

General On-line Terms and Conditions SeeMe Business B.V.

SeeMe Business B.V., a private limited liability company under the Laws of the Netherlands, has its statutory seat and is holding its offices in Vlijmen, the Netherlands, at

SeeMe Business B.V. is registered at the Chamber of Commerce, under number 59697784.

By placing on-line orders with SeeMe Business B.V. one makes known to agree with the General On-line Terms and Conditions (hereinafter: GOTC). These General have been filed at the Chamber of Commerce and can be consulted online on the websites that are the property of or fall under management of SeeMe Business B.V.

Article 1: Definitions

- 1.1 Entrepreneur:**
The natural or legal person that offers products and/or services from a distance;
- 1.2 Consumer:**
The natural person that does not act in the exercise of profession or enterprise that concludes an Agreement from a distance with the Entrepreneur;
- 1.3 Business Purchaser:**
The natural or legal person that acts in the exercise of profession or enterprise;
- 1.4 Customer:**
Consumer and Business Purchaser jointly;
- 1.5 Agreement from a distance:**
An agreement whereby in the framework of a system for sale on a distance of products and services applied by the Entrepreneur, up to and including the conclusion of the agreement solely makes use of one or more techniques for distance communication;
- 1.6 Technique for distance communication:**
Means that can be used for the conclusion of an agreement without that Consumer and Entrepreneur need to have come together simultaneously in the same space;
- 1.7 Reconsideration Period:**
The term within which the Consumer can make use of his right of withdrawal;
- 1.8 Right of withdrawal:**
The option of the Consumer to withdraw within the Reconsideration Period from the Agreement from a distance;
- 1.9 Day:**
Calendar day;
- 1.10 Duration agreement:**
An agreement that purports to the periodic delivery of goods, services and/or digital content during a certain period;
- 1.11 Sustainable data carrier:**
Each aid – including e-mail- that enables the Customer or Entrepreneur to store information that is addressed to him personally, in a manner that makes future consultation or use during a period that is focused on the purpose for which the information is destined, and that enables unchanged reproduction of the stored information;
- 1.12 Model for withdrawal:**
The European model form for withdrawal included in the Exhibit of these GOTC.

Article 2: Identity of the Entrepreneur

SeeMe Business B.V.

Statutory seat in	:	52151 VD Vlijmen , Voordijk 21
Postal address	:	po box 2112, 5202 CC 's-Hertogenbosch
Phone number	:	073 8511609
E-mail	:	service@seemebusiness.com
CoC number	:	59697784
VAT number	:	NL853608891B01

Article 3: Applicability

- 3.1** These GOTC are applicable to each offer of the Entrepreneur and on all agreements concluded with the Entrepreneur which have taken place from a distance and regard deliveries to the Customer.
- 3.2** In addition to these GOTC, when explicitly stated, additional terms and conditions can be applicable to certain products and/or services. The Consumer can in case of contradictory GOTC always make a claim on the applicable stipulation that is the most favourable for him. This regulation does not apply to Business Purchasers.
- 3.2** Before the Agreement from a distance is concluded, the text of these GOTC will be made available to the Customer. If this is reasonably not possible, the Entrepreneur before the Agreement from a distance

- is concluded, shall indicate that the GOTC can be viewed at the Entrepreneur and that they upon request of the Customer will be sent as soon as possible free-of-charge.
- 3.3 If the Agreement from a distance is concluded electronically, in deviation of the previous section and before the Agreement from a distance is concluded, the text of these GOTC can be made available along electronic means to the Customer in such a manner that this can be stored by the Customer in a simple manner on a sustainable data carrier. If this is reasonably not possible, it shall be stated before the Agreement from a distance is concluded, where knowledge can be taken of the GOTC along electronic means and that they will be sent free-of-charge upon request of the Customer along electronic means or in another manner shall.
- 3.4 The Entrepreneur reserves the right to change or add to these GOTC. If these GOTC are changed, then these shall be sent upon first request free-of-charge.
- 3.5 The Entrepreneur is authorised to make use of third parties in the execution of an agreement with the customer.

