

GENERAL TERMS AND CONDITIONS

RetailDetail BV - RetailHub BV - Home of Retail BV

General

The present terms and conditions are an integral part of any contract between Home of Retail BV, RetailDetail BV and/or RetailHub BV and a customer. By placing an order, customers expressly agree with these general terms and conditions.

Only an express derogation that has been agreed and fixed in writing in a contract can call into question what is stipulated below. Behaviour that contradicts these general terms and conditions - even if it occurs several times - does not give customers permission to invoke it and does not grant them any rights.

The general terms and conditions of the customer which are not compatible with current general terms and conditions are not acknowledged by Home of Retail BV, RetailDetail BV and/or RetailHub BV and are, therefore, not applicable.

Quotations & rates

Quotations are obligation-free and do not bind Home of Retail BV, RetailDetail BV and/or RetailHub BV. They are calculated based on the rates of the raw materials and wages on the quotation date. The brochures that are given to customers are purely informational and by no means bind Home of Retail BV, RetailDetail BV and/or RetailHub BV. They are binding from the customer's explicit acceptance.

All indicated prices and tariffs are exclusive of applicable VAT. The applicable VAT is added by Retail BV, RetailDetail BV and/or RetailHub BV at the time of invoicing.

Orders

All orders must be made in writing or via the website of Home of Retail BV, RetailDetail BV and/or RetailHub BV. In case of insolvency, Home of Retail BV, RetailDetail BV and/or RetailHub BV reserves the right to cancel orders or to claim the payment of a guarantee for the orders that need to be completed.

Each order implies the unreserved acceptance of the offer, the code of conduct and the general terms and conditions.

Confirmation and receipt of goods and services

With the acceptance of the services, the delivered services are considered to be compliant with the order and free from defects. Only complaints that are in writing and which reach Home of Retail BV, RetailDetail BV and/or RetailHub BV within eight days after the services or the invoice will be accepted.

Any offers that have been made, announcements, communication or otherwise provided information and price quotations from Home of Retail BV, RetailDetail BV and/or RetailHub BV or from third parties engaged by them are non-binding. Home of Retail BV, RetailDetail BV and/or RetailHub BV does not accept any liability for any possible errors in announcements or offers that have been made, communication or otherwise provided information and price quotations from Home of Retail BV, RetailDetail BV and/or RetailHub BV or from third parties engaged by them.

Intellectual property rights

The content of publications, including the brands, logos, drawings, data, names of products or companies, texts, images etc. is protected by intellectual rights and belongs to Home of Retail BV, RetailDetail BV and/or RetailHub BV or rightful third parties.

Liability

Home of Retail BV, RetailDetail BV and/or RetailHub BV is not responsible for any potential accidents, or the theft or loss of equipment and/or personal effects.

The person with whom a contract has been made and who hires or uses a room is responsible for any possible damages to the site and infrastructure. The costs arising thereof will be claimed from him/her. All exceptional costs such as repairs after damage has been caused to the premises, furniture or interior equipment or additional cleaning due to extreme dirtiness, will also be billed to the person or the company with which a contract was made. Home of Retail BV, RetailDetail BV and/or RetailHub BV will inform the customer of such costs within 48 hours after the site and infrastructure have been used.

Visits to RetailDetail, Foster and RetailHub

All visits must be requested in advance and are only definitive after they have been confirmed by Home of Retail BV, RetailDetail BV and/or RetailHub BV. If the visits are scheduled outside office hours, additional costs will be billed.

RetailHub is open five days a week from 9 AM to 5 PM. During these opening hours, RetailHub has anticipated the deployment of staff to provide support for the visits, but for other visits, it can only be closed up to three days a week for private visits. During these private visits, visitors do not have access to RetailHub.

At the request of the visitor, catering costs are not included in the fees stated above. RetailHub will always send a separate quotation for approval in advance.

Visitors are free to use available meeting rooms and the facilities of Home of Retail BV, RetailDetail BV and/or RetailHub BV depending on their availability. Any usage falls under a fair use policy and will be supervised by RetailHub.

Cancellation of event participation

If you are unable to attend an event, you may be replaced by a colleague. For any cancellation up to 30 days before an event, an administration fee of 95 EUR exclusive of VAT will be billed. Cancellations can only be made in writing to admin@retaildetail.be, or you will be charged with the full registration fee.

For any cancellation within 30 days before the event or in case of a no-show on the day itself, you will be charged with the full fee, and the full registration amount will be billed.

Trip participation cancellation

If one is prevented from participating in a trip or for any cancellation up to 60 days before a trip, an administration fee of 500 EUR exclusive of VAT will be billed as well as all costs already incurred. Cancellations can only be made in writing to admin@retaildetail.be, or you will be charged with the full registration fee.

