

Terms and Conditions – Amstel Printing

12 October 2026 | Business customers and consumers (B2B & B2C)

Article 1. Identity and definitions

1.1 Seller: Van Deyssel BV, trading as Amstel Printing, established at Kattegat 50, 9723 JP Groningen, the Netherlands, Chamber of Commerce number 66265738, VAT ID NL856470090B01, email info@amstelprinting.nl.

1.2 Customer: any natural or legal person entering into an agreement. Consumer: a natural person acting outside their trade, business or profession. Business customer: any other customer.

1.3 Products include standard items, printed products, personalised products and goods manufactured to order. “In writing” includes email.

Article 2. Applicability and order of precedence

2.1 These terms and conditions apply if they have been made available before or at the conclusion of the agreement in a form that allows them to be stored and consulted later.

2.2 Expressly agreed individual arrangements confirmed in writing take precedence over these terms in the event of a conflict.

2.3 Mandatory consumer rights remain unaffected. The invalidity of any provision does not affect the remaining provisions.

Article 3. Offers and formation of the agreement

3.1 Product descriptions, options, quantities, prices, delivery address and estimated delivery date are displayed before payment. Obvious errors do not bind the seller insofar as permitted by law.

3.2 The agreement is formed when the seller accepts the order, unless the applicable ordering process or mandatory law provides otherwise. An automatic acknowledgement of receipt does not necessarily constitute substantive acceptance of specifications that cannot be fulfilled.

3.3 Changes to an order or delivery address after acceptance are possible only after confirmation; any reasonable additional costs and changes to the schedule will be communicated in advance.

Article 4. Artwork files and proofs

4.1 The customer supplies artwork files in accordance with the published specifications and warrants that texts, trademarks and images are used lawfully.

4.2 Production starts once the required files have been received and, where applicable, the proof has been expressly approved. The estimated production schedule may therefore change.

4.3 Approval relates to the elements visible in the proof. The seller remains responsible for errors that could not reasonably be identified from the proof or that arise during the seller's own production process.

4.4 Customary production and colour variations that have been clearly described in advance may occur, provided that the product conforms to the agreement and applicable statutory requirements.

4.5 A digital proof is a visual check; on-screen appearance and printed results may differ due to materials, printing techniques and colour settings. Only reasonable tolerances specifically disclosed in advance apply; statutory conformity rights remain unaffected.

Article 5. Prices and payment

5.1 Prices for consumers are shown inclusive of applicable VAT and mandatory charges before an order is placed. Prices for business customers may be stated exclusive of VAT if this is clearly indicated. Shipping and other charges are disclosed before the agreement is concluded.

5.2 Payment is made using the available payment methods. Consumers will not be required to pay more than 50% in advance where prohibited by law; voluntary full advance payment using a selected payment method remains possible within the limits of the law.

5.3 Business invoices are payable within 30 days of the invoice date unless otherwise agreed. In the event of late payment, statutory interest (including statutory commercial interest where applicable) and legally permitted collection costs may be payable.

5.4 If a consumer is in arrears, a free reminder allowing at least fourteen days in accordance with statutory requirements will be sent before extrajudicial collection costs are claimed.

5.5 Payments made through the online shop and any invoices based on quotations are subject to the payment terms disclosed in advance. The statutory limit on mandatory advance payment applies to consumers.

Article 6. Delivery times, deadlines and events

6.1 All production, dispatch and delivery dates stated on the website, in the product configurator, at checkout or in correspondence are estimated planning dates. A date selected by the customer does not, in itself, constitute an express delivery guarantee. Mandatory statutory rights and expressly agreed individual arrangements remain unaffected.

6.2 If the customer selects an expedited production and/or delivery option in the product configurator or at checkout, the displayed surcharge is calculated automatically based on the available product and delivery options. The customer pays for the described expedited handling or selected service, not for an unconditional guarantee of delivery on a particular date. The selected date remains an estimated delivery date. The selected option, surcharge and any restrictions are disclosed before the order is placed.

