

Is defined as seller Data Support International, as buyer the customer.

1. All orders, placed by the customer, and all our deliveries are subject to the terms and conditions below. Any deviation must be reported by letter and should be expressly adopted by us.

2. Any order implies the adoption of our conditions by the customer and the denial of his own purchase and sales conditions.

3. The buyer is supposed to know our general terms of sale and to accept them. Only these terms are legal, even when they are in conflict with special conditions of the buyer.

The fact that the buyer would not have received our general sales conditions in his mother tongue or in the statutory language of his country doesn't relieve him from the application.

4. The customer may cancel an order only under certain conditions.

- Any cancellation of an order must be done by registered letter.

- Only current products, these are products which are in stock both at the time of order as at the time of cancellation, can be canceled. No compensation will be billed.

- Any cancellation of an order – for an amount higher than € 500,00 – will be submitted for the governing board of Data Support International for discussion. The customer will then be informed by letter with the outcome of this discussion.

- If a cancellation of the order is declared unacceptable by the seller, a cancellation fee of 25% of the purchase price of the order will be demanded for lost profits.

5. Our equipment are ensured in accordance with manufacturer's warranty for 12 months from the day of delivery concerning construction errors where the devices were used with the applicable technical rules. These facts are only detected by our staff. The guarantee only covers the replacement of defective parts, without giving rise to claim any compensation.

6. All complaints about apparent defects are only valid when they are made by letter and within eight days after delivery have been notified.

7. Software – both program and database structure – written by Data Support International, is not sold but licensed and is protected by copyright laws and international copyright treaties, as well as other intellectual property laws. Any change in source or unlawful copying will lead to prosecution and it relieves the author of the program from any responsibility. When using the software, the buyer accepts the use agreements.

8. All deliveries from Data Support International remain its property until fully payment of the invoice amount and all relating damages and/or interests. Nevertheless, the risk concerning the goods passes from the time of delivery.

9. All payments are due within 30 days of invoice date, unless otherwise stated on the invoice or agreed with the customer by letter.

10. All complaints relating to an invoice should occur within eight days of invoice date and by registered letter, otherwise they will be considered as void and nonexistent. In case no comments are made within the period stated, the invoice amount is due entirely and there will be no reason to hold in any amount.

11. In case of default, the unpaid balance will be automatically and without further notice at once and immediately payable and bear an interest of 15% per year. Data Support International will be entitled to claim an additional amount of 20% of the unpaid balance, with a minimum of € 25,00 by title of liquidated damages.

12. These terms and conditions replace all previous agreements, by letter or oral.

13. Any dispute that might occur between the parties falls under the exclusive jurisdiction of the courts of Luxemburg-.

14. Late delivery of an ordered product or a late completion of a project can't give rise to any damages nor negligent payment of the invoice.

15. All subscriptions and/or contracts are terminable 3 months before due date. In case of non-termination within these period they are automatically renewed for 1 year. Early cancellation of contract will result in full payment of remaining months until due date of contract.

16. Mall payment gives the seller the right to take technical measures regarding hosted services. After third written payment reminder, bandwidth will be throttled. Users will still have access, but slow connection. After registered notice regarding mall payment the seller has the right to allow only 1 client user to connect to the cloud.