Article 4: The offer

- 4.1 If an offer has a limited validity period or takes place under terms and conditions, then this will be stated explicitly in the offer.
- 4.2 The offer contains a complete and precise description of the offered products, digital content and/or services. The description is sufficiently detailed to make a good assessment of the offer by the Customer possible. If the Entrepreneur makes use of images, then these are a veritable representation of the offered products, services and/or digital content. Obvious mistakes or obvious errors in the offer do not bind the Entrepreneur.
- 4.3 Each offer contains such information, so it is clear for the Customer what the rights and obligations are, that are connected to the acceptance of the offer. This concerns in particular:
- the price inclusive of the possible costs of delivery;
 - the manner in which the agreement shall be concluded and which acts shall be necessary thereto;
 - the whether or not being applicable of the right of withdrawal;
 - the manner of payment, delivery or execution of the agreement;
 - an indication of the delivery time;
 - the term for acceptance of the offer, or the term for the validity of the price;
 - if the agreement will be archived after the conclusion, in which manner this can be consulted by the Customer;
 - the manner in which the Customer before the conclusion of the agreement can become aware of acts not desired by him, as well as the manner in which he can amend these before the agreement is concluded;
 - the minimum duration of the Agreement from a distance in case of an agreement that purports to continuous or periodic delivery of products or services.
- 4.5 For Business Purchasers in addition it applies that offers or price statements must be regarded as an invitation to making a purchase. The Entrepreneur is in no manner whatsoever bound hereto, unless this has been recorded in writing and unequivocally. The acceptance of the invitation to the making of a purchase by the potential Business Purchaser is presented as an offer and only leads to a conclusion of an agreement if the other stipulations in this article have been met with.
- 4.6 Offers are valid for as long as there is stock.

Article 5: The Agreement

- 5.1 The agreement is concluded, under precondition of the stipulations in article 5.5, on the moment of acceptance by the Consumer of the offer and the compliance with the terms and conditions set thereby.
- 5.2 If the Consumer has accepted the offer along electronic means, the Entrepreneur shall confirm without delay along electronic means the receipt of the acceptance of the offer to the e-mail address stated by the Consumer.
- 5.3 For Business Purchasers the rule is that the agreement is only concluded after the Entrepreneur shall confirm along electronic means the conclusion of the agreement to the e-mail address stated by the Business Purchaser.
- 5.4 The Entrepreneur can inform himself –within lawful frameworks – whether the Consumer can comply with his payment obligations, as well as about all those facts and factors that are of importance to a responsible conclusion of the Agreement from a distance. If the Entrepreneur on the basis of this investigation has good grounds not to conclude the agreement, then he is authorised to refuse an order or application or to connect special terms and conditions thereto.
- 5.5 Customer and Entrepreneur explicitly agree that by making use of electronic forms of communication, a valid agreement is concluded, as soon as the terms and conditions of article 5.1 up to and including 5.3 of these GOTC have been complied with. Especially the absence of an ordinary signature does not

affect the binding nature of the offer and the acceptance thereof. The electronic files of the Entrepreneur shall be regarded as proof insofar the law permits so.

