



Shipping and delivery policy Human Insight

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Article 1 - Definitions

In these terms and conditions, the following definitions shall apply:

1. Cooling-off period: the period within which the consumer can exercise his right of withdrawal;
2. Consumer: the natural person not acting in the exercise of a profession or business and who enters into a distance contract with the entrepreneur;
3. Day: calendar day;
4. Duration transaction: a distance contract relating to a series of products and/or services, the delivery and/or purchase obligation of which is spread over time;
5. Durable data carrier: any means that enables the consumer or trader to store information addressed to him personally in a way that allows future consultation and unaltered reproduction of the stored information.
6. Right of withdrawal: the possibility for the consumer to waive the distance contract within the cooling-off period;
7. Model form: the model form for withdrawal made available by the entrepreneur which a consumer can fill in when he wants to exercise his right of withdrawal.
8. Entrepreneur: the natural or legal person offering products and/or services to consumers at a distance;
9. Distance contract: an agreement whereby, within the framework of a system organised by the entrepreneur for distance selling of products and/or services, up to and including the conclusion of the agreement, exclusive use is made of one or more techniques for distance communication;
10. Technique for distance communication: means that can be used for concluding an agreement, without the consumer and entrepreneur having come together in the same room at the same time.
11. General Terms and Conditions: the present General Terms and Conditions of the entrepreneur.



Article 2 - Identity of the entrepreneur

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Article 3 - Applicability

1.

These general terms and conditions apply to every offer made by the entrepreneur and to every distance contract and order concluded between the entrepreneur and the consumer.

2.

Before the distance contract is concluded, the text of these general terms and conditions will be made available to the consumer. If this is not reasonably possible, before the remote agreement is concluded, it will be indicated that the general terms and conditions can be inspected at the entrepreneur's premises and they will be sent free of charge to the consumer as soon as possible upon request.

3.

If the distance contract is concluded electronically, contrary to the previous paragraph and before the distance contract is concluded, the text of these general terms and conditions can be made available to the consumer electronically in such a way that it can be stored by the consumer in a simple manner on a durable data carrier. If this is not reasonably possible, before the distance contract is concluded, it will be indicated where the general terms and conditions can be inspected electronically and that they will be sent electronically or otherwise free of charge at the consumer's request.



4. In the event that specific product or service conditions apply in addition to these general terms and conditions, the second and third paragraphs shall apply *mutatis mutandis* and, in the event of conflicting general terms and conditions, the consumer may always rely on the applicable provision that is most favourable to him.
5. If one or more provisions in these general terms and conditions are at any time wholly or partially void or annulled, the agreement and these terms and conditions shall otherwise remain in force and the provision concerned shall be replaced without delay by mutual agreement with a provision that approximates the purport of the original as closely as possible.
6. Situations not provided for in these general terms and conditions should be assessed 'in the spirit' of these general terms and conditions.
7. Uncertainties about the interpretation or content of one or more provisions of our terms and conditions must be interpreted 'in the spirit' of these general terms and conditions.

Article 4 - The offer

1. If an offer has a limited period of validity or is made subject to conditions, this will be expressly stated in the offer.
2. The offer is without obligation. The entrepreneur is entitled to change and adjust the offer.
3. The offer contains a complete and accurate description of the products and/or services on offer. The description is sufficiently detailed to enable a proper assessment of the offer by the consumer. If the entrepreneur uses images, these are a truthful representation of the offered products and/or services. Obvious mistakes or obvious errors in the offer do not bind the entrepreneur.
4. All images, specifications and data in the offer are indicative and cannot be a reason for compensation or dissolution of the agreement.



5. Images of products are a true representation of the products offered. Operators cannot guarantee that the colours displayed correspond exactly to the real colours of the products.
6. Each offer contains such information that it is clear to the consumer what rights and obligations are attached to the acceptance of the offer. This concerns in particular:
 - the price including taxes;
 - any shipping costs
 - the way in which the agreement will be concluded and which actions are necessary for this;
 - whether or not the right of withdrawal is applicable;
 - the method of payment, delivery and performance of the agreement;
 - the period for accepting the offer, or the period within which the trader guarantees the price;
 - the level of the rate of distance communication if the costs of using the technique for distance communication are calculated on a basis other than the regular basic rate for the means of communication used;
 - whether the agreement is archived after its conclusion and, if so, in which way it can be consulted by the consumer;
 - the way in which the consumer, before concluding the contract, can check and, if desired, repair the data provided by him in the context of the contract;
 - any languages other than Dutch in which the contract can be concluded;



- the codes of conduct to which the trader is subject and the way in which the consumer can consult these codes of conduct electronically; and
- the minimum duration of the distance contract in case of an extended transaction.

