

itsme General Terms and Conditions of Delivery – version 1.0, January 2026

These Terms and Conditions of Delivery are divided into three parts. Part 1 contains General Provisions that always apply to the Agreement between the Buyer and itsme B.V. Part 2 is additionally applicable to the delivery of Products. Part 3 is additionally applicable to the provision of Services.

PART 1: General Provisions

1 Definitions

- 1.1 In these Terms and Conditions of Delivery, the following terms have the following meanings:
- *itsme*: itsme B.V., located in Raamsdonksveer, and all current and future legal entities that belong to the same group within the meaning of Article 2:24b of the Dutch Civil Code;
 - *Additional Provisions*: The provisions included under Part 2 and Part 3 of these Terms and Conditions of Delivery;
 - *Buyer*: The buyer of Products and/or Services;
 - *Terms and Conditions*: The provisions included under Part 1 of these Terms and Conditions of Delivery;
 - *Order*: The Buyer's Order with itsme submitted In Writing and/or placed via the Web Portal for the delivery of Products and/or Services;
 - *Services*: The services to be provided by itsme to Buyer based on the Agreement, whether or not in connection with the delivery of Products, being an economic activity, other than paid employment, which is usually carried out in return for payment, regardless of their nature and description;
 - *Documents*: Data carriers in any form that are provided by itsme to Buyer in the context of the delivery of Products or the provision of Services;
 - *Terms and Conditions of Delivery*: The provisions included under Part 1, Part 2 and Part 3;
 - *Training*: the training offered by itsme, including but not limited to, industrial automation and lighting;
 - *Training costs*: The amount for Training to be invoiced by itsme to Buyer;
 - *Storage*: The stocking, storage and removal of the Products entrusted to itsme;
 - *Order Fee*: The fee that itsme can charge for Orders below a specified order amount;
 - *Agreement*: Any agreement between itsme and Buyer, on the basis of which Buyer purchases Products and/or Services from itsme;
 - *Products*: The products to be delivered by itsme to Buyer based on the Agreement;
 - *In Writing*: on paper or by email;
 - *Web Portal*: the digital shop, currently accessible via <https://www.itsmenederland.nl>, which operates under the responsibility of itsme.

2 Applicability

- 2.1 These Terms and Conditions of Delivery are applicable to all offers, proposals, Orders, Agreements, deliveries, invoices and other aspects of legal relationships between itsme and Buyer. itsme explicitly rejects any applicability of the Buyer's Terms and Conditions.
- 2.2 Invalidity or annulment of one or more provisions of these Terms and Conditions of Delivery does not affect the applicability of the other provisions of these Terms and Conditions of Delivery. itsme and Buyer will consult in order to replace the invalid or annulled provisions of these Terms and Conditions of Delivery with provisions that align as much as possible with the purpose and intent of the invalid and/or annulled provisions.
- 2.3 In the event of conflict between the Agreement and the Terms and Conditions of Delivery, the Agreement prevails. If there is a conflict between the General Provisions and the Additional Provisions, the Additional Provisions prevail. In the event of conflict between the Dutch text of these Terms and Conditions of Delivery and a translation, the Dutch text prevails.
- 2.4 itsme reserves the right to amend and/or supplement these Terms and Conditions of Delivery. If a change or addition occurs, itsme will inform Buyer of that fact.

3 Offers and Prices

- 3.1 Prices and rates communicated by itsme are shown in euros and exclude VAT, other levies imposed by the government, other amounts payable to third parties and any transport and packaging costs and the Order Fee. The rate for transport and packaging costs and the Order Fee, applicable at the time the Agreement is established, will be sent upon Buyer's first request.
- 3.2 itsme can revoke or amend its proposals and (price) quotations.
- 3.3 itsme is entitled, in the event of cost increase between the time the Agreement is established and its complete fulfilment, and regardless of its predictability, to increase the price accordingly in such a way that this cost increase is fully reflected in the price. Cost increase includes, but is not limited to, cost increases resulting from increases or changes in wages, expenses, taxes, duties, retributions, freight, levies, prices of raw materials and energy, as well as exchange rate changes, increases in the costs charged by itsme's suppliers or legislative changes.

