after-sale/collection period, the order will be automatically cancelled minimally five days after the end of the after-sale/collection period. In this case, the cancellation fee applies. This is an amount of € 25,- for the entire order, so not per product. If it is a single product that costs less than € 25,- however, the cancellation fee consists of the purchase price of that product. If it is about multiple products that together cost less than € 25,-, the cancellation fee consists of the purchase price of those products together. If applicable, the remainder of the already paid order amount will be refunded on the bank account of the orderer within ten business days.
- When you contacted the ces after the after-sale/collection period and the order has not yet been returned to supplier of BeeVee, you will have the choice to either pay the cancellation fee, or receive the products for a surcharge of € 5,- per product.
- For returning of purchases made during the after-sale/collection period, a returning fee applies. This is an amount of € 25,- for the entire order, so not per product. If it is a single product that costs less than € 25,- however, the returning fee consists of the purchase price of that product. If it is about multiple products that together cost less than € 25,-, the returning fee consists of the purchase price of those products together. If applicable, the remainder of the already paid order amount will be refunded on the bank account of the orderer within ten business days.

#### Processing of personal data

- In context of the orders referred to here, BeeVee will carefully manage the obtained and (digitally) processed and stored personal data of her members, in accordance with the applicable statutory regulations. BeeVee will only use this data for the execution of the order and delivery agreements with her members.

The abovementioned house rules have been determined on the GMM held on April 26<sup>th</sup> of 2018 and have been signed by the chairman and secretary of the association:

*Floor Hurkens*  
(Chairman)

*Sven Bennis*  
(Secretary)