Article 5 - The agreement

1. Subject to the provisions of paragraph 4, the agreement is concluded at the moment the consumer accepts the offer and fulfils the conditions stipulated therein.
2. If the consumer has accepted the offer electronically, the trader will immediately confirm receipt of acceptance of the offer electronically. As long as this acceptance has not been confirmed by the entrepreneur, the consumer can dissolve the agreement.
3. If the agreement is concluded electronically, the entrepreneur shall take appropriate technical and organisational measures to protect the electronic transfer of data and shall ensure a secure web environment. If the consumer can pay electronically, the entrepreneur will observe appropriate security measures.
4. The entrepreneur can - within legal frameworks - inform himself whether the consumer can meet his payment obligations, as well as all those facts and factors that are important for a responsible conclusion of the remote agreement. If, based on this investigation, the entrepreneur has good grounds not to enter into the agreement, he is entitled to refuse an order or application or to attach special conditions to the implementation, while stating reasons.
5. The entrepreneur will include the following information with the product or service to the consumer, in writing or in such a way that it can be stored by the consumer in an accessible way on a durable data carrier:
 - the visiting address of the establishment of the entrepreneur where the consumer can go with complaints;



- the conditions on which and the way in which the Consumer may exercise the right of withdrawal, or, as the case may be, clear information about being exempted from the right of withdrawal;
- the information on guarantees and existing after-sales services;
- the data included in article 4 paragraph 3 of these conditions, unless the trader has already provided the consumer with these data before the performance of the contract;
- the requirements for terminating the agreement if the agreement has a duration of more than one year or is of indefinite duration.

6.

In case of a duration transaction, the provision in the previous paragraph only applies to the first delivery.

7. Each agreement is entered into under the suspensive conditions of sufficient availability of the relevant products.

Article 6 - Right of withdrawal

On delivery of products:

1.

You may occasionally wish to return an order. Perhaps because you do not like the product or perhaps there is another reason why you do not want the order. Whatever the reason, you have the right to cancel your order up to 14 days after receipt without giving any reason.

2.

Should the product be damaged or the packaging more damaged than necessary to try the product, we may pass this depreciation of the product on to you. So please treat the product with care and make sure it is properly packed when returning it.

3.

You will have another 14 days to return your product after cancellation. You will then be credited the full order amount including shipping costs. Only the return costs from your home to the web shop are for your own account. These costs are approximately 7.25 per parcel, for the exact rates please consult your carrier's website. If you exercise your right of withdrawal, the product will be returned to



the entrepreneur with all delivered accessories and - if reasonably possible - in its original state and packaging. To exercise this right, please contact us at info@human-insight.com. We will then refund the order amount due within 14 days after notification of your return provided the product has already been received back in good order.

4.

If the customer has not expressed his wish to make use of his right of withdrawal or has not returned the product to the entrepreneur after expiry of the periods mentioned in paragraphs 2 and 3, the purchase is a fact

In case of delivery of services:

1.

With the delivery of services, the consumer has the possibility to dissolve the agreement without giving reasons for at least 14 days, starting on the day of entering into the agreement.

2.

To make use of his right of withdrawal, the consumer will comply with the reasonable and clear instructions provided by the entrepreneur in the offer and/or at the latest upon delivery.

Article 7 - Costs in case of withdrawal

1.

If the consumer makes use of his right of withdrawal, he shall bear at most the costs of return shipment.

2.

If the consumer has paid an amount, the trader will refund this amount as soon as possible, but no later than 14 days after the withdrawal. This is subject to the condition that the product has already been received back by the entrepreneur or that conclusive evidence of complete return can be provided. Refunds will be made via the same payment method used by the consumer unless the consumer explicitly authorises a different payment method. consument nadrukkelijk toestemming geeft voor een andere betaalmethode.

3.

If the product is damaged due to careless handling by the consumer, the consumer is liable for any depreciation in value of the product.



4. The consumer cannot be held liable for depreciation of the product if the entrepreneur has not provided all legally required information on the right of withdrawal, this should be done before the conclusion of the purchase agreement.

Article 9 - Exclusion of the right of withdrawal

1. The entrepreneur can exclude the consumer's right of withdrawal for products as described in paragraphs 2 and 3. The exclusion of the right of withdrawal only applies if the trader has clearly stated this in the offer, at least in good time before concluding the contract.
2. Exclusion of the right of withdrawal is only possible for products
 - that were made by the entrepreneur in accordance with the consumer's specifications;
 - that are clearly personal in nature;
 - that cannot be returned due to their nature;
 - which spoil or age quickly;
 - whose price is subject to fluctuations on the financial market over which the entrepreneur has no influence;
 - for individual newspapers and magazines;
 - for audio- and video recordings and computer software of which the consumer has broken the seal;
 - for hygienic products of which the consumer has broken the seal.



