

VANW STUDIO

The VanW Studio Terms & Conditions

What the following words mean in these terms & conditions:

1. **We**, the VanW Studio Team: VanW Studio
2. **You**, the VanW Studio Customer: Consumer of VanW Studio services

Our contact details:

VanW Studio Phone number : +31 6 15 63 72 35
Address : Texelstraat-Noord 18
Zip code & City : 3826 DN Amersfoort
Email Address : planning@vanwstudio.com
Website : www.vanwstudio.com
CoC-number : 78060923

Our proposals & agreements:

1. These terms & conditions are valid for every service and product that is offered by us and for every agreement that has been signed between you and us.
2. Furthermore, the Dutch law applies to every agreement between you and us. If otherwise, for instance once the proposal or agreement in question has a limited period of validity or if there are other terms & conditions, we will state this in our proposal or agreement.
3. Every proposal or agreement contains a clear description of the services and/or products offered. We are not liable for any apparent mistakes or errors in these proposals or agreements.
4. Any additional or deviating terms & conditions will in principle not be to your disadvantage and to clarify any changes, you'll receive a written notification which will be easily accessible to you.

The ownership

1. Always, will we remain the owner of any rented products and/or services, even after your payment is completed, unless we've agreed otherwise.
2. With your permission, we collect personal data to enhance our products & service delivery process, but also to handle any damage or claim settlements and for the use of internal communication & marketing purposes. We do not collect your personal data to give, sell or trade them to other (third) parties.
3. We have the authority to use a sound- and video recording system in the VanW Studio that is for rent. You are hereby notified through these terms & conditions and through a sign that is placed in or near the studio. All the recordings are made exclusively for security purposes and will not be viewed unless it's deemed necessary. All the recordings will not be shared with other (third) parties, unless the relevant (governmental) authorities ask us to do so.

The agreements:

1. The pricing of our offered service excludes VAT, unless it's stated otherwise.
2. We guarantee that our offered service meets the described specifications and/or any other written agreements that have been made with you.

The financials:

1. The payment for our service will be directly through our online payment system on our website unless it's stated otherwise.
2. You are required to pay the full amount upfront for our service that is delivered over the course of multiple weeks and/or months.
3. If you complete a payment now, even though you still have other outstanding payments with us, then your current payment at first be used to pay (part of the) outstanding amount(s). This is the case, even though you state otherwise, unless we've agreed otherwise.
4. You will be notified once you fail to complete your payment within the agreed term of payment. We will then allocate you an additional 14 days to complete your payment.
5. After this second term of payment has expired without received payment, you'll be charged with additional extrajudicial collection costs. These costs will amount to:
 - 15% over the outstanding amounts up to € 2.500, -
 - 10% over the next € 2.500, -
 - 5% over the next € 5.000, - with a minimum of € 40, -
6. It's our right to defer from the abovementioned costs if we've agreed otherwise on this with you.

Damage and complaints

1. We expect you to notify us in a clear and written manner within 30 days once you have any complaints and/or remarks about the execution of our agreements.
2. Subsequently, we will process your complaint(s) within 14 workdays upon receipt of the written complaint.
3. If we need more time to process your complaint, we will notify you in a clear and written manner, with an indication of the date on which you'll receive the elaborate answer and/or solution to your complaint.
4. You are obliged to complete the full payment of any replacement, repairment and/or cleaning costs that occur once you cause any damage to our products and/or services during the renting period. This amount will not exceed the price of the product unless we've stated otherwise.