Terms and Conditions - Version 1.09

Prices / VAT

1. All listed prices include VAT and apply ex warehouse. VAT is stated separately on the invoice as standard.
   A VAT rate of 0% for businesses is possible by entering your VAT number in your account. This number is verified in real time, after which your account will be enabled for VAT-free purchases.
   Note: VAT-free purchases (0% VAT) are only possible if you create an account.*

Orders and Validity

2. Orders may only be placed via our webshop. This is due to the integration between our order, invoice, and shipping processing systems. An exception applies when you collect the goods in person from our warehouse.
   An order may be cancelled by either party within 14 days. Cancellation must be made in writing (by post or email). You will always receive confirmation of the cancellation.
   Products specially ordered for you (products with a delivery lead time) cannot be cancelled.
   If a product is on backorder, we will, where possible and in consultation with you, supply an equivalent replacement product.
   If an order is not cancelled within 14 days, a binding agreement is deemed to have been concluded in accordance with applicable distance selling legislation. As the goods are reserved specifically for you, we will hold you to this agreement, just as you expect us to honour our obligations.

Payment

3. Payment may be made using various methods, depending on your preference: cash upon collection, advance payment by bank transfer, payment after delivery (on invoice), or iDEAL. Some payment methods may incur additional charges. These charges result from commissions and/or fees imposed on us by the respective payment providers.
   If you choose advance payment, you will receive all necessary payment details by email immediately after placing your order. Once your payment has been processed by us, you will receive an email confirming that your order is ready for shipment or collection.
   If your payment is credited to our account later than 7 business days after the order is placed, we reserve the right to charge a different price if the price of the product has changed in the meantime.
   Failure to pay your invoice on time may result in price increases and/or the suspension of (digital) services, as well as reactivation fees.

Shipping Costs

4. Shipping costs vary by country. An overview can be found under “Shipping Costs”. You may also appoint your own carrier to collect the order from our warehouse.

   If we arrange the transport and your order is refused or cannot be delivered— for example due to incorrect name or address details (postal code, street name, or house number) — and the shipment is returned to us, additional shipping costs will be charged. These costs consist of both outbound and return shipping and may differ from our standard shipping rates.

   If a shipment is lost due to incorrect name or address information provided by you (postal code, house number, street name, or any of these), this shall be at your own risk. In such cases, no compensation will be paid by the insurance, as the loss is not caused by the carrier but by customer error.

If a shipment is returned and the additional shipping costs are not paid by you, warehouse and storage fees of €5.00 per month will be charged. Any legal costs incurred in order to enforce compliance with the agreed terms shall be entirely at your expense.

Order Not Received

5. If a shipment is sent by us on your behalf, you will receive a confirmation email stating that your order has been dispatched, including a track-and-trace link (except where the order is sent by standard mail).

   If your order has not arrived within 3 business days after receiving the dispatch confirmation email, please notify us. We will then trace the shipment to check its status.
   If a shipment is lost by the carrier, we will in all cases await the outcome of the carrier's investigation. Unfortunately, such an investigation may take up to two to three weeks.

Warranty

6. All products supplied by us are covered by a manufacturer's warranty. Unless stated otherwise, the warranty period is 24 months; certain exceptions may apply. If there is any uncertainty as to whether a product falls under the warranty (such as broken seals, modifications, water damage, improper use, etc.), the manufacturer will determine whether the product is covered by warranty.

   In the event of defective goods, an appropriate solution will always be sought, either by replacement with a new product or by repair. If it is determined that the product is not defective, the product will be returned to you and inspection or testing costs charged to us by the manufacturer, as well as shipping costs, will be charged to you.

   Rechargeable batteries and refilled ink cartridges are covered by a warranty period of 3 months (in most cases, these products will have been consumed within this period).

RMA Procedure

7. If a product does not function properly, we can test the product for you. You must return the product to us together with an RMA form (which can be requested by email), after which we will inspect the product. We will always first attempt to resolve the issue with you by phone or email.

Exchange of products

8. The exchange and return of products are governed by applicable distance selling legislation and are subject to the following conditions:

   You must request a return form within 14 days after receipt of the goods.
   The product must be received by us within 28 days after receipt of the goods, preferably in the original packaging.

   The costs of return shipping are borne by the buyer. We will ensure that any refund is processed within 14 days.

   Products specially ordered for you and/or sealed products where the seal has been broken are not eligible for return or exchange.

   Opened packaging of photo paper and ink will never be accepted for return unless a clearly demonstrable manufacturing defect can be proven. Ink dries out once it is no longer vacuum sealed, and fingerprints on photo paper render the product unusable and therefore unsellable.

If only part of an order is returned and the remaining order value falls below the minimum purchase amount of €25.00, the actual shipping and transport costs for the original shipment will be charged.

Distance selling legislation applies exclusively to consumers. For business customers, possible solutions will be assessed in consultation.

Incorrectly Ordered Products

9. Products incorrectly ordered by you will be accepted for return free of charge, provided you comply with applicable distance selling legislation. Returned products will preferably be offset against a new order placed by you.

   After the statutory distance selling period has expired, administrative fees may be charged. Specially ordered products are also excluded from exchange in this case.

   If no shipping costs were charged for the original delivery of the returned product, the shipping costs for delivery to you will still be charged. If the price of a product has since been reduced, the price valid at the time of the return will be credited.

   Distance selling legislation applies exclusively to consumers. For business customers, possible solutions will be assessed in consultation.

Damage

10. We are not liable for any form of damage whatsoever, including but not limited to products that do not function or do not function properly, late delivery, data loss, or any other conceivable damage. The risk of damage and/or loss during transport is covered by insurance.

Data Protection

11. We do not share your personal data with third parties unless we are legally required to do so or if this is necessary to process your order (such as postal or courier services, or domain registrars in the case of digital services). Cookies are used for various purposes, including storing the contents of your shopping cart and for Google Analytics.

    We use your email address to keep you informed about the status of your order and for mailings if you have subscribed to them. You may subscribe or unsubscribe at any time via your account. You may also receive an email at a later stage requesting you to leave a review about our company.

    With each visit to our website, your (temporary) IP address and internet service provider are automatically recorded to protect both you and us.

    If you misuse our services, for example by unjustifiably refusing an order, we reserve the right to use your data in the context of legal proceedings.

Digital Services

12. Digital services are excluded from the 14-day right of withdrawal, as these services are provided immediately. For streaming and hosting services, you enter into an agreement with a minimum term of 12 months. The domain name becomes your property after 12 months,

provided that all financial obligations have been fulfilled.

Complaints Procedure

13. PMT europe s.a.r.l. has a duly published complaints procedure and handles complaints in accordance with this procedure.

    Complaints regarding the performance of the agreement must be submitted to us in full and clearly described within 7 days after the consumer has identified the defects. We will respond to complaints within 14 days of receipt. If more time is required, we will inform you within this 14-day period and, where possible, indicate when you can expect a response.

Disclaimer

14. PMT europe S.à.r.l. assumes that the goods sold by us are not used for illegal activities.