- 5.6 Information, images, messages provided verbally, by phone or via the e-mail and statements et cetera with regard to all offers and the most important features of the products will be represented or stated as precisely as possible. The Entrepreneur however does not warrant that all offers and products are completely in accordance with the stated information et cetera. Deviations can therefore in principle be no reason for compensation of damages and/or dissolution.
- 5.7 If the agreement is concluded electronically, the Entrepreneur will take suitable technical and organisational measures for the security of the electronic transfer of data and he will ensure a safe web environment. If the Consumer can pay electronically, the Entrepreneur shall observe thereto suitable safety measures.
- 5.8 The Entrepreneur shall no later than upon delivery of the product, the service or digital content send along to the Customer the following information, in writing or in such a manner that this can be stored by the Customer in an accessible manner on a sustainable data carrier:
- a. the visiting address of the branch of the Entrepreneur where the Consumer can submit complaints;
 - b. the terms and conditions under which and the manner in which the Customer can make use of the right of withdrawal, or a clear notification concerning the being excluded of the right of withdrawal;
 - c. the information about existing service after purchase and warranties;
 - d. the price including all taxes of the product, service or digital content; insofar applicable the costs of delivery; and the manner of payment, delivery or execution of the Agreement from a distance;
 - e. the requirements for cancellation of the agreement if the agreement has a duration of more than one year or is of an undefined duration;
 - f. if the Consumer has a right of withdrawal, the model form for withdrawal.
- 5.9 Down payment:
- a. The Entrepreneur is authorised to request at the conclusion of the agreement and/or order with a Customer a down payment. The height of the maximum percentage is dependent on the product.
 - b. In case of an agreement with a Business Purchaser a down payment may always be requested and no maximum percentages apply.
 - c. For Consumers the rule is that a maximum down payment percentage of 25% can be requested, unless a product falls within a special offer.
 - d. If for a product a special offer applies, then the Entrepreneur can request complete advance payment of the Customer. The Entrepreneur shall state this with the action terms and conditions for a product.
- 5.10 If the Entrepreneur has committed to delivery of a series of products and/or services, the stipulation in article 5.8 is only applicable to the first delivery.

Article 6: The price

- 6.1 During the validity period stated in the offer the prices of the offered products and/or services shall not be increased, except for price changes as a consequence of changes in VAT rates.
- 6.2 In deviation of the previous section the Entrepreneur can offer products or services of which the prices are tied to fluctuations in the financial markets and on which the Entrepreneur has no influence, with variable prices. The tie to fluctuations and the fact that possibly stated prices are guidance prices, will be stated with the offer.
- 6.3 Prices with special offers are only valid for the validity period as stated with the offer.
- 6.3 Price increases within 3 (three) months after the conclusion of the agreement are only permitted if they are the consequence of lawful regulations or stipulations.
- 6.4 Price increases from 3 (three) months after the conclusion of the agreement are only permitted if the Entrepreneur has stipulated this and:
- a. these are the consequence of lawful regulations or stipulations; or
 - b. the Customer has the authority to cancel the agreement as of the day on which the price increase comes into force.
- 6.5 The Customer is liable to pay the price that the Entrepreneur has stated in his confirmation in accordance with article 5.2 and/or article 5.3 of these GOTC to him. Obvious (unintended) errors in the price statement, like evident incorrect matters, can also be corrected after the conclusion of the agreement by the Entrepreneur.
- 6.6 Delivery costs are not included in the price. The height of the delivery costs are stated on the internet site. With regard to certain payment methods, further terms and conditions apply with regard to the delivery method and related costs. This will be clearly communicated to the Customer on the moment that the purchase is concluded.
- 6.7 The prices mentioned in the offer of products or services are inclusive of VAT.

- 6.8 Other costs that concern the product, and have not been identified beforehand, shall at all times be stated with the concerned product if this should be necessary. Because of this the Customer will be notified at all times of these costs established otherwise.

