

Article 1 Definitions

1. Cooling-off period: the period during which the consumer may exercise their right of withdrawal;
2. Consumer: the Customer, who is a natural person, who is not acting for purposes related to his or her commercial, trade, craft or professional activities;
3. Day: calendar day;
4. Digital content: data produced and delivered in digital form;
5. Continuing performance agreement: an agreement that extends to the regular delivery of goods, services and/or digital content in a certain period;
6. Long-term data carrier: any means, including email, that allow the consumer or the entrepreneur to store information directed to him or her personally in such a way that makes future consultation and use possible during a period aligned with the purpose for which the information is intended, and which makes unaltered reproduction of the stored information possible;
7. Right of withdrawal: the consumer's ability to cancel the distance agreement within the cooling-off period;
8. Entrepreneur: the natural or legal person who provides products, (access to) digital content and/or services to Consumers at a distance, in this case, Wouters;
9. Distance agreement: an agreement concluded between Wouters and the Customer in the context of an organised system for selling products, digital content and/or services from a distance where exclusive or partial use is made of one or more technologies for distance communication through the conclusion of the agreement;
10. Model form for withdrawal: the European model form for withdrawal included in Appendix I to these terms and conditions;
11. Remote communication: a means that can be used to conclude an agreement without the consumer and the entrepreneur having to come together in the same place at the same time.

Article 2 General

1. These terms and conditions shall apply to all offers and quotations by Wouters Textielhandel B.V., hereinafter referred to as: "Wouters", and a Customer for whom Wouters has agreed to these terms and conditions in as far as there were no deviations expressly agreed to in writing from these terms and conditions.
2. These terms and conditions also apply to agreements with Wouters for which Wouters must involve third parties for the execution.

3. These general terms and conditions are also written for Wouters' employees and its board.
4. The applicability of any purchasing conditions or other terms and conditions of the Customer is explicitly rejected.
5. If, at any time, one or more provisions in these general terms and conditions are wholly or partially invalid or were allowed to become null and void, the other provisions in these general terms and conditions shall continue to be fully applicable. Wouters and the Customer shall then consult with each other for the purpose of agreeing on new provisions to replace the invalid or voided provisions where the objective and the essence of the original provisions shall be retained.
6. If there is ambiguity regarding the explanation of one or more provisions of these general terms and conditions, the explanation must be 'in the spirit' of these provisions.
7. If a situation arises between parties that is not covered by these terms and conditions, the situation must be judged in the spirit of these general terms and conditions.
8. If Wouters does not require strict compliance with these terms and conditions, this does not mean that the provisions thereof do not apply or that, to any degree, Wouters would lose the right to demand strict compliance with the provisions of these terms and conditions in other cases.
9. Before concluding a distance agreement, the text of these general terms and conditions shall be made available to the consumer free of charge. If this is not reasonably possible, Wouters shall indicate, before the distance agreement is concluded, in what way the general terms and conditions can be examined and that they shall be sent free of charge at the consumer's request.
10. If the distance contract is concluded electronically, then, in derogation from the previous paragraph and before the distance agreement is concluded, the text of these general terms and conditions may also be provided to the consumer electronically in such a manner that the consumer can easily store it on a durable data carrier. If this is not reasonably possible, Wouters shall indicate, before the distance agreement is concluded, in what way the general terms and conditions can be examined and that they shall be sent electronically free of charge at the consumer's request.

Article 3 Quotes and offers

1. All quotes and offers by Wouters are without obligation unless a term for acceptance is established in the quote. A quote or offer shall expire if the product to which

the quote or offer relates is no longer available in the meantime.

2. Wouters cannot be held to the quotes or offers if the Customer can reasonably understand that the quotes or offers, or any part thereof, contain a manifest error or typographical error.
3. The prices stated in a quote or offer do not include VAT and other charges from the government as well as any costs possibly incurred in the context of the agreement, including travel and accommodation expenses and shipping and administrative costs unless stated otherwise.
4. If the acceptance (whether or not on minor points) differs from that stated in the quote or offer, Wouters shall not be bound by it. The agreement shall not be realised in accordance with this deviating acceptance unless Wouters indicates otherwise.
5. A composite price statement does not require Wouters to perform a part of the contract against a corresponding part of the specified price. Offers or quotes do not automatically apply to future orders.

