

Algemene Voorwaarden / Conditions of Use

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1. Identity of the Trader

iapp B.V. is operated by: MTR Holding B.V.

Trading name: iapp

Registered address: Veldhoven, The Netherlands

Chamber of Commerce (KvK): 42166243

VAT number: NL870004876B01

Email: info@iapp.nl

Website: www.iapp.nl

2. Conditions of Use

Welcome to iapp.nl! By visiting or making a purchase on this website, you agree to the following conditions. Please read them carefully. These conditions apply to all orders placed via iapp.nl.

3. Applicable Law

These Conditions of Use are governed by the laws of The Netherlands. For consumers resident in the European Union, mandatory consumer protection provisions of your country of residence continue to apply alongside Dutch law, in accordance with Regulation (EC) No 593/2008 (Rome I). Nothing in these conditions limits or waives rights granted to you by applicable mandatory law.

4. Privacy and Personal Data (GDPR / AVG)

iapp processes personal data in accordance with the EU General Data Protection Regulation (GDPR) and the Dutch Uitvoeringswet AVG. Key points:

- Legal basis: Processing is necessary for the performance of your purchase contract (Art. 6(1)(b) GDPR), and where applicable for compliance with legal obligations (Art. 6(1)(c) GDPR).
- Data collected: Name, delivery address, email address, phone number (if provided), and payment confirmation details.
- Third parties: Personal data is shared with shipping carriers and payment processors solely for order fulfilment. Data is not sold to third parties.
- Retention: Order data is retained for 7 years in compliance with Dutch fiscal obligations. Account data is deleted upon request unless retention is legally required.

- Your rights: You have the right to access, rectify, erase, restrict, and port your data, and to object to processing. Requests can be submitted to info@iapp.nl.
- Supervisory authority: You have the right to lodge a complaint with the Autoriteit Persoonsgegevens (autoriteitpersoonsgegevens.nl).

5. Electronic Communications

When you visit iapp.nl or contact us by email, you are communicating with us electronically. We will communicate with you by email or via notices posted on this website for transactional and service-related purposes. Marketing communications will only be sent where you have given explicit consent, and you may withdraw consent at any time.

6. Right of Withdrawal (Herroepingsrecht)

If you are a consumer, you have the right to withdraw from your purchase without giving any reason within 14 calendar days of the day on which you or a third party designated by you (other than the carrier) receives the goods.

To exercise this right, you must inform us of your decision by means of an unambiguous statement (e.g. by email to info@iapp.nl) before the withdrawal period expires. You may use the model withdrawal form below, but this is not obligatory.

Effects of withdrawal:

- iapp will reimburse all payments received from you, including standard delivery costs, no later than 14 days after we receive your withdrawal notice — provided we have also received the returned goods or proof of return.
- Return shipping costs are at your expense unless the goods are defective or incorrectly delivered.
- Reimbursement will be made using the same payment method you used for the original transaction, unless you expressly agree otherwise.
- Goods must be returned unused and in their original condition and packaging.

Exceptions: The right of withdrawal does not apply to goods that have been clearly personalised, to sealed goods that have been unsealed after delivery and cannot be returned for hygiene or health protection reasons, or to goods that have been mixed with other goods after delivery in a way that makes separation impossible.

— **Model Withdrawal Form** —

To: iapp.nl, info@iapp.nl

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale for the following goods:

Ordered on (*) / received on (*): _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature (only if this form is notified on paper): _____

Date: _____

(*) Delete as appropriate.

7. Delivery

iapp aims to ship orders within 1–3 business days. Estimated delivery times are indicated at checkout. Risk of loss and title in the goods pass to you upon delivery of the goods to you (or a third party you have designated). For the avoidance of doubt, for consumer orders delivery is not complete at the point of handover to the carrier.

8. Pricing and Payment

All prices displayed on iapp.nl are inclusive of applicable VAT (BTW). iapp reserves the right to correct pricing errors. Accepted payment methods are displayed at checkout. Orders are confirmed only upon successful payment processing.

9. Product Conformity and Statutory Warranty

iapp endeavours to ensure product descriptions on this site are accurate and complete. However, minor errors may occasionally occur; if the delivered product materially differs from its description, please contact us at info@iapp.nl.

As a consumer you are entitled to a statutory guarantee of conformity of at least two years under EU Directive 2019/771 and Dutch law. If a product is defective or non-conforming within this period, you are entitled to — depending on the circumstances — repair, replacement, a proportionate price reduction, or a full refund. These statutory rights are in addition to any commercial guarantee we may offer and cannot be contractually limited.

10. Limitation of Liability

iapp does not exclude or limit liability in cases where this is not permitted by law, including liability for death or personal injury caused by negligence, fraudulent misrepresentation, or any liability that cannot be excluded under mandatory consumer law.

Subject to the above, iapp's total liability to you arising out of or in connection with a purchase will not exceed the price paid for the relevant product. iapp is not liable for indirect or consequential losses to the extent permitted by applicable law.

This website is provided on an 'as is' basis. iapp does not warrant that the site will be uninterrupted or error-free, but will take reasonable steps to maintain availability.

11. Intellectual Property

All content on iapp.nl — including text, graphics, logos, images, and software — is the property of iapp or its licensed content suppliers and is protected by copyright and other intellectual property laws. Reproduction or redistribution without prior written consent of iapp is prohibited.

12. Complaints and Dispute Resolution

If you have a complaint about a product or service, please contact us first at info@iapp.nl. We aim to respond within 5 business days.

If we cannot resolve your complaint, you may submit it to the EU Online Dispute Resolution platform at: <https://ec.europa.eu/consumers/odr>

You may also contact the relevant Dutch consumer dispute body (Geschillencommissie) where applicable.

13. Questions

Questions regarding these Conditions of Use, our Privacy Policy, or any other policy can be directed to:

Email: info@iapp.nl

Website: www.iapp.nl

Roger Roumen — Managing Director, iapp.nl