6.3 Technical failures, machinery breakdowns, material shortages, printing errors, capacity constraints and delays or disruptions affecting carriers may affect the schedule. The seller will inform the customer of a material delay as soon as reasonably possible and investigate appropriate solutions. These circumstances do not automatically exclude liability or statutory rights.

6.4 Customers are asked to notify the seller before placing an order of any date essential to their intended use, such as a trade fair, campaign or event. The seller does not normally offer guaranteed delivery dates. Where delivery by a particular date is essential, the parties should discuss in advance whether the order is suitable. Even without an express delivery guarantee, the law or specific arrangements may have consequences where timely delivery was essential and this was known to the seller.

6.5 For consumers, statutory rules on delivery, reasonable additional periods, termination and refunds remain fully applicable. For business customers, the agreed arrangements and applicable law apply; where appropriate, the seller will be given a reasonable opportunity to perform or remedy the breach.

6.6 If a paid expedited production and/or delivery option has not been performed in accordance with the service offered and agreed at the time of ordering, the customer may request an appropriate refund of the relevant surcharge. The assessment depends on the agreed service, the cause of the delay and the service actually provided. A delay does not automatically result in a full refund of the surcharge in every case. Statutory rights to performance, termination and damages remain unaffected where applicable.

6.7 An estimated date shown at checkout, including where an expedited option is purchased, is not in itself a guaranteed delivery date. The seller must nevertheless perform the agreed expedited service with due care, and statutory rights in

the event of late delivery remain in force.

6.8 Where a customer identifies an essential event date before ordering, the seller will, where possible, confirm in writing whether the order is suitable for that schedule. Even without confirmation of a delivery guarantee, the circumstances may establish that timely delivery was essential.

Article 7. Shipping, addresses and risk

7.1 The customer must check the address details entered. The seller remains responsible for its own data-entry, processing and addressing errors.

7.2 For consumers, the risk of loss or damage generally passes only when the consumer or a third party designated by the consumer takes physical possession of the goods, subject to statutory exceptions.

7.3 For business customers, the delivery method, transfer of risk and any applicable Incoterms are expressly set out in the quotation or order confirmation. In their absence, the statutory rules apply; an addressing error made by the seller will not be passed on to the customer.

7.4 In the event of a delivery problem, the customer will reasonably cooperate with an appropriate attempt to resolve it; this provision does not restrict statutory rights to terminate or claim damages.

7.5 A “dispatched” notification or tracking status does not necessarily mean that the goods have been delivered. Statutory rules on delivery and transfer of risk apply to consumers.

7.6 If the customer requests an address change after order confirmation, the change will only be processed once confirmed by the seller; this does not relieve the seller of responsibility for its own errors.

Article 8. Consumer right of withdrawal

8.1 In distance sales, consumers generally have a statutory right to withdraw within 14 days of receipt, subject to statutory exceptions. The legally required information and model withdrawal form are made available separately.

8.2 The right of withdrawal is excluded, among other cases, for goods made to the consumer's specifications that are not prefabricated and are produced on the basis of an individual choice or decision, or that are clearly intended for a specific person, provided all statutory conditions are met.

8.3 The withdrawal exception does not affect rights relating to defective products, incorrect delivery or breach of contract.

8.4 For products eligible for withdrawal, the seller informs consumers before ordering about how to exercise the right, the withdrawal period, the returns procedure, any direct return costs and the model withdrawal form. Following a valid withdrawal, refunds are made in accordance with the law, including standard outbound delivery costs where required.

8.5 The consumer may withdraw by making an unequivocal statement to the stated contact address or by using any legally required online withdrawal function, where applicable. The seller will acknowledge receipt on a durable medium.

Article 9. Cancellation and changes to custom orders

9.1 For business customers, cancellation of custom-made orders after order confirmation is possible only with written consent. The seller may charge demonstrably incurred and reasonably unavoidable costs, insofar as permitted by law, taking account of any savings.

