



GENERAL CONDITIONS

1. Application
Our general conditions as stated hereafter, are assumed to be accepted by our clients with the placement of an order. Only in a written contract between Inter2Face and a client, these conditions can be modified.
2. Time limits
If a deadline has been agreed for the delivery of goods and/or services, we commit ourselves to respect these terms, without accepting any responsibility however for the lateness or impossibility of a delivery owing to a cause beyond ourselves.
3. Terms of payment
Our invoices are payable immediately at delivery, unless explicitly determined otherwise.

In case of nonfulfilment, the amount of the invoice will be increased by 1% per month as from the due date on the invoice, counting each part of a month as a complete month.

Moreover each delay in payment will automatically entitle us to an indemnification of 15% of the amount due with a minimum of 50 €, as enforced by the articles 1152 and 1229 of the Civil Code.

Any protest against an invoice must be sent to us by certified mail within 7 days after receipt.
4. Non-payment
Inter2Face reserves the right to discontinue rendering services when the client does not comply with the applicable terms of payment.
5. Transfer of property
All delivered goods with accessories remain our property until full payment of the selling price with all extra's (expenses, taxes, interest etc). The risk concerning the goods however passes with the delivery.
6. Surveillance on site
The client guarantees the safe storage of material, delivered by Inter2Face during the works and until completion. He is responsible for controlling the access to the site. In case of theft or damage of material by the non-observance of this condition, the client is answerable for compensation of the damage.
7. Rental of material
Whenever Inter2Face rents out material, it remains her property. The client commits himself to return the material in a flawless condition. If he fails to do this, he will indemnify Inter2Face to the amount of the selling price, if necessary less the already paid rental price.
8. Cancellation by the client
If the client cancels a commission for the supply of products or services which had been officially assigned to Inter2Face, he is obliged to pay an indemnification of 25% of the value of the ordered products and services.
9. Freedom of choice in material
For turnkey projects we reserve the right to deviate from our synoptic drawings and the selection of material, mentioned in our offer. We guarantee that the selected material is in conformity with the desired application and that the price corresponds with the originally defined budget.
10. Price increase
If one of our suppliers increases his price(s) with 5% or more between the time of our offer and the time of the order, we reserve the right to charge this increase to our client.
11. Terms of guarantee
In the case of turnkey projects a guarantee of one year is applicable on the durability and good operation of the combination made by Inter2Face of diverse components and their application. This period begins from the date on which the mission can reasonably considered as ended, irrespective of the date of the formal completion.

The guarantee is invalid when the client has not fulfilled his obligations, mentioned in article 12 below, or when it appears that an external circumstance or a third party has caused a problem.

In case Inter2Face delivers hardware, acting as a reseller, only the terms of guarantee of the manufacturer apply. If needed, we assist the client in appealing to these terms, however without granting any addition or modification to them. The costs involved in this appeal (e.g. shipping costs, relocation costs) are at the client's expense.



Our own hardware I2F MediaBox is guaranteed for 3 years from the date of purchase for faulty materials and construction faults. Repair or replacement under warranty is done on site if within a distance of 120 km from Leuven or if a maintenance agreement has been arranged. In other cases "bring in" is applicable.

Only when Inter2Face installs the software I2F Media Products on the hardware she delivers, a warranty for the software of 3 years from the date of purchase is applicable. This warranty comprises the proper functioning of the software for programs that are made by Inter2Face or by the client, if he can prove he has used the software according to the conditions of our offer or according to an application template that we have made available or, lacking one of these circumstances, if he has applied the documentation and manuals that we have made available.

The client is responsible for adaptations or replacement of the hardware. Inter2Face can not be held responsible for damage or extra work resulting from the installation of additional software without the explicit recommendation or approval by Inter2Face. Moreover Inter2Face can not accept any liability for an application, installation or integration realized by the client or his delegate, nor for any modifications in the programming of the software by the client or his delegate.

By using our software, the client accepts the licence agreement which applies to it specifically beside the present general conditions

In case our software is delivered with a USB-key for its protection, the loss of the key equals the loss of the licence. A damaged key can be replaced providing the costs of replacement/shipment are paid.

12. Due diligence

The client commits himself to administering the delivered material at all times with due diligence and to taking the necessary precautions to prevent damage. Among other things, he takes care of sufficient ventilation, a regular power supply without extremes and prevention of moisture, excessive cold and excessive heat. He takes all the necessary precautions to protect and maintain sensitive electronic equipment. Damage as a consequence of the non-observance of these conditions and damage following an improper or incorrect use, normal wear, accidents or vandalism are at the client's expense.

13. After-sales service

Our after-sales service can comprise among other things: a training of a limited number of persons designated by the client, assistance in the application of our software, a tailor-made manual for the operation, maintenance and promotion of the life span of the supplied installation. Any other service can be agreed upon between the client and Inter2Face. For any after-sales service, unless explicitly determined otherwise, an appropriate fee is stipulated.

14. Documentation

All documentation and information that we make available on our website or in the form of brochures, manuals and the like, has been compiled to the best of our ability and can be modified at any time. Inter2Face cannot be held responsible for possible gaps, errors or misprints.

15. Intellectual property

I2F Media Products software has been created entirely by Inter2Face. It is strictly prohibited to copy, reproduce or forge it by reverse engineering or by any other method. Only the production of a back-up is allowed. This does not include the right to use a licence doubly.

16. Joint liability

The client and his party entitled are jointly liable for the fulfilment of these general conditions and, if such is the case, of the specific agreement negotiated between the client and Inter2Face.

17. Territorial jurisdiction and applicable law

In the event of a dispute, only the courts of Leuven, Belgium are competent. The Belgian laws are applicable.

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