

General terms of use

1. Applicability

These general terms of use apply to any offer made by EasyCollage and to any long distance agreement made between EasyCollage and the customer.

2. Acceptance of orders

Orders will only be accepted and processed following the conditions below. The customer consents to these conditions by ordering from EasyCollage and by using EasyCollage software in any way.

3. Usage of photos and images

1. The customer is not permitted to use material which is copyrighted or otherwise protected by intellectual property rights, without permission from the copyright holder(s) or entitled party, for a product which is to be ordered and manufactured by EasyCollage.

2. The customer is obligated to obey any mandatory provisions of law. Usage of software made available by EasyCollage, or of products to be manufactured by EasyCollage using files uploaded by the customer, is not permitted to infringe upon the privacy of a third party. It is not permitted to upload, distribute, order prints of, send, forward or disclose any unlawful content.

3. EasyCollage retains the right to take measures without prior notification, including but not limited to: refusal to carry out the order placed by the customer, refusal to deliver ordered products, and deletion of imagery and text uploaded by the customer. Collages are stored on your account for up to a maximum of three months after the most recent modification. If no modifications have been made to the collage in question during the intervening time, all imagery and text may be deleted. When you order a collage, the data will be stored for a minimum of 18 months. Collage data will be kept for longer if sufficient storage capacity is available.

4. Liability

1. EasyCollage is not liable for any damage or loss of files uploaded via the software available on the website of EasyCollage.

The quality of the imagery supplied is the customer's responsibility. EasyCollage is therefore not liable for the possible disappointing quality of the imagery supplied by the customer. Insofar as EasyCollage can be held liable for direct losses, this liability is limited to the amount paid by the customer for the product in question.

2. The customer has to keep their password for usage of EasyCollage software confidential and not share it with any third party. EasyCollage is not liable for any misuse of the customer's password by any third party, and is therefore not liable for any direct or indirect losses resulting from this. Misuse of a customer's password is to be reported to EasyCollage by the customer as soon as possible, in order to mitigate any further losses as much as possible.

5. Pricing

Any prices shown by EasyCollage include value added tax unless indicated otherwise.

Prices indicated in the online application become legally binding upon ordering. Prices may change over time. Always consult the current prices indicated in the designing application before ordering.

6. Delivery

Any complaints regarding delivery are to be reported to EasyCollage in writing, by email or through the website, within 14 days of ordering.

The shipping address will be the address supplied to EasyCollage by the customer.

Delivery will occur within the time frame indicated on the website.

EasyCollage is not liable for any losses as a result of a customer supplying an incorrect shipping address.

Products returned to EasyCollage from an incorrect shipping address can be shipped again upon request from the customer, provided they pay a new shipping fee and provide the correct shipping address.

7. Complaints and compliance

Complaints are to be filed in writing within at least 14 days of ordering.

In case of complaints regarding quality and/or product damage, the customer is required to send a photo of the product to EasyCollage for evaluation. Complaints will be processed within 14 days of being received.

Only complaints regarding production errors and other errors which fall under the responsibility of EasyCollage may lead to restoration or replacement of the product without charge.

8. Right of withdrawal

EasyCollage only makes highly customised products. For this reason, all products delivered or to be delivered by EasyCollage are excluded from the right of withdrawal.