

General Terms and Conditions of Sale RedoxForte.com

Article 1. Applicability

1.1 To the exclusion of any other general terms and conditions, these General Terms and Conditions of Sale (hereinafter: Terms and Conditions) apply to all offers, orders and agreements. 1.2 Accepting an offer or placing an order implies that you accept the applicability of these Terms and Conditions.

1.3 The provisions of these Terms and Conditions can only be deviated from in writing, in which case the other provisions remain in full force.

Article 2. Offers/agreements

2.1 All offers are without obligation and we expressly reserve the right to change the prices, in particular when this is necessary on the basis of (legal) regulations. See also article 3.6.2.2 An agreement is only concluded after acceptance of your order by us. We are entitled to refuse orders or to attach certain conditions to the delivery, unless explicitly stated otherwise. If an order is not accepted, we will inform you within ten (10) working days after receipt of the order.

Article 3. Prices and payments

3.1 The prices stated for the products and services offered are in euros, including VAT and excluding handling and shipping costs, any taxes or other levies, unless otherwise stated or agreed in writing.

3.2 Payment can be made in (one of) the manner(s) as indicated during the ordering process on our website. Further (payment/order) conditions may be imposed on your order. 3.6 If the prices for the products and services offered increase in the period between the order and its execution, you are entitled to cancel the order or to dissolve the agreement within ten (14) days after notification of the price increase.

Article 4. Delivery

4.1 The delivery times specified by us are only indicative. Exceeding any delivery period does not entitle you to compensation or the right to cancel your order or to dissolve the agreement, unless we do not deliver within 30 days. In that case, you are

entitled to cancel the order or to dissolve the agreement insofar as this is necessary. 4.2 If we indicate that the delivery time will be longer than 30 days and you indicate that you still want the order to be executed, that part of your order falls further outside these general terms and conditions. In that case, we will make separate agreements with you that you must agree to before we will make a special effort for you to deliver the product to you as soon as possible. 4.3 The delivery of the products takes place at the place and time when the products are ready for shipment to you.

Article 5. Complaints and liability

5.1 You have the obligation to examine upon delivery whether the products comply with the agreement. If this is not the case, you must notify us of this in writing and motivated as soon as possible and in any case within seven (7) working days after delivery, at least after observation was reasonably possible.

5.2 If it is demonstrated that the products do not comply with the agreement, we have the choice to replace the products in question with new products or to refund the invoice value thereof.

5.3 If you do not wish to purchase a product for any reason whatsoever, you have the right to return the product to us within seven (7) working days after delivery. In this case, returns will only be accepted if the packaging of the product and the product itself are undamaged. The costs for return shipments are for your account. We will refund the payment made by you to you within 30 days. Returning damaged and partially consumed products is never possible.

Article 6. Orders/communication

6.1 We are not liable for intended misunderstandings, delays or improper communication of orders and communications as a result of the use of the Internet or any other means of communication in the traffic between you and us, or between us and third parties, insofar as it relates to the relationship between you and us, unless and insofar as there is intent or gross negligence on our part.

Article 7. Force majeure

7.1 Without prejudice to its other rights, in the event of force majeure we have the right, at our own discretion, to suspend the execution of your order, or the agreement without a court.

to dissolve intervention, by informing you in writing and without us being obliged to pay any compensation, unless this would be unacceptable in the given circumstances according to standards of reasonableness and fairness. In this context, we refer you to articles 4.1 and 4.2.

7.2 Force majeure is understood to mean any shortcoming that cannot be attributed to us, because it is not due to our fault and is not for its account under the law, legal act or generally accepted views.

Article 8. Miscellaneous

8.1 If you provide us with an address in writing, we are entitled to send all orders to that address, unless you provide us with a written statement of another address to which your orders must be sent. 8.2 If we have permitted deviations from these Terms and Conditions, whether or not tacitly, for a short or longer period of time, this does not affect our right to demand immediate and strict compliance with these Terms and Conditions. You can never assert any right on the grounds that we apply these Terms flexibly. 8.3 If one or more of the provisions of these Terms or any other agreement with us should be in conflict with any applicable legal provision, the relevant provision will lapse and will be replaced by a new legally permissible comparable provision to be determined by us. 8.4 We are entitled to use the execution of the use your order(s) from third parties.

Article 9. Applicable law and competent court

9.1 All rights, obligations, offers, orders and agreements to which these Terms and Conditions apply, as well as these Terms and Conditions, are exclusively governed by Dutch law. 9.2 All disputes between the parties will exclusively be submitted to the competent court in the Netherlands.

Chamber of Commerce: 81801696 VAT: NL862226417B01