Article 4 Contract duration; delivery terms, execution and modification of the agreement

1. The agreement between Wouters and the Customer shall be for an indefinite period unless the nature of the agreement dictates otherwise or if parties expressly agree otherwise and in writing.
2. If a term has been agreed or stated for the completion of certain activities or for the delivery of certain items, it shall never be deemed a deadline. If a term is exceeded, the Customer must provide Wouters with a notice of default in writing. Wouters must be given a reasonable term to still execute the agreement.
3. If Wouters needs information from the Customer for the execution of the agreement, the execution period shall not begin earlier than after the Customer has made that information available to Wouters correctly and completely.
4. Delivery shall take place from Wouters' place of business. The Customer is obliged to take delivery of the goods when they are made available to the Customer. If the Customer refuses delivery or is negligent in providing information or instructions necessary for delivery, Wouters is entitled to store the goods at the expense and risk of the Customer.
5. Wouters has the right to have certain work done by third parties.
6. Wouters is entitled to execute the agreement in different phases and to invoice the phases executed separately.

7. If the agreement is executed in phases, Wouters may suspend the execution of those parts that belong to a subsequent phase until the Customer has approved the results of the preceding phase in writing.
8. If during the execution of the agreement it becomes apparent that, for the proper execution of the agreement, it is necessary to modify or supplement the agreement, the parties shall consult in a timely fashion about modifying the agreement. If the nature, size or content of the agreement, whether or not at the request or instruction of the Customer, of the competent authorities, etc., is changed and the agreement is thereby qualitatively and/or quantitatively changed, this may have consequences for what was originally agreed. As a result, the originally agreed amount may be increased or decreased. Wouters shall provide a quote in advance as much as possible. Due to a modification of the agreement, the original term of execution may be changed. The Customer accepts the possibility of modification of the agreement including the change in price and term of execution.
9. If the agreement is modified, which includes an addition, Wouters shall be entitled to execute it only after approval has been given by the person authorised within Wouters and the Customer has agreed with the price and other terms and conditions including the time to be specified then when it shall be executed. The non-execution or non-immediate execution of the modified agreement shall not give rise to any breach of contract on the part of Wouters and is not grounds for the Customer to terminate the agreement. Without being in default, Wouters may refuse a request for modification of the agreement if this could have consequences in a qualitative and/or quantitative respect for the work to be done or items to be delivered in that context.
10. If the Customer should be in default of proper compliance with what is required of the Customer with respect to Wouters, the Customer shall be liable for all direct or indirect losses and damage incurred as a result by Wouters.
11. If Wouters agrees on a fixed price with the Customer, Wouters shall nevertheless be entitled to increase this rate without the Customer being entitled to terminate the agreement in such a case if the increase in the rate arises from a competency or obligation relating to legal or regulatory requirements or if the increase in rate is caused by an increase in the price of raw materials, wages, etc. or for other reasons which were reasonably unforeseeable at the time of the contract conclusion.

