

Terms & Conditions texts

General Terms & Conditions for the radiusguard

By agreeing to the General Terms & Conditions for the radiusguard, an agreement has been entered into between us and you, as the customer. However, before agreeing to our General Terms & Conditions, we would like to ask you to go through these very carefully and familiarise yourself with our working method. This can certainly avoid some unpleasant situations! It goes without saying you are always more than welcome to contact us with any possible questions.

Article 1 - Webshop & products

1.1 Radiusguard (DraadsMedia) is registered with the Chamber of Commerce and pays its statutory contribution to the tax authorities. You can find our CoC number and VAT number at the bottom of this document. You can also find our contact details on our website and webshop.

1.2 Please note: the radiusguard is purely intended as a notification tool for social distancing. It's not a COVID-19 prevention tool. Wearing a radiusguard will not protect you against a COVID-19 infection.

1.3 **Please note:** The wristbands' range is approximate and dependent on possible obstructions. Possible sources of interference or obstructions are: the human body, glass, metal or electromagnetic interference.

1.3 Radiusguard wristbands communicate with each other via Bluetooth Low Energy and are only compatible with other wristbands and/or apps developed by radiusguard.

1.4 Radiusguard (DraadsMedia) is not responsible for any damage to the wristbands as soon as the product is in the customer's possession.

1.5 Radiusguard (DraadsMedia) is not responsible for any software manipulation or hardware resets of the wristband. [Please refer to the user instructions on www.radiusguard.nl](http://www.radiusguard.nl)

1.6 We will never provide third parties with your personal data. We will always ask for your prior permission if we provide third parties with your personal data.

1.7 We are obliged to inform the police in case of any suspected abuse or fraud.

1.7 The webshop has taken out professional liability insurance to ensure cover against any wrongful liability claimed by a customer.

1.8 radiusguard.nl and shop.radiusguard.nl have both been issued with a SLL Certificate. This means we satisfy all legal requirements in relation to securing your personal data and payment details. We strive to continuously improve the security of your data. We will notify the police in case of abuse by hackers.

Article 2 - Reflection period

2.1 You have a 7 day reflection period following the purchase of a certain product. You can return the product to us without the need to pay for it, should you be dissatisfied with the purchase within this period of time. You will only need to pay the shipping costs for returning the applicable product to us. You will receive a credit invoice if you have already paid for the product and the amount paid by you will subsequently be refunded to your bank account.

2.2 Any products returned to us must be in their original packaging.

Article 3 - The agreement

3.1 The agreement between the webshop and the customer is definitive when the customer has confirmed his agreement with the General Terms & Conditions and he has authorised the webshop to take the money from his account, when the customer has paid via iDEAL, or when an invoice has been sent to the customer afterwards. The customer will officially own the product in question once the 7 day

reflection period has lapsed and payment has been received by the webshop.

3.2 The agreement has been entered into electronically, by filling in the necessary fields and by agreeing to the General Terms & Conditions.

3.3 You, as our customer, are obliged to fulfil your payment obligation to the webshop. We will send out a reminder if your payment isn't received within the set period of time. You will incur additional costs if you still haven't paid after 14 days. We will hand your case over to a collection agency if you still haven't paid the debt after numerous reminders.

3.4 You will receive a written confirmation of your purchase by email once you have made your purchase. This will include details of the product you have purchased, what it costs and who you can contact with any possible complaints and/or comments.

3.5 The radiusguard wristbands' delivery time is dependent on production and shipping from the hardware supplier. We will notify you in writing should the item not be deliverable within a 1 month period due to unforeseen circumstances.

3.6 The delivery of products to an international address may take longer than a delivery in the Netherlands. The costs associated with international shipments will be clearly shown when you purchase the product.

Article 4 - The price

4.1 The prices quoted in our webshop exclude VAT. The VAT and shipping costs will become visible once you have added the product to your trolley.

4.2 You are obliged to provide us with the correct account number once you have authorised us to automatically take an amount from your bank account. Abuse or fraud will be punished and the appropriate authorities will be notified of any such incidents. We will also issue a statement to the police.

4.3 The price quoted with the product on the website can't change during your purchase. You will pay the price shown with the product and this will subsequently also be confirmed to you, if you electronically consent to the purchase. This confirmation will also state the purchase price again.

4.4 If you purchase a product during a period with no specific campaign, you will also not be eligible for a discount afterwards.

Article 5 - Complaints and guarantee

5.1 Any complaints about deliveries will initially always need to be made by phone. Our employees look forward to being of assistance to you. We will then contact the delivery person in question regarding the product delivery. It goes without saying that all our delivery staff do their utmost to deliver the product to your home undamaged.

5.2 Complaints about the product itself must be submitted in writing. We can't answer these personally. Please describe your complaint as specifically as possible. We will contact the manufacturer or wholesaler on your behalf and act as an intermediary for you. We will naturally sort the problem out for you ourselves if this is within our capabilities.

5.3 Complaints are usually processed within 14 days. The processing of a complaint is always done in writing. We will send out a survey regarding how you felt the complaint was dealt with once a complaint has been processed. We would be most grateful if you could complete this and return it to us. It goes without saying we always want to provide you with an excellent service.

5.4 A warranty applies to every product we supply you with. The length of this warranty is entirely dependent on the product. A one year warranty applies to the radiusguard wristbands. We will notify you in the written confirmation you'll receive with the product you have purchased, as well as on the invoice we will send you via email, should this warranty period be any different. Should you discover a fault or defect with one of our products, please notify us within 48 hours of delivery.

5.5 If a product breaks within the warranty period, other than as described in article 1.5, we will reimburse the full purchase amount to you. However, this won't apply when there is intentional or deliberate damage. We would also kindly request for you to contact your insurance company if the damage took place outside of the warranty period. You could possibly claim this back on your contents insurance. No refund can be made without a receipt in both situations. Once the warranty period has expired, the replacement value will also lapse in the event of any possible damage payment. Payment will then take place based on the current market value.

Please tick the box to confirm your agreement with the Webshop's General Terms & Conditions. No agreement can be entered into without ticking the box. It goes without saying we sincerely hope you enjoy your purchase! Please don't hesitate to contact us with any possible further questions.