

1. Prices

All indicated prices by Brand-Butler are net prices, exclusive of 21% V.A.T. in € (Euro), unless otherwise mentioned.

Specification errors aside. Model and/or price changes can be applied without prior notice. Offers may last until completion of stock.

2. Sample policy

When your purchase order includes products from which you asked earlier a sample, the costs of these will be deducted on your invoice. In any other case the sample costs will be invoiced.

3. Order confirmation procedure

Within two working days after reception of your order we will send you the order confirmation. We request you to verify the confirmation precisely and to notify us within 24 hours if any errors or irregularities are observed. If we need to apply any changes in your definitive order (if still possible), the costs of these will be for your account and the delivery will be delayed with minimal five working days.

4. Payment methods

For all new customers full payment is required at the moment of order placement. For approved accounts full payment is to be made within 14 days of invoice date, unless we have agreed special settlement terms in writing.

5. Delivery conditions and lead times

Deliveries are inclusive of (standard) packaging, exclusive of transport costs and exclusive of V.A.T.

Indication of the transport costs within the Benelux:

less than 3 kg € 4,20

less than 5 kg € 5,50

less than 10 kg € 7,50

less than 20 kg € 12,75

less than 50 kg € 13,75

less than 100 kg € 18,00

pallet € 37,50

For deliveries outside of the Benelux specific transport costs may apply, depending on the delivery address. Brand-Butler may include these costs without any prior notice. The lead time of the delivery is approximate. Whilst every effort will be made to deliver products on time Brand-Butler does not accept liability for delays caused by circumstances beyond its control. Exceeding the delivery time does not oblige Brand-Butler to any liabilities and does not grant the right for the buyer to cancel the agreement. Indicated lead times are valid after reception of your order. In case of imprinted products the lead time is valid after reception of your artwork, or, in case you have asked a digital proof, after approval of this. Model and/or price changes, specification errors, legal charges aside.

6. Production

The products will be produced as defined per product by Brand-Butler. The provided artwork and the related refinement materials remain in the possession of Brand-Butler. When supplying your artwork you grant Brand-Butler the right to use these materials. Availability products: exceptional large orders or delays excepted, all products shown on the web site are in stock and available for delivery. Products which are temporarily not in stock will be removed as soon as possible from the web site. Brand-Butler has the right to pull back items out of the array of products or apply changes to products without prior notice. Images of products may vary or have derogations from its actual completion. This may apply for colours, dimensions, materials and all other product characteristics. Therefore no right derive from derogations.

7. Quantities variance

Products delivered by Brand-Butler may be subject to 10% over or under run. The quantity supplied will be charged for.

8. Claims

Claims will be dealt with exclusively if received and notified in writing within 8 days after receipt of the products. At legitimate claims Brand-Butler is committed to replace the defected products. Only if Brand-Butler is not able to reproduce the items, these will be credited for the original value of the claimed products after these have been received back by Brand-Butler.

9. Guarantee

On the items supplied by Brand-Butler, guarantees, if applicable, are indicated in the manual. With regards to cosmetic items (hand creams, lip balms, etc) and food related items (candy, fruit, water bottles, etc) the expiry date is indicated on the item. Cosmetic and food related items need to be stored in cold, dark and dry places. Store away from direct sunlight and freezing.

10. Return policy

Returns of the delivered products may take place exclusively after our prior authorisation. Products being processed for imprints, embroidery or graving through third parties will not be taken back by Brand-Butler. The transport costs for returned products are for the account of the counterparty.

11. Applicable law

On all the agreements Dutch law apply. All disputes will be dealt with exclusively by the entitled Judge in Breda, the Netherlands.

12. Complete terms and conditions

A copy of our complete terms and conditions, as registered at the Chambre of Commerce of Terneuzen, the Netherlands with number 61243655, which are applicable for all our transactions, can be requested and delivered free of charge. These terms and conditions are conform the general sales- and delivery terms of the Platform Promotional Products.