4 Payment

- 4.1 Buyer must pay itsme's invoices no later than within 30 (that is: thirty) days after the invoice date. Payment will always occur without any discount, settlement or suspension by Buyer for any reason whatsoever.
- 4.2 If Buyer disputes the accuracy of an invoice (or part of one), it is nevertheless obligated to pay in a timely manner. Dispute of an invoice must be submitted to itsme in writing and within 14 (that is: fourteen) days after the invoice date. If this period is not observed, the Buyer is obligated to pay the invoice amount, and this invoice amount will be considered correct.
- 4.3 The itsme claims on Buyer are immediately due and payable in full upon:
 - (A suspected) breach by Buyer of its obligations in the fulfilment of (one of) its obligations under the Agreement and/or the Terms and Conditions of Delivery;
 - (An application for) suspension of payment or declaration of bankruptcy from Buyer;
 - Placement of Buyer under receivership or administration;
 - Sale, pledging or termination of Buyer's enterprise;
 - Seizure of an important part of Buyer's business assets.
- 4.4 In the event of late and/or insufficient payment, Buyer is legally in default, without requiring payment reminder and/or notice of default, and itsme is entitled to increase the amount owed by Buyer with a default interest of 1% per month, calculated starting from the invoice date (part of a month is counted as an entire month). Buyer will also be charged extrajudicial collection costs that are set at 15% of the gross invoice value, without prejudice to itsme's right to full compensation of the costs incurred and/or damage suffered.
- 4.5 Buyer's payments are first deducted from the outstanding interest and (extrajudicial) costs and only then from the oldest outstanding invoice.
- 4.6 itsme is authorised to settle its payment obligations towards Buyer in whole or in part against any claim that itsme has or will obtain at any time against Buyer, whether or not due and payable, conditionally or subject to a time limit, or to suspend its payment obligations.

5 Establishment of the Agreement

- 5.1 If itsme has made an offer, the Agreement is established through the Buyer's acceptance of the itsme offer or through (partial) execution of the Agreement by itsme. Orders placed by Buyer and acceptances of itsme's proposals and offers are deemed irrevocable and cannot be withdrawn or modified other than with itsme's consent.
- 5.2 If itsme did not make an offer, the Agreement is established through the acceptance In Writing of the Order or through itsme's execution of the Buyer's Agreement.
- 5.3 Buyer's Orders must be placed In Writing or via the Web Portal and must be sufficiently specific. itsme is free to decide whether or not to process Orders placed.
- 5.4 Only the itsme offer, the acceptance In Writing of the Order by itsme or the itsme invoice for the execution of the Agreement, will be deemed to correctly reflect the content of the Agreement.



6 Force Majeure

- 6.1 If itsme is temporarily unable to execute the Agreement due to force majeure, it is authorised to suspend the execution of the Agreement in whole or in part as long as the force majeure persists, without being obligated to pay any damages.
- 6.2 itsme is also entitled to invoke force majeure if the circumstance that prevents (further) fulfilment occurs, after itsme should have fulfilled its obligation.
- 6.3 Force majeure, in any event, includes: government acts or omissions, national, regional or other general strikes not limited to itsme personnel, nor whether or not they were announced, sanctions, blockades, import or export restrictions, trade embargoes, disasters, extreme weather conditions, fire, terrorist acts, delays in the delivery of Products or parts thereof at itsme's suppliers, insofar as not attributable to itsme, accidents and interruptions in operations, armed conflicts, wars, riots, epidemics and/or pandemics, transport difficulties, contingencies and business disruptions, such as the partial or complete unavailability or non-functioning of servers at itsme and/or at itsme's suppliers.
- 6.4 If the force majeure lasts longer than 30 (that is: thirty) days, both parties are authorised to terminate the Agreement, in whole or in part, in writing, without any obligation to pay damages in that event. Buyer must pay pro rata whatever itsme has already performed on the basis of the Agreement.

7 Liability

- 7.1 itsme is only liable for the direct material damage that is the direct and immediate result of an attributable failure in the fulfilment of its obligations. itsme's liability for indirect damage, consequential damage, business damage and/or any other type of financial loss - including but not limited to: loss of revenue and/or profit, production loss, missed savings, downtime damage, reputational damage, punitive and exemplary damage, fines or damage claims imposed by third parties and depreciation of products - is explicitly excluded. Furthermore, itsme's liability – in the event it is liable – is limited in all circumstances to the amount that itsme has invoiced for the Agreement with which the damage is directly related, up to a maximum amount of € 10,000.00 (that is: ten thousand euros). The limitations of liability stated in this Article are not applicable if and insofar as the liability is the result of itsme's intent or deliberate recklessness.
- 7.2 Buyer must report damage it suffered to itsme in writing as soon as possible but no later than within 2 (that is: two) weeks after its occurrence or discovery. Damage not reported within this period is not eligible for compensation. In any event, any Buyer claim against itsme expires upon the lapse of 12 (that is: twelve) months after its occurrence.
- 7.3 Buyer indemnifies itsme and its legal successors, its employees and its agents engaged for the execution of the Agreement against all third party claims related to the Agreement and the Products and/or Services provided by itsme.