3. Exclusion of the right of withdrawal is only possible for services:
 - concerning accommodation, transport, restaurant or leisure activities to be performed on a certain date or during a certain period;
 - the delivery of which commenced with the consumer's express consent before the expiry of the withdrawal period;
 - concerning betting and lotteries.

Article 9 - The price

1. During the validity period stated in the offer, the prices of the products and/or services on offer will not be increased, except for price changes due to changes in VAT rates.
2. Contrary to the previous paragraph, the Entrepreneur may offer products or services whose prices are subject to fluctuations in the financial market that are beyond the Entrepreneur's control, at variable prices. This link to fluctuations and the fact that any prices mentioned are target prices will be mentioned in the offer.
3. Price increases within 3 months after the conclusion of the contract are only allowed if they are the result of statutory regulations or provisions.
4. Price increases from 3 months after the conclusion of the agreement are only allowed if the entrepreneur has stipulated it and:
 - they are the result of statutory regulations or provisions; or
 - the consumer is authorised to terminate the agreement as from the day on which the price increase takes effect.



5. The prices mentioned in the offer of products or services include VAT.
6. All prices are subject to printing and typesetting errors. No liability is accepted for the consequences of printing and typesetting errors. In case of printing and typesetting errors, the entrepreneur is not obliged to deliver the product according to the incorrect price.

Article 10 - Compliance and warranty

1. We care about our products and logically do our best to deliver them to you in top condition. Nevertheless, it sometimes happens that an order breaks down during transport or that something else happens that gives you a warranty claim. Under European law, we are liable for any defect of conformity that comes to light within a period of two years from the delivery of the goods. You may have additional rights under Dutch law.
2. A guarantee provided by the entrepreneur, manufacturer or importer does not affect the legal rights and claims that the consumer can assert against the entrepreneur on the basis of the agreement.
3. Any defects or wrongly delivered products should be reported to the entrepreneur in writing within 2 months after delivery. Return of the products should be in the original packaging and in new condition.
4. The guarantee period of the entrepreneur corresponds to the factory guarantee period. However, the entrepreneur is never responsible for the ultimate suitability of the products for each individual application by the consumer, nor for any advice regarding the use or application of the products.
5. The guarantee does not apply if:
 - the consumer has repaired and/or modified the delivered products himself or had them repaired and/or modified by third parties;



- the delivered products have been exposed to abnormal conditions or otherwise carelessly treated or treated contrary to the instructions of the entrepreneur and/or on the packaging;
- the inadequacy is wholly or partially the result of governmental regulations regarding the nature or quality of the materials used.

Article 11 - Delivery and execution

1.
The entrepreneur will take the greatest possible care when receiving and executing orders of products and when assessing requests for the provision of services. Human Insight will carefully do its best to deliver the order to you as soon as possible. Orders placed before 13:00 on working days, we try to dispatch the same day. However, we do not always succeed in doing so, sometimes products are not in stock and then the delivery of your order may take a little longer.
2.
The place of delivery is the address that the consumer has made known to the company.
3.
Subject to what is stated in paragraph 4 of this article, the company will execute accepted orders with convenient speed but at the latest within 30 days, unless the consumer has agreed to a longer delivery period. If delivery is delayed, or if an order cannot or can only be partially carried out, the consumer will be informed about this at the latest 30 days after the order was placed. In that case, the consumer has the right to dissolve the agreement without costs. The consumer is not entitled to any compensation.
4.
All delivery terms are indicative. The consumer cannot derive any rights from any terms mentioned. Exceeding a term does not entitle the consumer to compensation.
5.
In case of dissolution in accordance with paragraph 3 of this article, the entrepreneur will refund the amount paid by the consumer as soon as possible, but at the latest within 14 days after dissolution.



6. If delivery of an ordered product turns out to be impossible, the entrepreneur will make an effort to provide a replacement article. Upon delivery at the latest, it will be clearly and comprehensively stated that a replacement article is being delivered. With replacement articles, the right of withdrawal cannot be excluded. The costs of any return shipment shall be borne by the entrepreneur.
7. The risk of damage and/or loss of products rests with the entrepreneur until the moment of delivery to the consumer or a representative designated in advance and made known to the entrepreneur, unless explicitly agreed otherwise.
8. The prices stated do not include shipping costs. These are calculated when filling in your invoice details. Delivery takes place via the PostNL postman or parcel delivery service. In general, delivery will take place the next working day between 9:00 and 18:00. Unfortunately, we cannot guarantee the time of delivery.

