

General Terms and Conditions

Vision International B.V.

1. Scope of Application

1.1 These general terms and conditions apply to all offers, order forms, invoices, agreements, and deliveries of Vision International B.V. By placing an order, the customer acknowledges and accepts these terms and conditions.

1.2 Vision International B.V.'s terms and conditions take precedence over those of the customer. Any contrary terms and conditions from the customer will only be considered if explicitly confirmed in writing by Vision International B.V.

2. Order Acceptance and Cancellation

2.1 Vision International B.V. reserves the right to reject any order. An order is only deemed accepted upon written confirmation from Vision International B.V.

2.2 Orders are subject to approval by Vision International B.V.'s credit insurer. If coverage is denied, the order will only be accepted if the full price, including shipping costs and taxes, is paid in advance.

2.3 Once an order is placed and confirmed, cancellation is not permitted unless explicitly agreed upon in writing.

2.4 The signed delivery note (pakbon) by the transporter serves as confirmation that the transporter has received the goods in the specified quantity.

3. Delivery Terms

3.1 Delivery timelines are indicative and depend on supplier and transporter conditions. Vision International B.V. is not liable for delays caused by logistical or social disruptions (e.g., strikes, supplier issues).

3.2 The customer will be notified of any expected delay. However, delayed delivery does not entitle the customer to compensation or contract termination.

4. Risk and Ownership

4.1 All products are sold, delivered, and received at Vision International B.V.'s registered office or as otherwise agreed.

4.2 Transportation, loading, and unloading are at the customer's risk.

4.3 Vision International B.V. retains ownership of all delivered goods until full payment has been received.

5. Quality Claims and Complaints

5.1 AGF product prices include a 3% allowance for weight loss, decay, buds, and mold.

5.2 Any complaints must be submitted in writing (via registered letter or email to info@visioninternational.nl) within 48 hours of receiving the goods.

5.3 If the goods are refused at delivery, the complaint period starts from the first attempted delivery or invoice date.

5.4 If the customer has used or distributed part of the goods, the entire order is considered accepted. Defects in part of the delivery do not justify rejection of the full order.

5.5 Claims without a credit note issued by Vision International B.V. are invalid.

6. Payment Terms

6.1 All invoices must be paid before the due date stated on the invoice.

6.2 Late payments incur a 3% interest fee, along with any collection costs, which are the responsibility of the debtor.

6.3 Vision International B.V. reserves the right to suspend deliveries until outstanding payments are settled.

7. Customer Creditworthiness

7.1 If the financial stability of the customer is in question (e.g., legal action, insolvency risks), Vision International B.V. may request additional guarantees.

7.2 If such guarantees are refused, Vision International B.V. reserves the right to cancel or partially fulfill an order, even if it has already been processed.

8. Liability

8.1 Vision International B.V.'s liability for defective products is limited to the replacement of non-conforming goods. No additional compensation is provided unless the issue arises from deliberate misconduct or gross negligence.

8.2 Vision International B.V. is not responsible for indirect damages such as lost profits, data loss, contractual penalties, or consequential costs. Liability is limited to the invoiced price of the affected goods.

9. Force Majeure

9.1 In cases of force majeure (e.g., strikes, natural disasters, government restrictions, supply chain disruptions), Vision International B.V. is relieved of liability and may cancel or delay orders without penalty.

9.2 If goods are affected by contamination or deemed unmarketable due to regulatory changes, Vision International B.V. is not liable.

10. Legal Jurisdiction

10.1 Any disputes related to these terms are governed by Dutch law and will be settled exclusively in the Court of The Hague.

10.2 Only the terms and conditions of Vision International B.V. apply to all transactions, to the extent permitted by Dutch legislation.

For further inquiries, please contact:

Vision International B.V.

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