



General Terms and Conditions – De Vechtse Koeriers

De Vechtse Koeriers, established in Nigtevecht, The Netherlands
Chamber of Commerce (KvK): 84698586
VAT Number: NL004004229B34
E-mail: info@devechtsekoeriers.nl
Effective date: June 2026

1. Definitions

- 1.1 Client: Any natural person or legal entity making use of the services of De Vechtse Koeriers.
- 1.2 Assignment: Any agreement concerning the provision of courier services.
- 1.3 Agreement: Any arrangement entered into between De Vechtse Koeriers and the Client.

2. Applicability

- 2.1 These General Terms and Conditions apply to all quotations, assignments and agreements between De Vechtse Koeriers and the Client.
- 2.2 Any deviations from these Terms and Conditions shall only be valid if agreed upon in writing.
- 2.3 Any terms and conditions of the Client are expressly rejected.

3. Quotations and Agreements

- 3.1 All quotations are non-binding unless explicitly stated otherwise.
- 3.2 An Agreement is concluded upon confirmation of the Assignment.
- 3.3 Any delivery times provided are indicative and shall not constitute strict deadlines.

4. Services

- 4.1 Courier services are provided by appointment for both business and private clients.
- 4.2 Delivery is made to the front door at ground level unless agreed otherwise in writing. Moving services and assembly work are excluded unless explicitly confirmed.
- 4.3 De Vechtse Koeriers is entitled to subcontract all or part of an Assignment to third parties.

4.4 The Client is responsible for ensuring that the contents of the goods to be transported comply with all applicable laws and regulations.

4.5 The transport of prohibited, hazardous or illegal goods is strictly forbidden.

5. Client Obligations

5.1 The Client shall provide accurate and complete information.

5.2 Goods must be properly packaged and suitable for transport.

5.3 Any damage resulting from inadequate packaging or incorrect information shall be entirely at the Client's expense and risk.

6. Prices and Payment

6.1 All prices are exclusive of VAT unless stated otherwise.

6.2 Private clients shall pay in advance unless agreed otherwise in writing.

6.3 Business clients shall pay invoices within 14 days from the invoice date unless agreed otherwise in writing.

6.4 Upon expiration of the payment term, the Client shall automatically be in default without further notice of default being required.

6.5 From the moment of default, the Client shall owe the statutory commercial interest on the outstanding amount.

6.6 All reasonable costs incurred in obtaining payment out of court shall be borne by the Client. Extrajudicial collection costs shall be calculated in accordance with the applicable statutory regulations, with a minimum amount of €40.00.

6.7 Where the Client is a consumer, extrajudicial collection costs shall be calculated in accordance with the applicable Dutch Debt Collection Costs Act (Wet Incassokosten).

6.8 If a claim is handed over for debt collection or legal proceedings, all judicial and extrajudicial costs shall be borne by the Client to the extent permitted by law.

6.9 Payments shall first be applied to outstanding interest and costs and subsequently to the oldest outstanding invoice.

7. Route Price Calculator

7.1 The online route price calculator provides an indicative quotation only.

7.2 No rights may be derived from calculations generated by the calculator.

7.3 The final price shall be determined based on the actual Assignment performed.

8. Track & Trace and Digital Information

8.1 Track & Trace information is provided as an additional service.

8.2 Status updates, time indications and location information are indicative only.

8.3 De Vechtse Koeriers accepts no liability for technical malfunctions or incorrect digital information.

8.4 The actual execution of the Assignment shall prevail over any digital information provided.

9. Cancellation

9.1 Cancellations must be communicated as soon as possible.

9.2 In case of cancellation within 24 hours prior to commencement of the Assignment, up to 50% of the agreed fee may be charged.

9.3 If the driver has already departed or the Assignment has commenced, the full agreed fee may be charged.

10. Liability

10.1 The liability of De Vechtse Koeriers shall be limited to the amount invoiced for the relevant Assignment, except in cases of wilful misconduct or deliberate recklessness.

10.2 De Vechtse Koeriers shall not be liable for indirect damages, consequential damages, loss of profits, loss of savings or business interruption.

11. Force Majeure

11.1 Force majeure shall include, but not be limited to, extreme weather conditions, traffic disruptions, accidents, strikes, government measures, failures of third parties and any other circumstances beyond the reasonable control of De Vechtse Koeriers.

11.2 During a force majeure situation, the obligations of De Vechtse Koeriers shall be suspended without any liability for damages.

12. Complaints

12.1 Complaints must be submitted in writing and with proper substantiation within 24 hours after completion of the Assignment.

12.2 Failure to submit a complaint within the specified period shall result in forfeiture of any related claim.

12.3 The submission of a complaint shall not suspend the Client's payment obligations.

13. Governing Law and Jurisdiction

13.1 All Agreements shall be governed exclusively by Dutch law.

13.2 Any disputes shall be submitted to the competent court of the District Court of Midden-Nederland, unless mandatory law provides otherwise.