Article 7: Payment

- 7.1 Insofar it has not been stipulated differently in the agreement or additional terms and conditions, the amounts due by the Customer must be paid within 14 (fourteen) days after the start of the reconsideration period, or in the absence of a reconsideration period within 14 (fourteen) days after the conclusion of the agreement. In case of an agreement to the provision of a service, this term starts on the day after the Customer has received the confirmation of the agreement.
- 7.2 In case of the sale of products whereby an advance payment of 50% or more is stipulated, the Customer can make no claim whatsoever regarding the execution of the concerned order or service(s), before the stipulated advance payment has taken place.
- 7.3 The Customer has the obligation to report incorrect matters in payment data provided or stated without delay to the Entrepreneur.
- 7.4 Provision of surety in case of Business Purchasers; upon an agreement with a Business Purchaser the Entrepreneur is authorised before proceeding to the delivery or compliance with the agreement, to request sufficient surety for the compliance with the payment obligation of the Business Purchaser.
- 7.5 In case by the Entrepreneur a payment term has been agreed, the rule is that by the mere expiry of this term the Customer will be in default. Payment terms can solely be agreed in writing under terms and conditions then to be established and to be agreed upon.
- 7.6 In case of non-timely payment by Customer, a summation procedure can be started.
- 7.7 In case of payment delinquency of the Consumer, the Entrepreneur has except for lawful limitations, the right to bring into account reasonable costs made known to the Consumer in advance.
- 7.8 If the Customer does not timely comply with his payment obligation(s), then he is, after he has been pointed by the Entrepreneur on the too late payment and the Entrepreneur has granted the Customer a term of 14 (fourteen) days to comply after all with his payment obligations, after the absence of payment within this 14 (fourteen) days-term, authorised to dissolve the agreement with immediate effect or suspend (further) delivery till the moment on which the Customer has fully complied with the payment obligation, payment of the costs therein included.
Over the still due amount the interest by law will be due and the Entrepreneur is authorised to bring out-of-court collection costs made by him into account. These collection costs amount to a maximum of: 15% over due amounts up to € 2,500; 10% over the following € 2,500 and 5% over the following € 5,000 with a minimum of € 40. The Entrepreneur can deviate for the benefit of the Consumer from the mentioned amounts and percentages.

Article 8: Delivery and execution

- 8.1 The Entrepreneur shall observe the largest possible care when taking into receipt and upon the execution of orders of products and upon the assessment of applications for the provision of services.
- 8.2 As place of delivery will be regarded the address that the Customer has made known to the Entrepreneur.
- 8.3 In accordance with what has been stated about this in article 4 of these GOTC, the Entrepreneur shall execute accepted orders with able speed but no later than within 30 (thirty) days, unless another delivery term has been agreed. If the delivery suffers delay, or if an order cannot or can only partially be executed, then the Consumer will receive notification hereof no later than 30 (thirty) days after he has placed the order. The Consumer has in that case the right to dissolve the agreement without costs.
- 8.4 For agreements concluded with Business Purchasers, upon exceeding the assumed delivery time, the Entrepreneur shall be granted a further term to deliver after all. This further term is equal to the original assumed delivery time with a maximum of 30 (thirty) days. If the Entrepreneur finally delivers within this further term, then a possible price increase shall not be brought into account to the Business Purchaser within this term.
- 8.4 After dissolution in accordance with article 8.3 of these GOTC the Entrepreneur shall refund the amount that the Consumer has paid as soon as possible, but no later than within 14 (fourteen) days after dissolution.
- 8.5 In case of exceeding of the assumed or fixed agreed delivery time the Entrepreneur is in case of an agreement with the Business Purchaser not liable for consequential damage, under whichever name.
- 8.6 If delivery of a product ordered by the Consumer proves to be impossible, then the Entrepreneur shall make an effort to make a replacement article available. No later than upon delivery to the Consumer shall be reported in a clear and understandable manner to the Consumer that a replacement article will be delivered. In case of replacement articles the right of withdrawal cannot be excluded. The costs for return shipment are for the account of the Entrepreneur.
- 8.7 If a delivery of a product ordered by a Business Purchaser proves to be impossible, then the Entrepreneur shall contact the Business Purchaser.

- 8.5 The risk of damaging and/or going missing of products is with the Entrepreneur till the moment of delivery to the Customer or a representative designated and made known in advance to the Entrepreneur, unless explicitly differently agreed. As soon as the products to be delivered have been delivered on the stated delivery address, the risk where it concerns these products is transferred to the Customer.

Article 9: Right of withdrawal

- 9.1 The Consumer has in case of purchase of products the possibility to dissolve the agreement without stating reasons during 14 (fourteen) days. This reconsideration period starts on the day after receipt of the product by or on behalf of the Consumer or:
- a. if the Consumer in one and the same order has ordered several products: the day on which the Consumer, or a third party designated by him, has received the last product. The Entrepreneur may, provided that he has informed the Consumer about this prior to the ordering process in a clear manner, to refuse an order of several products with a different delivery time.
 - b. if the delivery of a product consists of various shipments or parts; the day on which the Consumer, or a third party designated by him, has received the last shipment or the last part;
 - c. in case of agreements for periodic delivery of products during a certain period: the day on which the Consumer, or a third party designated by him, has received the first product.
- 9.2 The Business Purchaser does not have this right of withdrawal.