12. If the price increase other than as a result of an amendment of the agreement amounts to more than 10% and takes place within three months after the conclusion of the agreement, only the Customer who is entitled to appeal under Title 5, Section 3 of Book 6 of the Dutch Civil Code shall be entitled to terminate the agreement by means of a written statement, unless Wouters is still prepared to execute the agreement on the basis of what was originally agreed, or if the price increase ensues from an authorisation or an obligation vested on Wouters pursuant to the law or if it is stipulated that the delivery shall take place more than three months after the purchase.
13. If the contract is concluded electronically, Wouters shall implement appropriate technical and organisational security measures for the electronic data transfer and ensure a safe web environment. If the consumer may pay electronically, Wouters shall take appropriate security measures to this end.
14. In the event of a distance agreement, Wouters shall send the following information along with the product, the service or the digital content in writing or in such a manner that the Customer can store it in an accessible manner on a long-term data carrier:
- The physical address of Wouters' business establishment where the consumer can submit complaints;
 - The terms and conditions under which and the manner in which the consumer may exercise the right of withdrawal, or, as the case may be, clear information about being exempted from the right of withdrawal;
 - The information corresponding to existing after-sales services and guarantees;
 - The price including all taxes of the product, service or digital content; where applicable, the delivery costs and the way of payment, delivery or execution of the distance agreement;
 - The requirements for cancelling the contract if the contract has a duration of more than one year or for an indefinite period of time;
 - The standard form for withdrawal if the consumer has the right of withdrawal.
15. In case of a continuing performance contract, the stipulation in the previous paragraph only applies to the first delivery.
- The Customer does not, does not fully or does not fulfil in a timely manner the obligations under the agreement;
 - After concluding the agreement, Wouters learns of circumstances that give good grounds to fear that the Customer shall not comply with the Customer's obligations;
 - The Customer is requested upon the conclusion of the agreement to provide security for the fulfilment of the obligations under the agreement and this security is not forthcoming or insufficient;
 - If, due to a delay on the side of the Customer, it can no longer be expected of Wouters that Wouters shall execute the agreement under the originally agreed terms, Wouters is entitled to terminate the agreement.
2. In addition, Wouters is also entitled to terminate the agreement if circumstances should occur of such a nature that observance of the agreement becomes impossible or, based on reasonability and fairness, it can no longer be expected, or if circumstances occur which otherwise are of such a nature that unchanged observation of the agreement cannot be reasonably expected from Wouters.
3. If the agreement is terminated, the claims of Wouters on the Customer are immediately due. If Wouters suspends the fulfilment of obligations, Wouters shall retain the claims as stipulated in law and under the agreement.
4. If Wouters opts for suspension or termination, it is not in any way required to pay damages and costs because of it.
5. If the termination is attributable to the Customer, Wouters is entitled to compensation for damages and losses, including costs, resulting directly and indirectly from the termination.
6. If the Customer fails to comply with the obligations arising from the agreement and this non-compliance justifies termination, Wouters shall be entitled to terminate the agreement with immediate effect without any obligation on Wouters' part to pay any compensation or to indemnify the Customer, while the Customer is accountable for breach of contract and must pay compensation and indemnify Wouters.
7. If the agreement is terminated prematurely by Wouters, Wouters shall, in consultation with the Customer, arrange for the transfer of outstanding work to third parties. This shall be the case unless the termination is attributable to the Customer. If the transfer of Wouters' work causes additional expenses, these shall be charged to the Customer. The Customer shall be responsible for covering these expenses within the time limit laid down unless Wouters indicates otherwise.

Article 5 Suspension, termination and premature termination of the agreement

1. Wouters is authorised to suspend the performance of the obligations or to terminate the agreement if:

8. In the case of liquidation, (an application for) a moratorium or bankruptcy, of seizure - if and insofar as the seizure has not been lifted within three months - against the Customer, debt restructuring or any other circumstance due to which the Customer no longer has full control over their assets, Wouters is free to terminate the agreement immediately and with immediate effect or to cancel the order or agreement without any obligation on the side of Wouters to pay any compensation or to indemnify the Customer. In that case, the claims of Wouters on the Customer are immediately due and payable.

9. If the Customer cancels a placed order in full or in part, the goods already ordered or prepared, together with any supply, removal and delivery costs thereof and the labour hours reserved for the execution of the agreement, shall be fully charged to the Customer.

Article 6 Right of withdrawal in relation to a distance agreement

1. The Customer, who is a consumer, may terminate a distance agreement for the purchase of a product without stating reasons during a cooling-off period of at least 14 days. Wouters may ask the consumer about the reason for the withdrawal but may not demand that the consumer state the reason(s).

2. The cooling-off period referred to in paragraph 1 starts on the day the product is received by the consumer or by a third party designated by the consumer in advance, who is not the carrier, or:

a. If the consumer has ordered multiple products in the same order: the day on which the consumer or a third party designated by the consumer has received the last product. Wouters may refuse an order of multiple products with different delivery dates, provided it clearly informs the consumer of this prior to the order process;

b. If the delivery of a product consists of different shipments or parts: the day on which the consumer or a third party designated by the consumer has received the last shipment or the last part;

c. For agreements for the regular delivery of products during a given period: the day on which the consumer or a third party designated by the consumer has received the first product.

Article 7 Obligations of the consumer during the cooling-off period in relation to a distance agreement

1. During the cooling-off period, the consumer must handle the product and the packaging with due care and attention. The consumer shall only unpack or use the product

to the extent necessary for establishing the nature, properties and function of the product. The guiding principle is that the consumer may only handle and inspect the product in the way in which a consumer would in a shop. In this manner, the appeal to revocation by Wouters shall not be honoured if it should appear that the substances it has supplied have already been processed and/or damaged by the consumer.

2. The consumer is only liable for the decrease in value of the product that results from the handling of the product that goes further than allowed in paragraph 1.