9.2 For consumers, the statutory rules apply; provisions relating to custom-made goods cannot be used to exclude statutory termination rights.

9.3 Additional work and costs arising from a requested change will be confirmed in advance.

Article 10. Conformity, complaints and remedies

10.1 Products must conform to the agreement and mandatory statutory requirements. Consumers retain all statutory conformity rights and appropriate remedies.

10.2 Customers are asked to report visible transport damage or discrepancies promptly, preferably with photographs; failure to report immediately does not prejudice mandatory statutory rights.

10.3 Business customers must inspect goods within a reasonable period and report defects within a reasonable time after discovery. Where reasonable, the seller must be given an opportunity to investigate and provide an appropriate remedy, without excluding statutory exceptions.

10.4 Consumer complaints are assessed in accordance with statutory conformity rules; free repair or replacement, price reduction or termination are available subject to statutory conditions. A short notification period cannot restrict these rights.

Article 11. Liability

11.1 The seller is liable for attributable breaches in accordance with the law, subject to the limitations below, which apply exclusively to business customers.

11.2 For business customers, liability for indirect losses, such as lost profits, lost turnover and missed commercial opportunities, is excluded to the extent permitted by law. This exclusion does not apply in cases of intent or deliberate recklessness by the seller's management or where exclusion would otherwise be unacceptable.

11.3 These limitations do not restrict rights that cannot legally be excluded, including applicable consumer rights and liability for personal injury where exclusion is prohibited.

Article 12. Force majeure

12.1 Force majeure comprises only circumstances that cannot be attributed to the seller under applicable law. Ordinary production or transport risks do not automatically constitute force majeure.

12.2 The seller will inform the customer as soon as possible and seek reasonable alternatives. Statutory rights to performance, termination or refunds remain applicable.

Article 13. International orders

13.1 The destination country, shipping charges, any customs formalities, import duties and respective responsibilities are disclosed before the agreement is concluded.

13.2 For business deliveries outside the Netherlands, the parties may agree in writing on an appropriate Incoterm, specifying the place and version.

13.3 VAT treatment depends on applicable tax rules and demonstrable conditions; providing a VAT number does not automatically result in a 0% VAT rate.

13.4 For deliveries outside the EU, the delivery terms, responsible importer, customs clearance and possible import duties and local taxes are specified as clearly as possible before the agreement is concluded. Consumers receive mandatory cost information in accordance with applicable law.

Article 14. Retention of title

14.1 To the extent permitted by law, delivered goods remain the property of the seller until the purchase price and any other claims that may legally be covered by retention of title have been paid.

14.2 Retention of title does not prejudice statutory consumer rights.

Article 15. Intellectual property

15.1 The customer warrants that supplied materials do not infringe third-party rights and indemnifies the seller against substantiated claims arising from content supplied by the customer, to the extent permitted by law.

15.2 Production and design files developed by the seller remain subject to applicable intellectual property rights unless otherwise agreed in writing.

15.3 Customer designs will not be used for marketing publications without permission.

Article 16. Complaints and disputes

16.1 Complaints may be submitted to info@amstelprinting.nl. The seller will respond within a reasonable period and provide progress updates if handling takes longer.

16.2 The agreement is governed by Dutch law, without prejudice to mandatory protections afforded to consumers in their country of habitual residence.

16.3 Disputes will be submitted to the court having jurisdiction under the law. No exclusive choice of court will be imposed to the detriment of consumers.

16.4 Within fourteen days of receiving a complaint, the customer will receive a substantive response or an acknowledgement indicating the expected further handling. This is a service commitment and does not restrict statutory rights.

Article 17. Amendments and version control

17.1 The terms and conditions in force when the agreement was concluded apply to that order. Amendments apply only to future agreements and have no retroactive effect.

17.2 The most recent version of these terms and conditions is available at www.amstelprinting.nl/en/algemene-voorwaarden/ for viewing and downloading. On request, the customer may receive a copy of the terms and conditions applicable to their order.