Article 10: Obligations of the Consumer during the Reconsideration Period

- 10.1 During the Reconsideration Period the Consumer shall deal carefully with the product and the packaging. He shall only unpack or use the product to the degree that is necessary to establish the nature, the features and the working of the product. The point of departure hereby is that the Consumer may only handle and inspect the product like he would be allowed to do in a shop.
- 10.2 The Consumer is only liable for value reduction of the product that is the consequence of a manner of handling the product that goes further than what is allowed in section 1 of this article.
- 10.3 The Consumer is not liable for value reduction of the product if the Entrepreneur has not provided him before or at the conclusion of the agreement with all information mandatory by law about the right of withdrawal.

Article 11: Exercise of the right of withdrawal by the Consumer and costs thereof

- 11.1 If the Consumer makes use of his right of withdrawal, then he is obliged to make this known within 14 (fourteen) days, after receipt of the product, to the Entrepreneur by means of the model form for withdrawal or in another unequivocal manner.
- 11.2 As soon as possible, but within 14 (fourteen) days from the day following notification referred to in section 1 of this article, the Consumer shall send back the product, or he hands it over to (a proxy of) the Entrepreneur. This is not required if the Entrepreneur has offered to collect the product. The Consumer has observed the term for return shipment in any case, if he sends back the product before the Reconsideration Period has expired.
- 11.3 The Consumer shall send back the product with all delivered amenities, if reasonably possible in the original state and packaging, and in accordance with the reasonable and clear instructions provided by the Entrepreneur.
- 11.4 The risk and the burden of proof for the correct and timely exercise of the right of withdrawal is with the Consumer.
- 11.5 The Consumer bears the direct costs of the sending back of the product. If the Entrepreneur has not stated that the Consumer must bear these costs or if the Entrepreneur states to bear the costs self, then the Consumer does not have to bear the costs for return shipment.
- 11.6 If the Consumer makes use of his right of withdrawal, then all additional agreements are dissolved by law.
- 11.7 If the Consumer after expiry of the mentioned reconsideration period of 14 (fourteen) days, as derived from section 1 of this article, has not made known to make use of the right of withdrawal respectively has not sent the product back to the Entrepreneur, then the purchase is a fact.

Article 12: Obligations of the Entrepreneur in case of withdrawal

- 12.1 If the Entrepreneur makes the notification of withdrawal by the Consumer possible in an electronic manner, then he will send after receipt of this notification, a confirmation of receipt without delay.
- 12.2 The Entrepreneur shall compensate all payments of the Consumer, inclusive of possible delivery costs brought into account by the Entrepreneur for the returned product, without delay but within 14 (fourteen) days following the day on which the Consumer notifies him of the withdrawal. Unless the Entrepreneur offers to collect the product, he may wait with refunding till he has received the product back or till the Consumer demonstrates that he has sent back the product, whichever moment in time comes first.
- 12.3 The Entrepreneur uses for refunding the same payment instrument that the Consumer has used, unless the Consumer agrees with another method. The refund is free-of-charge for the Consumer.

- 12.4 If the Consumer has chosen for a more expensive method of delivery than the cheapest standard delivery, then the Entrepreneur does not have to refund the additional costs for the more expensive method.

Article 13: Exclusion right of withdrawal

- 13.1 If the Consumer has a right of withdrawal, then this can only be excluded by the Entrepreneur if the Entrepreneur has stated this clearly in the offer, at least timely before the conclusion of the agreement. Exclusion of the right of withdrawal is only possible for products:
- a. that have been manufactured by the Entrepreneur in accordance with specifications of the Consumer;
 - b. that are of a clear personal nature;
 - c. that by their nature cannot be sent back.