3. The consumer is not liable for the decrease in value of the product if Wouters has not provided the consumer with all legally required information about the right of withdrawal before or upon concluding the agreement.

Article 8 Exercise of the right of withdrawal in relation to a distance agreement by the consumer and the costs thereof

1. If the consumer exercises the right of withdrawal, the consumer must notify Wouters about this within the cooling-off period by means of the model form for withdrawal.

2. The consumer must return the product or deliver it to (the authorised representative of) Wouters as soon as possible but within 14 days counting from the day following the notification referred to in paragraph 1. This is not needed if Wouters has offered to collect the product. The consumer has in any case observed the return period if the product is sent back before the cooling-off period has expired.

3. The consumer must send the product back with all delivered accessories and, if reasonably possible, in the original state and packaging, and in accordance with the reasonable and clear instructions given by Wouters.

4. The risk and the burden of proof for the correct and timely exercise of the right of withdrawal falls on the consumer.

5. The consumer shall bear the direct costs of returning the product. If Wouters has not reported that the consumer must bear these costs or if Wouters has indicated that it shall bear the costs, the consumer shall not bear the costs of returning the product.

Article 9 Obligations of Wouters in relation to withdrawal from distance agreement

1. If Wouters makes the notification of withdrawal possible by electronic means, Wouters shall promptly send a confirmation of receipt after receiving this notification.

2. Wouters shall reimburse all payments made by the consumer including any delivery costs charged by Wouters for the returned product promptly but within 14 days following

the day on which the consumer notified Wouters of the withdrawal. Unless Wouters offers to collect the product, it may wait with making the refund until having received the product or until the consumer proves that the product has been sent back, whichever occurs first.

3. Wouters shall make use of the same means of payment that the consumer used for the refund unless the consumer consents to another method. The refund shall be free of charge for the consumer.

Article 10 Force majeure

1. Wouters is not required to fulfil any obligation towards the Customer if it is hindered in doing so because of a circumstance that is not due to debt the law, a legal action or generally accepted assumptions attributable to Wouters.

2. Force majeure is understood in these general terms and conditions, in addition to what is understood in law and jurisprudence, to include all external causes, foreseen or unforeseen, over which Wouters cannot exercise any influence but due to which Wouters is not able to fulfil Wouters' obligations. This includes strikes at the company of Wouters or of third parties. Wouters also has the right to rely on force majeure if the circumstance that hinders (further) fulfilment of the agreement occurs after Wouters should have fulfilled the commitment.

3. During the period of force majeure, Wouters may suspend the obligations under the agreement. If this period continues for longer than two months, either of the parties are entitled to terminate the Agreement without any obligation to pay compensation for any loss suffered by the other party.

4. If, at the time of the start of force majeure, Wouters has partially fulfilled or can partially fulfil the obligations under the agreement, and the fulfilled or to be fulfilled part has independent value, Wouters is entitled to separately invoice the fulfilled or to be fulfilled part. The Customer is required to pay this invoice as if it were a separate agreement.

Article 11 Payment and collection costs

1. Payment must be made within 14 days after the invoice date in a manner specified by Wouters in the currency in which it is invoiced unless otherwise specified in writing by Wouters. Wouters is entitled to invoice periodically.

2. If the Customer continues to be in default with regard to the timely payment of an invoice, the Customer shall be legally deemed in default. The Customer shall then owe

interest of 1% per month unless the statutory interest is higher in which case the statutory interest is owed. The interest over the due and payable amount shall be calculated from the moment that the Customer is in default until the moment of payment of the full amount due.

3. Wouters has the right to first apply payments made by the Customer to reduce the costs, then to reduce the interest due and finally to reduce the principal sum and the current interest.

4. Wouters may, without being in default because of it, refuse a payment offer if the Customer assigns a different sequence for the allocation of the payment. Wouters can refuse full payment of the principal sum, if the outstanding and current interest and collection costs are not also paid.

5. The Customer shall never be entitled to set off the amount owed to Wouters.

6. Objections to the amount of an invoice do not suspend the payment obligation. The Customer who does not appeal to Section 6.5.3 (Articles 231 to 247 of Book 6 of the Dutch Civil Code) is not entitled either to suspend the payment of an invoice for any other reason.

