

TERMS OF SALES OF VIRTUAL WORDS SPRL

(hereafter called “the company”)

1. Any order placed with the company needs to be placed with a written purchase order.
2. Any modification of the order after reception of the latter by the company is likely to induce a price increase. Similarly, the cancellation of an order placed with the company prior or during its execution may be subjected to a compensation fee of no less than 20% of the total amount of the quoted price, with a minimum of 50 €. A similar compensation may apply to any delay or postponement of a planned order. In other respects, any work containing repetitive elements will be charged at cost, except if the said elements have been expressly identified and specified by the client.
3. A minimum charge applies to each order (see tariff). For any order whose quoted value exceeds 1,500 €, the company may request a 30% security deposit.
4. For all written and comparable works, the company's tariffs are limited to the point when the work leaves our office. Transport and handling of all work done, all materials and all office supplies required for the work, whatever their nature, are at the client's own expense and risk. The company's responsibility ends when the piece of work, the materials and the office supplies leave our office.
The company can in no way be held responsible for material other than its own and implemented, used or moved on the occasion of a provision of service whatever its nature; similarly, the company cannot be held responsible for damages caused to or by this material.
5. Written and assimilated work supplied by the company are considered as definitely received and accepted three business days after delivery. Any complaints should be addressed in writing to the company within this delay as certified by the postmark. Possible defaults affecting part of a work do not provide any entitlement to refuse the entirety of the said work.
6. The client is fully responsible of all possible consequences of any publication or release of any order processed through the company. Copyrights and assimilated rights, including translation rights, derived from a work carried out by the company remain the property of the company.
7. Payment should be made within 8 days of the date of invoicing. Late payments will attract a 1.5% late fee per week without prior notice. Notwithstanding the payment of this late payment fee, the company may demand the payment of a conventional 20% increase of the total amount of the invoice with a minimum of 50 €.
8. In the case of non-settlement of an invoice, the company will be entitled to request the payment of all sums due to date. Should legal action be deemed necessary, a minimal sum of 250 € will be charged to cover our administrative costs.
9. Any complaint regarding invoices sent by the company should be lodged in writing within five business days, as certified by the postmark; in the absence of complaints being received within the specified time, invoices will be deemed accepted. The client is not authorised to suspend payments until the company has acknowledged the validity of the complaint.
10. All litigations will be under the exclusive jurisdiction of the courts of Brussels.
11. Except in the case of a written consent, all orders placed with the company are subjected to these general terms and conditions. Accepting a special dispensation for one or several clauses of the general terms and conditions cannot be interpreted as a relinquishment of the company's entitlement to request full enforcement of the said terms and conditions.
12. These general terms and conditions have precedence, without prior written consent, on any of the client's terms and conditions with which they are in conflict.
13. All of the above terms and conditions are considered as accepted in full by the single fact of being handed to the client, of the acceptance of the offer or of the acceptance of the invoice.