

# Privacy statement, cookie policy and conditions

## **EN 1. Identity**

Iwepro is the parent enterprise of Fluxio-online. The registration number of the chamber of commerce is: 13035937. Contact details are stated on the website. Please contact Mat Verstappen for privacy related questions – contact: +31654761613.

## **EN 2. Purposes and principles**

The purpose of your data will only be used for identification or to send a quotation or enquiry. You will not receive any kind of newsletters or intermediate advertisements.

## **EN 3. The use of cookies**

Fluxio-online does not use cookies.

## **EN 4. Rights of involved parties**

Every involved customer or visitor has the right of insight in his/her personal information. Thereby can request a correction or deletion of his/her personal information. However, deletion is only permitted if the personal information is no longer relevant. Those involved have more rights, such as the right to complain or data portability. All rights must be named.

## **EN 5. Security**

Fluxio-online protects and secures all your personal information in a safe area. No personal data will be stored next to your NAW. The website is secured by a SSL-connection. Every component is secured by passwords.

## **EN 6. Processing data outside Europe**

Does not apply.

## **EN 7. Retention period**

The limited customer data remain in the system until the customer indicated his/hers data must be removed. If there is no activity within a two-year period, the personal data will be removed automatically. After the term of two years, the customer shall register again.

## **EN 8. Prices**

The products of Fluxio-online primarily uses gross prices excluding VAT. The net prices are depending on the quantities you wish to order. Each product will show the application of gross or net prices.

Note: custom-made product are always net prices. Our suppliers can raise the prices in the meantime. Material, production and employee costs may be an impact of the raise of the price.

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## **EN 9. Postage costs or small order costs**

Postage/ shipment costs are in any case net prices. An order price below € 100-, excluding VAT and postage costs, you will a small price of €7,50. Fluxio-online does not apply any free postage costs nor free shipping.

## **EN 10. Storage**

Fluxio-online has a limited storage and it may be possible there is shortage in your request. Once a month or more if necessary, Fluxio-online places an order at the manufacturer. There is no extra stock, only if there is an agreement with the customer. Please contact Fluxio-online for more possibilities and information. The revenue stream of an article indicated the amount of storage.

## **EN 11. Note**

Your online request is non-binding and there is no obligation. Prices and discounts for small or large users, every customer pays the right price and quantity discount.

## **EN 12. Return policy**

It is possible to return your product for any reason. In account, the customer will pay for the postage costs. After the return has been reviewed, the purchase amount will be refund on your bank account within 7 workdays. Do you wish to order a product to assess? Please order 1 sample of the product. If it appears you are satisfied with the product, the additional costs towards the quantity discount will be recalculated.

## **EN 13. Terms of payment**

At the first order at Fluxio-online the customer will pay in advance. Fluxio-online will give a proforma invoice in which the customer will pay before the shipment will be send. After the first transaction and verifying the customer's personal information, purchases can be made on account. The payment term with purchase on account is 30 days after the invoice date. Customers that will pay outside the payment term, will be put on the 'advance payment' after the second time.

## **EN 14. Quotation description**

Only what is written in the quotation is relevant. Tools and materials for assembly will not automatically be supplied in the order. This depends on the use of the product and can be ordered separately.