8 Intellectual Property

- 8.1 All intellectual property rights (including copyrights, brands, patents, database rights, know-how and other IP rights) regarding the Products, Services and/or Documents provided always belong exclusively to itsme, or, if applicable, its licensor(s) or supplier(s). Nothing in these Terms and Conditions of Delivery or in the Agreement may be interpreted in such a way that Buyer acquires any ownership rights to these Products, Services or Documents.
- 8.2 In the event that intellectual property rights, in the context of the execution of an Agreement, should arise with Buyer, Buyer hereby transfers these rights, in advance and at no charge, to itsme, which transfer is hereby accepted by itsme in advance. Upon itsme's first request, Buyer will cooperate at no charge in the realisation of this transfer and hereby also provides an irrevocable authorisation to itsme to do whatever is necessary for this purpose on behalf of Buyer, including the signing of a transfer deed.
- 8.3 After full payment of that which Buyer owes to itsme, Buyer obtains only the usage rights that have been granted in these Terms and Conditions of Delivery and the Agreement. A usage right that accrues to Buyer is non-exclusive, non-transferable and cannot be sublicensed. Except for the purpose for which the usage rights were made available to Buyer, Products and the Documents provided in connection with the Services from itsme cannot be reproduced, disclosed or otherwise used without itsme's permission In Writing.
- 8.4 If it is irrevocably established in court that the Products, Services and/or Documents provided by itsme infringe upon any third party intellectual property right or if, in itsme's



opinion, there is a reasonable chance that such infringement occurs, itsme will, at its discretion:

- Take back the Products and/or Documents delivered on the basis of the Agreement, crediting the amount Buyer paid under the Agreement, after deducting a reasonable usage fee; or
- Ensure that Buyer can continue to use the delivered or functionally equivalent Product and/or Document without interruption.

8.5 Buyer guarantees that by using the Products, Services and/or Documents (including processing and resale), it will not infringe upon any third party intellectual property rights. Buyer indemnifies itsme against third party claims due to such (alleged) infringements and will compensate itsme for all damages incurred as a result thereof (including the costs of legal assistance).

8.6 The provisions in the previous paragraph do not affect itsme's limitation of liability as stated in Article 7 of these Terms and Conditions of Delivery.

9 Product recall

9.1 In the event that Buyer becomes aware of a possible defect in Products delivered or to be delivered to it and this defect may give rise to a product recall, whether or not mandated by the government, regarding these Products or other products in which these Products have already been processed, Buyer is obligated to immediately inform itsme of that fact and to consult with itsme about a possible recall and damage-limiting measures.

9.2 Without prior consultation with and itsme's permission in writing, Buyer will not:

- proceed with any action related to European or Dutch general product safety regulations, such as a product recall or public warning; and/or
- inform third parties regarding the lack of safety of a Product based on any such regulations.

9.3 If, in its opinion, itsme is forced to take measures and/or to cooperate with recall actions initiated by manufacturers or suppliers in order to prevent (further) damage as a result of a defect in delivered Products, Buyer is obligated to cooperate in such measures and, if this should prove necessary or desirable, to join in the liability claim against the manufacturer by itsme, without obligating itsme to pay damages in this regard.

10 Compliance, Integrity and Privacy

10.1 Buyer guarantees that it will always comply with all applicable laws and regulations, including, but not limited to, rules to prevent unfair competition, fraud and corruption, environmental laws, laws and regulations regarding the processing of personal data, employment conditions and working conditions, safety and occupational health and safety requirements, as well as import and export restrictions and other relevant trade restrictions.

10.2 Buyer will take adequate physical, technical and organisational measures in order to ensure that level of personal data security that is appropriate to the respective risk and in order to ensure the ongoing confidentiality, integrity, availability and resilience of the processing systems and services.

10.3 Any breach by Buyer of any of the obligations contained in this Article (Compliance, Integrity and Privacy) is considered by itsme to be a material breach of the Agreement and entitles itsme to terminate the Agreement by operation of law with immediate effect and without any compensation or indemnification in favour of Buyer, without prejudice to any further rights or legal remedies available to itsme under the Agreement or applicable law.