Article 14: Retention of property

- 14.1 The property of products is, notwithstanding the actual delivery, only transferred to the Customer, after the Customer has fully paid all that the Customer is due with regard to any agreement with the Entrepreneur, including compensations of interest and costs, also of further or later deliveries and possibly regarding activities executed or to be executed regarding the products. The risk of the articles is transferred on the moment of delivery to the Customer.
- 14.2 The Customer may not encumber, sell, deliver onwards, alienate or otherwise encumber the products, before the property thereof has been transferred.

Article 15: Compliance with agreement, extra warranty and liability

- 15.1 The Entrepreneur warrants that the products and/or services comply with the agreement, the specifications stated in the offer, with reasonable requirements of properness and/or usability and the lawful stipulations and/or government regulations existing on the date of the conclusion of the agreement. If agreed the Entrepreneur also warrants that the product is suitable for an other than normal use.
- 15.2 An extra warranty provided by the Entrepreneur, his supplier, manufacturer or importer never limits the lawful rights and claims that the Consumer can claim on the basis of the agreement towards the Entrepreneur, if the Entrepreneur has come short in the compliance with his part of the agreement. For Business Purchasers, this regulation does not apply.
- 15.3 Under extra warranty will be understood any legal obligation of the Entrepreneur, his supplier, importer or producer wherein this grants to the Consumer certain rights or claims that go beyond to which this party is lawfully obliged is in case he has come short in the compliance with his part of the agreement.
- 15.4 No claim can be made on the warranty if:
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- changes have been introduced in or to the article;
 - when there is an instance of normal wear and tear;
 - overheating by central or other heating;
 - exposure to humidity, extreme warmth, extreme cold or extreme drought;
 - if the repairs have been executed by third parties;
 - if the goods are destined for other than household use;
 - inexpert use and/or not observing of instructions of use, damaging by wilful intent or gross negligence;
 - in case of external hazards, such as but not limited to lightning, power cuts, storm and water damage;
 - inexpert use or negligent maintenance;
 - discolouring or deviations of minor nature that technically cannot be prevented and are generally accepted according to customs of trade;
 - if the Customer does not timely give the Entrepreneur the opportunity for investigation and repair of the defect;
 - if the Customer remains in default and does not timely comply with his obligations, including the payment of the product.
- 15.5 The Entrepreneur is towards Consumers solely liable insofar the law determines that. The Entrepreneur is towards Business Purchasers never liable for direct, consequential and indirect damage, including but not limited to enterprise damage, indirect damage and profit or turnover loss, unless there is an instance of wilful intent or conscious negligence.
- 15.6 If the Entrepreneur, for whichever reason is required to compensate any damage, then the compensation of damages shall never be higher than the amount that is paid to repair the damage.

- Entrepreneur has the right to request an invoice or proof of this repair and the refuse without handover thereof the payment of compensation of damages unless agreed otherwise.
- 15.7 Despite the constant care and attention that the Entrepreneur spends on the composition of the website, it is possible that information that is published on the website is incomplete and/or incorrect.
- 15.8 The information on the website and web shop is frequently extended and/or modified. The Entrepreneur reserves the right to introduce possible changes with immediate effect and without notification.
- 15.9 It is possible that the Entrepreneur includes in his internet site links to other internet sites that possibly can be interesting or informative for the visitor. Such links are solely of an informative nature. The Entrepreneur is not responsible for the content of the internet site to which a link or reference is provided or the use that can be made of it.