For any cancellation within 60 days of the trip, you will be charged with the full fee, and the full registration amount will be billed.

News and publications subscription

The offered price is valid throughout the subscription period. With a possible renewal of the subscription after a promotional offer or after the expiration of the subscription period, you will then pay the applicable rate.

Every subscription that gives access to paid publications of Home of Retail BV, RetailDetail BV and/or RetailHub BV is purchased per name, is strictly personal and is under no circumstances transferable.

In the event that Home of Retail BV, RetailDetail BV and/or RetailHub BV can prove that the subscription is being misused by the sharing of access data, the copying and forwarding of the content after logging in or any other form of misuse, access will be denied without any refund.

Advertising

Advertisements appear under the sole responsibility of the customer. The customer indemnifies Home of Retail BV, RetailDetail BV and/or RetailHub BV from any claim initiated against them in response to the execution of an advertisement order and will reimburse Home of Retail BV, RetailDetail BV and/or RetailHub BV for any costs that may arise in this respect.

The customer of an advertisement can only transfer content for which they have obtained all rights (intellectual property rights, portrait rights etc.) and if this complies with the technical requirements stipulated by Home of Retail BV, RetailDetail BV and/or RetailHub BV.

Home of Retail BV, RetailDetail BV and/or RetailHub BV are free to indicate that a publication of an advertisement is an advertisement.

Payments

Invoices of Home of Retail BV, RetailDetail BV and/or RetailHub BV are payable in cash at the corporate headquarters of Home of Retail BV, RetailDetail BV and/or RetailHub BV unless other payment conditions have been agreed upon in writing. In case of late payment, after a written notice of default, a penalty interest of 8% from the date of late payment will be billed to the total amount of the debt that has become claimable. Moreover, 10% of the amount of the debt that has become claimable after the first notice of default which remains unanswered 10 days after the notice of default has been received will be owed as a lump sum and fixed compensation.

In case of late payments, Home of Retail BV, RetailDetail BV and/or RetailHub BV reserves the right, without any prior notification, to discontinue its services, regardless of whether these arise from current, previous or future contracts, and to only resume these services when the uncontested payment has been regularised.

The provision of online payment methods does not make Home of Retail BV, RetailDetail BV and/or RetailHub BV liable for the payment system to be flawless, without failures, disruptions or errors. Home of Retail BV, RetailDetail BV and/or RetailHub BV cannot be held liable for any direct or indirect damage caused by making an online payment.

Right of withdrawal

By placing an online order, you have the right to withdraw from a contract within 14 days, without stating any reason. The withdrawal period expires 14 days after the day you have gained physical possession of the goods.

To exercise the right of withdrawal, you must inform us RetailDetail BV, Kolveniersstraat 7 bus 26, 2000 Antwerp, by email: admin@retaildetail.be of your decision to withdraw from the contract using an unambiguous statement (in writing, by post or by email). To do so, you may use the sample withdrawal form, but this is not obligatory. To comply with the withdrawal period, simply send your statement concerning your exercise of the right of withdrawal before the right of withdrawal has expired.

Only fill in and send the following withdrawal form if you wish to withdraw from the contract.

To: RetailDetail BV,
Kolveniersstraat 7 bus 26
2000 Antwerp
email: admin@retaildetail.be

I hereby give notice that I withdraw from our contract of sale of the following service:

.....

Ordered on

Received on

Name

Address

Signature

Date

If you withdraw from the contract, you will receive all payments that you have made up to that point back from us, including delivery costs (except for any extra costs due to your choice of a different type of delivery than the cheapest standard delivery offered by us) without delay and in any case no later than 14 days after we have been informed of your decision to withdraw from the contract.

We will repay you using the same payment method as the one you used when making the original payment, unless you expressly agree to a different method; in any case, you will not be charged for such reimbursements. We may wait to repay you until we have recovered the goods or you have indicated that you have sent the goods back, depending on what happens first.

Information about data protection

Your personal data is processed by Home of Retail BV, RetailDetail BV and/or RetailHub BV (the data controller) for customer management justified by the necessity of implementing the contract with you. In our privacy policy, you will find more information about how your personal data is processed.

As a subscriber, you have access to "plus"-articles on the website, provided that you agree to the general terms and conditions and surf the website when you are logged in so that we can recognise you as a subscriber.

Opposability of the general terms and conditions

It is assumed that the general terms and conditions are known to the customer: failure to make any objection within eight days after the first acknowledgement will result in its opposability, including for the subsequent contracts.

Competent courts

Belgian law applies. In case of disputes, only the courts of Antwerp are competent.