10.4 Buyer fully indemnifies itsme, its directors, employees and authorised agents against all claims, losses, damages, fines, costs or expenses (including reasonable legal costs) that result from or are related to the violation of the obligations contained in this Article.

11 Other

11.1 Buyer cannot transfer its rights from the Agreement to third parties without itsme's prior consent in writing.

11.2 Buyer agrees in advance to the transfer of the rights and obligations under the Agreement by itsme to third parties upon entering into the Agreement. Buyer hereby grants itsme authorisation in order to perform all necessary (legal) actions on behalf of Buyer in the execution of the transfer.



- 11.3 If the Agreement has been entered into with a view to execution by one or more specified persons, itsme is always entitled to replace them with one or more other persons with the same qualifications.

12 Applicable law and competent court

- 12.1 The Agreement and the resulting legal relationships between itsme and Buyer are governed by Dutch law. Only the Rotterdam District Court has jurisdiction to hear and rule on disputes that arise from the Agreement. Applicability of the Vienna Sales Convention is excluded.

PART 2: Additional Provisions Products

13 Changes/Cancellations

- 13.1 If Buyer wants to change an Order for any reason whatsoever, this can only be done with itsme's permission in writing and subject to acceptance of any resulting changes in price and delivery period.
- 13.2 If Buyer wants to cancel an Order for any reason whatsoever, this can only be done with itsme's permission in writing. itsme reserves the right to claim compensation from Buyer for any damage related to the Buyer's cancellation of the Order.

14 Delivery and Collection

- 14.1 An agreed upon delivery time is approximated by itsme and is not a fatal deadline. A delivery time will only be considered of the essence if itsme specifies an exact delivery date in writing in the order confirmation, which is also explicitly indicated as a fatal deadline. If Buyer is of the opinion that exceedance of itsme's estimated delivery time must be considered unreasonably burdensome, Buyer is obligated to nevertheless state a reasonable delivery time for itsme via registered letter.
- 14.2 itsme is authorised to make partial deliveries and reserves the right at all times, subject to suspension of the delivery and/or the provision of Products, to deliver cash on delivery or to demand partial or full advance payment by Buyer.
- 14.3 Unless agreed upon otherwise in writing, delivery occurs ex works itsme (the address of the itsme branch where the Order was placed or a different branch or address designated by itsme), Incoterms 2020.
- 14.4 Buyer is obligated to take the Products. Buyer must always be available for delivery, unless agreed upon otherwise in writing. If Buyer refuses to take delivery of the Products, is negligent in this regard or is negligent with the provision of information or instructions necessary for the delivery of Products, itsme is entitled to take all measures (such as storage at third parties) at Buyer's expense that itsme deems desirable, without prejudice to itsme's right to recover from Buyer damages it actually suffered.
- 14.5 Risk transition occurs at the time designated by itsme when Buyer can receive the Products, regardless of whether the Products are actually received, or - if for the delivery, whether or not upon Buyer's request or instruction, a transporter is used - at the time of delivery of the Products to the transporter.

15 Storage

- 15.1 Parties can agree in writing that Products ordered by Buyer, whether or not at a fee to be charged by itsme to Buyer, will be placed into Storage at itsme for delivery on demand. In that event, risk transition occurs at the time the Storage begins. The Storage begins through notification in writing by itsme to Buyer that the Products ordered by Buyer are located at an itsme branch.

16 Orders via the Web Portal

- 16.1 An Order is placed via the Web Portal when Buyer selects from the range of Web Portal Products and places them in the digital shopping cart. Buyer is then requested to register, or – if already registered – to log in and select a method of payment. Payment of Products ordered via the Web Portal can be done via the agreed upon payment method.



- 16.2 Regardless of the payment method, the Agreement is subject to itsme's acceptance of the Order when Buyer clicks on the "Place Order" button. The display of the Order in the Web Portal determines the establishment of the Order and the resulting content of the Agreement.
- 16.3 Buyer must enter some (personal) data when registering. All personal data is used solely by itsme and will not be provided to third parties, except when necessary for payment transactions and delivery of the Products. itsme respects the Buyer's privacy and ensures that the Buyer's personal information is handled confidentially. Buyer hereby provides consent to itsme to use its data in order to inform Buyer about product and service offers. Buyer can object at any time, free of charge, to the processing of its personal data for marketing purposes via marketing@itsme.eu.

