

## Beyuna.eu General Terms and Conditions

This website (beyuna.eu) is managed by Beyuna (hereinafter referred to as Beyuna, we, us, etc.). These “General Terms and Conditions” apply to the use of this website and the orders you place via this website, as well as to all agreements concluded between you and Beyuna via this website. Please read these General Terms and Conditions carefully and review them regularly as we may change these General Terms and Conditions from time to time.

### 1 Ordering products

**1.1** To place an order, follow the online ordering process and create an account on the website. The website shows you the different steps you need to take to create an account. After you have completed these steps, you can place your order by clicking on: “confirm your order”. Once you have done that, you have entered into a purchase agreement with us regarding the ordered products. You will then receive an email confirming that we have received your order. This acknowledgement of receipt also includes the content of our agreement (your order). Make sure that you keep this email safe. We will archive the agreement under the order number mentioned in the email.

**1.2** The offer on our website is free of any obligation. This means that we can revoke any offer of a product, even if you have already placed an order and have received an acknowledgement of receipt. For example, if it becomes apparent that an ordered product is no longer available, we will notify you of this immediately upon receipt of your order. In that case, a purchase agreement is not concluded. If you have already paid, we will refund the relevant sum.

### 2 Price and payment

**2.1** The product prices are listed on the website, including VAT and any other taxes, but excluding shipping costs. The shipping costs will be shown in the overview of the total cost of your order, before you complete your order. The available payment methods are also shown on our website.

### 3 Delivery and ownership

**3.1** The products that are offered via this website can only be delivered to the countries that are available for selection when you visit the site.

**3.2** We aim to deliver within 15 days of receiving your order, except in exceptional circumstances. If it proves impossible to deliver within that deadline, we will contact you in time.

**3.3** Ownership of the products transfers to you once we have received full payment of all related amounts or at the time of delivery, whichever is the latest.

### 4 Intellectual property rights

**4.1** You acknowledge and agree that we or our licensors retain and will continue to retain the rights to all content and other materials contained in this website and the products. You agree that you will only use such content and materials in accordance with these General Terms and Conditions.

## 5 Product returns

**5.1** If, as a consumer, you have ordered something on this website, under your right of cancellation you have a period of 14 days from the date you receive the product to cancel the agreement. If you want to do this, please follow the instructions and explanations on our information page about the right of cancellation ("What about the right of cancellation?") You can also find the cancellation form there.

**5.2** The ordered product must also meet your reasonable expectations on the basis of our agreement, as well expectations arising from the nature of the product and our communications about the product. If you believe that a product does not meet your expectations upon delivery, please contact us as soon as possible. Please state clearly the name of the relevant product and what is wrong with it. We will provide you with further instructions accordingly. Our contact details are listed below.

## 6 Events

**6.1** The website beyunabusiness.eu also contains a diary of events related to our products, such as information meetings. These events are usually not organised by Beyuna but by partners of Beyuna. You can sign up for events via email. In doing so, you are in fact registering with the relevant partner. The terms and conditions of that partner are therefore applicable. Each event lists who organises it and what conditions apply for participation and registration.

## 7 Liability

**7.1** We have compiled and selected this website and the products with the greatest amount of care. However, we cannot guarantee that our website is always available or that the information on the website is always complete, correct and up-to-date. To the fullest extent permitted under applicable law, we exclude our liability for any damage arising from any use of the website or the information contained therein.

**7.2** Notwithstanding the above, our liability in respect of products ordered via the website is limited to the price paid for the product in question.

**7.3** The limitations of our liability does not apply to damage caused by intent or gross negligence on our part.

**7.4** Our website may contain links to other websites. You acknowledge and agree that we have no influence whatsoever over such websites, if they are not operated by Beyuna. We therefore have no liability in connection with such websites. We recommend that you consult the terms and conditions and privacy policy available on each website.

## 8 Personal details

**8.1** You guarantee that all details provided by you via the website are correct.

**8.2** We process personal information collected through our website in accordance with our privacy policy.

## 9 Business customers

**9.1** To the extent you, as an "Independent Sales Representative", purchase products from Beyuna and have entered into a separate agreement with Beyuna for this purpose, the provisions of that separate agreement will take precedence over the provisions of these General Terms and Conditions in the event of any discrepancy.

## 10 Codes of conduct

**10.1** Beyuna is a member of the association for health products, NPN (Natuur & GezondheidsProducten Nederland). In view of this, Beyuna acts in accordance with the KOAG (Inspection Board for the Advertising of Medicinal Products to the General Public) (Keuringsraad Openlijke Aanprijzing Geneesmiddelen) /KAG (Inspection Board for the Promotion of Health Products) (Keuringsraad Aanprijzing Gezondheidsproducten) guidelines and the code for providing background information to professionals [code achtergrondinformatie beroepsbeoefenaren]. If you wish to receive a copy of these codes of conduct, please do not hesitate to contact us.

## 11 Miscellaneous

**11.1** These General Terms and Conditions are governed by the law of the Netherlands.

**11.2** Any disputes in connection with these General Terms and Conditions will be submitted to the court that has competence under the law of the Netherlands.

**11.3** These General Terms and Conditions do not affect your rights under statutory consumer law.

## 12 Contact details

If you have any questions or comments, please contact us at the following addresses and/or on the following numbers.

**Beyuna B.V.**  
**Paasheuvelweg 26**  
**1105 BJ Amsterdam,**  
**The Netherlands**

**+31 (0)20 3033890**  
**info@beyuna.com**  
**beyuna.eu**

**13** Please return product in accordance with Article 5 to: Beyuna BV, Lijnderdijk 183j, 1175KE Lijnden, The Netherlands