

## Terms and Conditions.

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## 1. General

### DSTTL + Filmgear United / Pulcinella, based in Arnhem

All orders and offers are the General Conditions. By ordering you indicate that you agree to the Terms.

Full Terms and Conditions are also available on request:

### **DSTTL + Filmgear United / Pulcinella**

Nieuwe Kade 3  
6827AA Arnhem  
Netherlands

Monday-Friday 9:00 - 18.00

Tel: +31 (0)26-4433864  
Fax: +31 (0)26-3703863  
E-mail: [mail@dsttl.com](mailto:mail@dsttl.com)  
ID: NL092113850B03  
Commerce: 63175614

If you wish to pay in advance your order, please use the following data:

ABN-AMRO: 53.45.24.605  
BIC: ABNANL2A  
IBAN: NL53ABNA0534524605

Account name: DSTTL + Filmgear United / Pulcinella

Kvk: 63175614

BTW / VAT NL092113850B03

## 1.1 Disclaimer

### Prices & Offers

The prices on our website come from an automated system. Although this system is automated, errors can occur here. In the case of an error, the party here as soon as possible to be informed. The other party gets the product then offered for the right price. The other party may choose not to accept the new pricing. The order is then cancelled.

Prices as they are listed on the site are in euros and excluding VAT. Prices exclude shipping and any applicable taxes and / or other taxes which are imposed by the government.

An offer and / or quotation of service does not bind it, and serves only as an invitation to place an order.

Provider reserves the right to change its prices and tariffs.

### Images & Specifications

All images, drawings, colours etc. are only approximations. Deviations from reality may not cause damages and / or dissolution.

In collaboration with third party specifications established. Great care is devoted to providing timely and accurate information. Provider can not be held responsible for incorrect or outdated information or any (type) errors.

## 1.2 Privacy

### Personal

Provider shall, when placing an order, your name, address, zip code, address, phone number and email address in its database. This data must then be filled in once when you create an account on the website.

Provider will treat your data confidentially and will not be released to others.

If there is evidence that party want to change, add or remove then this party by mail, fax or e-mail provider to sign.

### Traffic

Traffic data is anonymous, for example, how many times a specific page on our website is visited, what browsers visitors use and the times at which people visit us. These data are in no way connected to the personal data. This information is confidential

## 2. Order

### Online

Choose your product of choice and press "Order".

You access the basket and there choose your delivery method and payment method.

If you have done this you need to enter your personal information. After press "Place Order".

Your order is placed online and receive your order confirmation to be seen. Also, you'll appreciate this via e-mail.

### Outside the Netherlands > Separate Invoice of Shipping

To ensure the lowest shipping cost to you, the invoice will be made after you have completed your order and sent to you by mail. Once payment has been received your order will be dispatched.

## 2.2 Delivery

### Delivery

Products you can order through our website, provided they are in stock within 1-3 working days to be delivered to the other party. Large, "expensive" items have an average delivery time of 4 days.

### Handling

Handling period begins on the next working day after receipt of order confirmation and payment.

When you are out of stock or a long delivery of the product must be filed within three business days to be informed of the delivery by the provider. This is done via email.

Specified by the supplier delivery time will never be regarded as a deadline. Exceeding the delivery time can never lead to compensation or any other actions against providers, unless otherwise agreed.

### Delivery Address

If the delivery address differs from the other party, will try the service pack on the delivery address of the other party to deliver. Provider cannot be held liable if the package it to the address of the other party is delivered.

### 3. Delivery Methods

#### Means of transport

Unless otherwise agreed, the mode of transport, shipping, packaging etc. determined by the provider, provider without bearing any liability.

#### UPS Transportation / Transportation Aramex

The products will be shipped via UPS Transport Service. Large sizes by Aramex Transport.

On the day of dispatch party by e-mail to be notified. UPS, the package within 1 to 2 business days to deliver party. Party could not be present during delivery, UPS will notify the other party thereof. Provider is not responsible for any negligence by the UPS.

#### Courier Provider

Orders can also be delivered via private transport providers. Provider will contact the other party in advance to arrange for delivery to make.

#### Volume Shipments

Provider reserves the right ordered goods by installments to deliver and invoice.

#### Delivery Address

When ordering, it is possible to change the delivery address to the party. This is possible in the comments section.

Provider can not be held liable if the package still on the billing address will be delivered.

### 3.1 Pick

Pick up is possible.

Nieuwe Kade 3  
6827AA Arnhem  
Netherlands

On weekdays from: Monday-Friday 9:00 - 18.00

### 4. Payment

#### Prepayment

Via email please specify that you want to pay your order in advance. You will receive a confirmation e-mail which explains how you can transfer money. Once we have received payment from you within the article, we will start ordering. We will be within 1 to 3 working days notice of the delivery.

#### Reimbursement

COD shipments are not possible.

#### Shipping

Depending on the product type and the different way of sending shipping fee. These are listed in the order process and, unless otherwise agreed.

#### Outside the Netherlands > Separate Invoice of Shipping

To ensure the lowest shipping cost to you, the invoice will be made after you have completed your order and sent to you by mail. Once payment has been received your order will be dispatched.

## 5. Delivery and Returns

### **Damage**

Counterpart, the product on delivery to check for possible damage. With damage this should be stated on the delivery note and / or delivery. Damage must be reported within 24 hours of service to be.

### **Received the wrong product**

Since the completion of the order is manually performed, it is possible that this error is made. This may be possible that one party will receive the wrong product. You must contact seller within 24 hours to record via email or telephone contact. Provider will issue as soon as possible for the other party try to resolve.

### **Shipment refusal**

If shipments refused by the other party or incorrect information provided by the other party are returned to service, are at three times the original party to resend shipping fee (UPS Transportation and Aramex Transportation since the return to service charges)

### **Goods returned**

Provider will only accept returns where a written agreement with it afgesloten. Retour transmitting equipment can only through a return number will be provided by supplier. Seller accepts returns only in original sealed packaging and in the State where the provider has sent goods to other party. After the expiry of the cooling off period of fourteen days, the purchase agreement a fact.

### **Exceptions**

The following items cannot be exchanged and / or returned:

- Software, products whose seal is broken or the package is opened or installed or registered.
- Consumable items such as protective film or cleaning fluid (if open).
- Articles that for hygienic reasons, cannot be exchanged as earphones, in-ear headsets (when open).
- Items that are damaged or incomplete or contain traces use

The cost of returning the order are the sole responsibility of the party.

## 6. Risk & Insurance

### Loss or damage

All goods ordered will be sold off piece by provider.

The Transport Insurance is 0,3%

## 7. Ownership

The ownership of the goods supplied by supplier reserved until full payment has been made. It included the reimbursement of all costs and interest, including previous and later deliveries and services performed, and damage claims for failure to perform.

## 8. Warranty

### Manufacturer

In the Netherlands, the manufacturer of the new equipment for virtually all makes of one year. For questions about warranty may be obtained from other party provider or other party can obtain information from the manufacturer.

### Defects outside the warranty year

This may possibly other party. provider contact us. To party provider can offer an option for repair.

## 9. Liability

Provider cannot be held responsible for direct and / or indirect costs caused by the temporarily out of service for a faulty product.