17 Inspection, Complaints and Returns

- 17.1 Buyer is obligated to inspect the Products delivered by itsme upon delivery, regardless of where delivery occurs.
- 17.2 Any non-conformity and visible defects must be reported immediately by Buyer to itsme in writing and no later than within five working days after delivery of the Products, with submission of the relevant packing list, all under penalty of forfeiture of any right related to a shortcoming. In the absence of timely submission of complaints, all Buyer's rights in this regard will lapse and itsme is deemed to have completely fulfilled its obligations. The same is applicable if Buyer has already assembled and/or processed the Products.
- 17.3 If Products have been returned to itsme for repair without a complaint, these items will continue to be considered as having been delivered to Buyer with all associated consequences, while the (possible) costs of repair and transport will be charged to Buyer.
- 17.4 Products already delivered will be taken back and the issued invoice will be credited, provided that:
- The Products are perishable and are still in their original condition and original, unopened packaging;
 - The total value of the Products to be returned exceeds € 50.00 (that is: fifty euros) excluding VAT;
 - The number of Products is equal to or a multiple of the delivery unit; and
 - The return is provided with the return document provided by itsme to Buyer, where the return number is clearly visible on the packaging; and
 - The return request is submitted up to thirty (30) days after the Products were delivered.
- 17.5 Items ordered specifically for Buyer cannot be returned.

18 Warranty

- 18.1 With regard to the Products that itsme receives from an (external) supplier and which Products itsme delivers or has delivered to Buyer, the content and scope of the warranty, the warranty period and the (other) general warranty conditions are applicable as employed by the itsme supplier. itsme is never obligated to impose a further warranty obligation towards Buyer, unless required otherwise by the law.
- 18.2 With regard to other Products, for which no supplier or manufacturer warranty is applicable and are delivered or manufactured by itsme itself, itsme guarantees to Buyer that the Products do not have any design, material and manufacturing defects for a period of twelve (12) months after delivery.
- 18.3 These Terms and Conditions of Delivery are applicable to re-delivery, without a new warranty period starting with regard to the delivered Product, so that the original warranty period continues insofar and if it has not yet expired.
- 18.4 Buyer cannot appeal to any warranty if:
- Buyer's appeal to the warranty extends beyond the warranty that itsme obtained from its own supplier on the relevant Product;
 - Buyer's appeal to the warranty relates to the non-functioning of the Product in connection with Buyer's already existing or future Products;
 - Defects in the delivered Products are the result of any incorrect or improper use by Buyer and/or third parties;
 - The delivered Products are handled in violation of the (usage) requirements applicable to the relevant Product;
 - The delivered Products are not used in accordance with the agreed upon purpose and objective; and/or



- Buyer's appeal to the warranty relates to a Product that is used outside of the Netherlands and the stated defect pertains to the Product's failure to satisfy requirements or standards that are set by laws or provisions of that other country.

19 Packaging and Packaging Material

- 19.1 Buyer must return to itsme sustainable packaging that is eligible for reuse within 1 (one) month after its provision. itsme is entitled to charge Buyer a packaging deposit, which will be credited after timely return. If Buyer does not return the packaging to itsme in the same condition in which it was delivered, itsme is entitled to retain the aforementioned packaging deposits, without prejudice to itsme's right to full compensation of the reasonably incurred costs and the damage it incurred. itsme's administration determines the extent of the return obligation.

20 Retention of Title

- 20.1 All Products and Documents delivered to Buyer by itsme remain itsme property until all fees owed by Buyer pursuant to the Agreement have been paid in full to itsme. Buyer is not authorised to dispose of Products to which the retention of title specified in this Article is applicable and may not pledge, sell or grant any other right to a third party. Buyer is obligated to deliver the Products supplied by itsme under retention of title only subject to a similar retention of title.
- 20.2 Notwithstanding the aforementioned retention of title, if Parties deviated in writing from the terms and conditions of delivery stated in Article 14.3 of these Terms and Conditions of Delivery, the risks are transferred to Buyer at the time the Products are delivered.
- 20.3 Buyer is obligated to store with care the Products delivered under retention of title and as recognisable property of itsme. Buyer is also obligated to insure the Products against fire and water damage and theft. Upon first request, Buyer provides itsme with all information necessary in order to assess whether Buyer satisfied these obligations. itsme, if it suspects or if it is established that Buyer has not satisfied these obligations, is entitled to insure the Products against fire, water damage and theft at Buyer's expense.
- 20.4 Buyer already grants itsme irrevocable authorisation to enter the locations where the relevant Products are stored, in order to take back the Products.