Article 16: Force Majeure

- 16.1 In case of Force Majeure the Entrepreneur is not required to comply with his obligations towards the Customer, respectively the obligation will be suspended for the duration of the Force Majeure.
- 16.2 Under Force Majeure will be understood each circumstance independent of his will because of which the compliance with his obligations towards the Customer in whole or partially will be hindered. To those circumstances belong among others strikes, fire, enterprise disruptions, energy disruptions, none or non-timely deliveries of suppliers or other involved third parties and the absence of any permit to be obtained via the government. Also will under Force Majeure be understood disruptions in a (telecommunication) network or connection or used communication systems and/or the not being available on any moment of the internet site.
- 16.3 If compliance with the agreement is temporarily impossible by a cause that is not imputable to one of the parties, then the counterparty is for that period relieved of his obligations.
- 16.4 If the Entrepreneur cannot comply with the agreement with a Consumer within a term of 30 (thirty) days, or within the agreed term, then the Consumer is authorised to terminate the agreement unilaterally free-of-charge. Exception thereto is the case in which the Entrepreneur has agreed with the Consumer with a delivery term that is longer than 30 (thirty) days.
- 16.5 If compliance with the Agreement between Entrepreneur and a Business Purchaser for one of the parties is permanently impossible in whole or in part by a cause that cannot be imputed to him, both parties shall make such efforts as reasonableness and fairness bring along to execute the agreement after all - in whole respectively in part. Parties shall enter thereto into consultation. Should parties not reach an agreement then parties have the right to dissolve the agreement in whole respectively in part against compensation to the counterparty of costs made in reasonableness.

Article 17: Intellectual property

- 17.1 The Customer acknowledges explicitly that all rights of intellectual property of represented information, messages or other expressions with regard to the products and/or with regard to the internet site belong to the Entrepreneur, his suppliers or other entitled parties.
- 17.2 Under intellectual property rights will be understood patent, copyright, brand, drawings and model rights and/or other (intellectual property) rights, including also rights that are brought to life especially for and further to an application, databanks and topography of semi-conductor products, or other products, as well as – whether or not patentable technical and/or commercial knowhow, methods and concepts.
- 17.3 It is forbidden for the Customer to make use, including the introduction of changes, of the intellectual property rights as described in this article, such as for instance reproduction, without explicit prior written permission of the Entrepreneur, his suppliers or other entitled parties, unless it solely concerns private use in relation to the product itself.
- 17.4 The Entrepreneur does not warrant that the products delivered to the Customer do not cause any infringement of any (unwritten) intellectual and/or industrial property right of third parties.
- 17.5 It is forbidden for the Customer to use, without permission of Entrepreneur articles, deriving from a concluded agreement, for onward sale for business purposes.

Article 18: Personal data

- 18.1 The purpose of processing of the personal data is for Entrepreneur to be able to comply with the agreement which the Customer has concluded with the Entrepreneur. Solely for this purpose the data of the Customer shall be provided to third parties. The Entrepreneur shall (thereby) comply with the applicable privacy laws and regulations.

Article 19: Complaints procedure

- 19.1 The Entrepreneur has a complaints procedure made known sufficiently, and will treat the complaint in accordance with this complaints procedure.
- 19.2 Complaints about the execution of the agreement must be submitted within able time after the Customer has established the defects, completely and clearly described to the Entrepreneur.
- 19.3 Complaints submitted to the Entrepreneur will be responded to within a term of 14 (fourteen) days to be counted from the date of receipt. If a complaint requires a foreseeable longer processing time, then a

response will be sent by the Entrepreneur within the term of 14 (fourteen) days with a confirmation of receipt and an indication when the Customer may expect a more extensive reply.

Article 20: Disputes

- 20.1 Solely the Laws of the Netherlands are applicable to agreements between the Entrepreneur and the Customer to which these GOTC are applicable. The Vienna Purchase Treaty is explicitly excluded.
- 20.2 All disputes related to or deriving from offers of the Entrepreneur or agreements concluded with the Entrepreneur will be submitted to the competent court in 's-Hertogenbosch, the Netherlands, unless the law explicitly designates another court as competent.

Article 21: Additional or deviating stipulations

Additional stipulations or stipulations deviating from these GOTC may not be to the disadvantage of the Consumer and must be recorded in writing or in such a manner that these can be stored by the Consumer in an accessible manner on a sustainable data carrier.

Exhibit: Model form for dissolution/withdrawal

Only complete this form and send it back if you wish to dissolve/withdraw from the agreement.

Aan:

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