Article 12 - Duration transactions: duration, termination and extension

Termination

1. The consumer may terminate an open-ended contract that was concluded for the regular supply of products (including electricity) or services at any time, subject to the applicable termination rules and a maximum notice period of one month.
2. The consumer may terminate a fixed-term contract that was concluded for the regular delivery of products (including electricity) or services at any time at the end of the fixed term in accordance with the applicable termination rules and a period of notice that does not exceed one month.
3. Consumers may terminate the agreements referred to in the previous paragraphs:
 - terminate at any time and not be limited to termination at a specific time or in a specific period;
 - at least terminate them in the same way as they were entered into by him;



- always terminate with the same notice period as the entrepreneur has stipulated for himself.

Renewal

1. A fixed-term contract that has been concluded for the regular supply of products (including electricity) or services may not be automatically prolonged or renewed for a fixed term.
2. Notwithstanding the previous paragraph, a fixed-term contract that has been concluded for the regular supply of daily or weekly newspapers and magazines may be tacitly renewed for a fixed term not exceeding three months, if the consumer may terminate this renewed contract towards the end of the renewal with a notice period not exceeding one month.
3. A fixed-term contract that has been concluded for the regular supply of products or services may only be tacitly extended for an indefinite period of time if the consumer may terminate it at any time with a period of notice that does not exceed one month and a period of notice that does not exceed three months in the event that the contract relates to the regular, but less than once a month, supply of daily or weekly newspapers and magazines.
4. A fixed-term contract for the regular supply of daily or weekly newspapers and magazines by way of introduction (trial or introductory subscription) is not tacitly continued and ends automatically at the end of the trial or introductory period.

Duration

1. If a contract has a duration of more than one year, after one year the consumer may terminate the contract at any time with a notice period not exceeding one month, unless reasonableness and fairness oppose termination before the end of the agreed duration.

Article 13 - Payment



1. Unless otherwise agreed, the amounts owed by the consumer should be paid within 7 working days after the start of the reflection period as referred to in article 6 paragraph 1. In case of an agreement to provide a service, this period starts after the consumer has received the confirmation of the agreement.
2. The consumer has the duty to immediately report inaccuracies in payment details provided or mentioned to the entrepreneur.
3. In case of non-payment by the consumer, the entrepreneur has, subject to legal restrictions, the right to charge reasonable costs made known in advance to the consumer.
4. Payment is possible in the following ways:
 - Ideal
 - Bank transfer
 - Credit card
 - Paypal

Article 14 - Complaints procedure

1. The entrepreneur has a sufficiently publicised complaints procedure and handles complaints in accordance with this complaints procedure.
2. Complaints about the implementation of the agreement must be submitted to the entrepreneur fully and clearly described within 2 months after the consumer has discovered the defects.
3. Complaints submitted to the entrepreneur will be answered within a period of 14 days from the date of receipt. If a complaint requires a foreseeably longer processing time, the entrepreneur will respond within the 14-day period with a notice of receipt and an indication of when the consumer can expect a more detailed answer.
4. If the complaint cannot be resolved by mutual agreement, a dispute arises which is subject to the dispute settlement procedure.



5. It can always happen that something does not go quite as planned. We recommend that you first make complaints known to us by emailing info@human-insight.com. If this does not lead to a solution, it is possible to submit your dispute for mediation via Stichting WebwinkelKeur via <https://www.webwinkelkeur.nl/kennisbank/consumenten/geschil>. From 15 February 2016, it is also possible for consumers in the EU to submit complaints via the European Commission's ODR platform. This ODR platform can be found at <http://ec.europa.eu/odr>. If your complaint is not already pending elsewhere, you are free to file your complaint via the European Union platform.
6. A complaint does not suspend the obligations of the entrepreneur, unless the entrepreneur indicates otherwise in writing.
7. If a complaint is found to be justified by the entrepreneur, the entrepreneur will, at his discretion, either replace or repair the delivered products free of charge.

Article 15 - Disputes

1. Contracts between the entrepreneur and the consumer to which these general terms and conditions relate are exclusively governed by Dutch law. Even if the consumer resides abroad.
2. The Vienna Sales Convention does not apply.

Article 16 - Additional of different provisions

Additional provisions or provisions deviating from these general terms and conditions may not be to the detriment of the consumer and must be recorded in writing or in such a way that they can be stored by the consumer in an accessible manner on a durable data carrier.