7. If the Customer is in default or omission in the (timely) fulfilment of the Customer's obligations, all reasonable costs incurred in obtaining payment extrajudicially shall be borne by the Customer. The extrajudicial costs shall be calculated on the basis of what is common in Dutch debt collection practice, which is currently the calculation method according to the Voorwerk II report guidelines. However, if Wouters has incurred higher costs for collection than were reasonably necessary, the costs actually incurred shall be eligible for reimbursement. Any legal and execution costs incurred shall also be recovered from the Customer. The Customer shall also owe interest on the collection costs due and payable.

Article 12 Retention of title

1. All goods delivered by Wouters in the context of the agreement continue to be the property of Wouters until the Customer has properly met all obligations under the agreement(s) concluded with Wouters.

2. Goods delivered by Wouters that, as a result of paragraph 1, fall under the retention of title may not be resold and may never be used as a means of payment. The Customer is not authorised to pledge or otherwise encumber in any other way items falling under the retention of title.

3. The Customer must always do all that which may reasonably be expected to secure the proprietary rights of Wouters.

4. If third parties seize the goods delivered under retention of title or want to attach or exercise rights thereon, the Customer is obliged to notify Wouters thereof immediately.
5. The Customer commits to insuring and to keeping insured the goods delivered under reservation of title against fire, explosion and water damage as well as theft, and must provide the policy of this insurance at the first request to Wouters for inspection. In case of any pay-out from the insurance, Wouters is entitled to these payments. As far as necessary, the Customer commits towards Wouters in advance to cooperate with all that which may be necessary or desirable in that context.
6. In the event that Wouters wishes to exercise the proprietary rights referred to in this article, the Customer grants unconditional and non-revocable permission to Wouters and to third parties designated by Wouters in advance to enter all those places where Wouters' property is located and to take those items back.

Article 13 Guarantees, investigation and claims, period of limitation

1. The goods to be delivered by Wouters comply with the usual requirements and standards that can be reasonably set at the time of delivery and for which they are intended with normal use in the Netherlands. The guarantee stated in this article applies to goods intended for use within the Netherlands. For use outside the Netherlands, the Customer must verify whether the use thereof is suitable for the use there and whether it complies with the terms and conditions imposed there with regard to this issue. In that case, Wouters may establish other guarantee conditions, terms and conditions with respect to the goods to be delivered or work to be performed.
2. The guarantee referred to in paragraph 1 of this article applies for a period of 6 months after delivery, unless otherwise deriving from the nature of the delivered item or otherwise agreed between the parties. If the guarantee extended by Wouters concerns an item produced by a third party, the guarantee is limited to that extended by the manufacturer of the item unless stated otherwise. More specifically, regarding the flame-retardant fabrics that Wouters has for sale, Wouters guarantees that it complies with the test certificate issued by the supplier. Wouters explicitly does not guarantee that the flame-retardant fabrics also meet the legislation and regulations of the supervising (government) authorities.
3. Minor deviations in quality, colour, size, weight, finish, design and similar, which are admissible or technically unavoidable in the industry, do not constitute a breach of a guarantee.
4. The information included on Wouters' intranet page, such as images, photos, drawings, data concerning weights, dimensions, colours, images of fabrics and labels, etc., are only included for illustration and information purposes. They are only an approximation and indicative. Colours can, to a certain extent, deviate from reality.
5. Any form of guarantee shall expire if a defect arises due to or resulting from improper or injudicious use after the expiration date, improper storage or maintenance by the Customer and/or by third parties when, without the written consent of Wouters, the Customer or third parties have made or have attempted to make changes to the item, attached other items that should not be attached or if they were processed or modified in a manner other than the prescribed manner. The Customer shall not be able to claim on the guarantee either if the defect is caused by or results from circumstances that Wouters cannot influence including weather conditions (such as, for example, but not limited to, extreme rainfall or temperatures), etc.
6. The Customer is obliged to examine that which has been delivered to the Customer (or to have this done) immediately when it is made available to the Customer or the relevant work is done, as applicable. In addition, the Customer must investigate whether the quality and/or quantity of what has been delivered corresponds with what has been agreed and meets the requirements agreed upon by the parties in this regard. Any visible defects must be reported to Wouters in writing within seven days after delivery. Any non-visible defects must be reported to Wouters in writing immediately upon discovery but in any case, no later than within fourteen days. The report must include as detailed a description of the defect as possible so that Wouters is able to reply adequately. The Customer must give Wouters the opportunity to investigate a complaint (or to have this done).
7. Complaints shall not be processed if the delivered products are no longer in the original state, for example, fabric that has been cut, processed or treated.
8. If the Customer makes a timely complaint, this shall not be deemed to be a reason for the Customer to suspend the payment obligation. The Customer shall, in that case, must also take delivery of and pay for the ordered goods.
9. If a defect is reported later, the Customer shall no longer be entitled to repair, replacement or compensation.
10. If it is established that an item is defective, and a claim is made in a timely manner, Wouters shall, within a reasonable term after the return thereof or, if return is not