21 Export Control and Restricted Use

- 21.1 Buyer acknowledges that the delivery of the Products may be subject to domestic and/or foreign legal provisions and regulations with regard to export control, which can change from time to time and be applicable to the Agreement in accordance with the terms in force at that time. Parties will comply with all such provisions and regulations and cooperate accordingly with the competent authorities. Parties are not obligated to perform any action if such action violates legal provisions or regulations regarding export control.
- 21.2 If applicable, the Products cannot be sold, leased or otherwise transferred or used for any purpose other than as agreed upon without a necessary export or re-export licence from the competent authorities.
- 21.3 The Products may not be used in any manner, directly or indirectly, in connection with the design, manufacture, use or storage of chemical, biological or nuclear weapons or their transmission systems or other military applications.
- 21.4 The acceptance by itsme of an Order is subject to acquisition of export and/or re-export licenses by the competent authorities in the countries of origin of the products offered, including parts and components and/or technology, if and insofar as required by law. The refusal, revocation or invalidity of the aforementioned export and/or re-export licences, as a result of events that are reasonably beyond itsme's control, releases itsme from its contractual obligations regarding the delivery of Products and from any liability that may arise in this regard.

PART 3: Additional Provisions Services

22 Price and Payment



- 22.1 If no fixed price has been agreed upon, the remuneration owed by Buyer to itsme is determined based on the actual work performed, materials delivered or used and the time spent on the order by itsme, calculated at the (hourly) rates agreed upon before the start, or - in the absence thereof- the normal itsme rates at the time of execution.
- 22.2 If a fixed price has been agreed upon and the original order is changed due to a circumstance not attributable to itsme, itsme is entitled to adjust the price pro rata.
- 22.3 In the absence of an explicitly agreed upon payment schedule, all remuneration for Services provided by itsme are due each calendar month in arrears.

23 Nature and Risk of the Services

- 23.1 Unless explicitly agreed upon otherwise in writing, the Services performed by itsme qualify as best-efforts obligations. itsme explicitly does not guarantee any result with regard to the Services.
- 23.2 Buyer's use of a Service provided by itsme occurs entirely at Buyer's risk.

24 Buyer's Obligations

- 24.1 Buyer is responsible for the timely and correct provision of all data, information and decisions that are necessary for the proper performance of the Services. itsme does not have any duty to warn in this regard and Buyer indemnifies itsme against third party claims that arise in this regard.
- 24.2 Buyer must warn itsme within a reasonable time if it notices or should reasonably have noticed a shortcoming in the advice and/or Documents provided by itsme.
- 24.3 If Services are performed at Buyer's location, Buyer ensures:
 - a) Compliance with all applicable laws and regulations regarding safety and working conditions;
 - b) Compliance with the relevant safety regulations regarding the site, equipment and materials;
 - c) All reasonable measures are taken in order to prevent damage to persons or itsme property or its hired third parties;
 - d) The granting of free access and the necessary facilities to itsme in order to perform the Services properly, also outside of normal working hours if necessary.

Training

25 Registration and Payment

- 25.1 Buyer's registration to participate in the Training occurs through a registration form intended for this purpose.
- 25.2 itsme is only obligated to act upon a registration if it has confirmed this in writing. This confirmation in writing displays the Training for which Buyer is registered, together with information about the training content, dates and location. itsme reserves the right to make changes to training content, dates, location, costs and any other training specifications.

26 Change or Cancellation by itsme

- 26.1 The Training is held subject to sufficient registrations. In the event the Training is cancelled, Buyer will be notified before the start of the Training. In such a case, the Training will be transferred to the next available date in the year in which the Agreement was concluded, or – if transfer is not possible or at Buyer's request – the Training fees paid by Buyer will be refunded. Changing or cancelling the Training does not entitle Buyer to any damage compensation.

27 Change or Cancellation by Buyer

- 27.1 Cancellation of the Training by Buyer must occur In Writing.
- 27.2 If cancelled at least four weeks before the start of the Training, no Training Fees will be charged. However, Buyer will be charged € 75.00 (that is: seventy-five euros) in administration costs.
- 27.3 In the event of cancellation within four weeks prior to the start of the course and during the course, itsme is never obliged to refund any course fees.