reasonably possible, after written notice regarding the defect by the Customer, at the discretion of Wouters, replace or arrange for repair thereof or provide substitute compensation to the Customer. In case of replacement, the Customer is required to return the item to be replaced to Wouters and to transfer the ownership thereof to Wouters unless Wouters indicates otherwise.

11. If it is found that a complaint is unfounded, the related costs incurred including the investigation costs incurred by Wouters as a result shall be charged in full to the Customer.
12. After the end of the guarantee period, all costs for repair or replacement, including administrative, shipping and call-out costs, shall be charged to the Customer.
13. By way of derogation from the statutory periods of limitation, the period of limitation of all claims and defences against Wouters and third parties involved by Wouters in the execution of an agreement is one year.

Article 14 Liability

1. If Wouters should be liable, this liability is limited to what has been determined in this provision.
2. Wouters is not liable for any damage or losses whatsoever due to Wouters relying on incorrect and/or incomplete information provided by or on behalf of the Customer.
3. If Wouters should be liable for any damage or losses, Wouters' liability shall be limited to one time the maximum of the invoice value for the order or, at any rate, to that part of the order concerning the liability.
4. The liability of Wouters is in any case limited to the amount of the pay-out by Wouters' insurer where applicable.
5. Wouters is exclusively liable for direct damage and losses.
6. Direct damage and losses shall only be deemed to mean the reasonable costs for determining the cause and extent of the damage, insofar as the determination relates to damage within the meaning of these conditions, any reasonable costs incurred to oblige Wouters to rectify inadequate execution relating to the agreement, in as much as it can be attributed to Wouters, and reasonable costs incurred to prevent or limit damage or losses, to the extent that the Customer shows that these costs have resulted in the limitation of direct damage or losses as provided for in these general terms and conditions.
7. Wouters shall never be deemed liable for indirect damage or losses including consequential loss, loss of

profits, lost savings and damage or losses due to business interruption.

8. The limitations stated in this article do not apply if the damage is attributable to intent or gross negligence of Wouters or parties subordinate to its supervision.

Article 15 Risk transfer

1. The risk of loss, damage or value impairment shall transfer to the Customer at the moment the item is under the control of the Customer.

Article 16 Disclaimer

1. The Customer shall indemnify Wouters for any claims by third parties who suffer damages or losses in relation to the execution of the agreement and whose cause is attributable to others rather than Wouters.
2. If Wouters should be subject to claims by third parties, the Customer is obliged to assist Wouters both extrajudicially and judicially and to immediately do all that which can reasonably be expected in such a case. Should the Customer fail to take adequate measures, Wouters is entitled, without notice, to do so itself. All costs and losses that have hereby occurred on the part of Wouters and third parties are for the account and risk of the Customer.

Article 17 Intellectual property

1. Wouters retains the rights and privileges that are granted to it pursuant to the Dutch Copyright Act and other intellectual property legislation and regulations. Wouters has the right to use the knowledge acquired during the execution of an agreement for other purposes insofar as no strictly confidential information of the Customer is made known to third parties.

Article 18 Applicable law and disputes

1. All legal relationships in which Wouters is a party are shall solely be governed by Dutch law even if a commitment is fulfilled in full or in part abroad or if the party involved in the legal relationship resides there. The applicability of the Vienna Sales Convention is excluded.
2. The court in Wouters' place of business has exclusive jurisdiction to hear disputes unless the law prescribes otherwise. Nevertheless, Wouters has the right to submit the dispute to the competent court as set down in law.
3. The parties shall first appeal to the court after they have attempted to resolve a dispute by mutual agreement.

Article 19 Location and amendment to terms and conditions

1. The last-filed version or the version that applied at the time of the creation of the legal relationship with Wouters always applies.
2. Wouters is entitled to regularly review and amend these general terms and conditions.
3. The Dutch text of these general terms and conditions is decisive for the interpretation of the terms contained therein.

