

## **GENERAL TERMS AND CONDITIONS Sawubona**

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### **Definitions**

1. Sawubona: Tamara Wensing - Sawubona, established in Schiedam, Chamber of Commerce no. 88176444.
2. Customer: the party which Sawubona has entered into an agreement with.
3. Parties: Sawubona and customer together.
4. Consumer: a customer who is an individual acting for private purposes.

### **Applicability**

1. These terms and conditions will apply to all quotations, offers, activities, orders, agreements and deliveries of services or products by or on behalf of Sawubona.
2. Parties can only deviate from these conditions if they have explicitly agreed upon in writing.
3. The parties expressly exclude the applicability of supplementary and/or deviating general terms and conditions of the customer or of third parties.

### **Prices**

1. All prices used by Sawubona are in euros, are inclusive of VAT and exclusive of any other costs such as administration costs, levies and travel-, shipping- or transport expenses, unless expressly stated otherwise or agreed otherwise.
2. Sawubona is entitled to adjust all prices for its products or services, shown in its shop, on its website or otherwise, at any time.
3. The parties agree on a total price for a service provided by Sawubona. This is always a target price, unless the parties have explicitly agreed upon in writing on a fixed price, which cannot be deviated from.
4. Sawubona is entitled to deviate up to 10% of the target price.
5. If the target price exceeds 10%, Sawubona must let the customer know in due time why a higher price is justified.
6. If the target price exceeds 10%, the customer has the right to cancel the part of the order that exceeds the target price by 10%.
7. Sawubona has the right to adjust prices annually.
8. Sawubona will communicate price adjustments to the customer prior to the moment the price increase becomes effective.
9. The consumer has the right to terminate the contract with Sawubona if he does not agree with the price increase.

### **Payments and payment term**

1. Sawubona may, at the conclusion of the agreement, require a down payment of up to 50% of the agreed amount.
2. The customer must have paid the full amount within , after delivery.
3. Payment terms are considered as fatal payment terms. This means that if the customer has not paid the agreed amount at the latest on the last day of the payment term, he is legally in default, without Sawubona having to send the customer a reminder or to put him in default.
4. Sawubona reserves the right to make a delivery conditional upon immediate payment or to require adequate security for the total amount of the services or products.

### **Payments and payment term**

1. Products are immediately paid for.
2. Sawubona may, at the conclusion of the agreement, require a down payment of up to 50% of the agreed amount.
3. The customer must pay invoices of Sawubona within \_\_\_\_\_, unless parties have made other agreements about this or if the invoice has a different payment term.
4. Payment terms are considered as fatal payment terms. This means that if the customer has not paid the agreed amount at the latest on the last day of the payment term, he is legally in default, without Sawubona having to send the customer a reminder or to put him in default.
5. Sawubona reserves the right to make a delivery conditional upon immediate payment or to require adequate security for the total amount of the services or products.

### **Consequences of late payment**

1. If the customer does not pay within the agreed term, Sawubona is entitled to charge an interest of 2% per month for non-commercial transactions from the day the customer is in default, whereby a part of a month is counted for a whole month.
2. When the customer is in default, he is also due to extrajudicial collection costs and may be obliged to pay any compensation to Sawubona.
3. The collection costs are calculated on the basis of the Reimbursement for extrajudicial collection costs.
4. If the customer does not pay on time, Sawubona may suspend its obligations until the customer has met his payment obligation.

5. In the event of liquidation, bankruptcy, attachment or suspension of payment on behalf of the customer, the claims of Sawubona on the customer are immediately due and payable.
6. If the customer refuses to cooperate with the performance of the agreement by Sawubona, he is still obliged to pay the agreed price to Sawubona.

### **Right of recovery of goods**

1. The buyer cannot return goods as these goods are hand made.
2. When a service has been bought, with cancellation, the buyer will get 50% of the money back, when they cancel at least 14 days before the date of the service.
3. Sawubona invokes the right of recovery by means of a written or electronic announcement.
4. As soon as the customer has been informed of the claimed right of recovery, the customer must immediately return the products concerned to Sawubona, unless the parties agree to make other arrangements about this.
5. The costs for the collection or return of the products are at the expense of the customer.

### **Right of withdrawal**

1. A consumer may cancel an online purchase during a cooling-off period of 14 days without giving any reason, provided that:
  - the product has not been used
  - it is not a product that can spoil quickly, like food or flowers
  - the product is not specially tailored for the consumer or adapted to its special needs
  - it is not a product that may not be returned for hygienic reasons (underwear, swimwear, etc.)
  - the seal is still intact, when the product is a data carrier with digital content (DVDs, CDs, etc.)
  - the service does not concern accommodation, travel, restaurant business, transport, catering assignment or form of leisure activity
  - the product is not a separate magazine or a loose newspaper
  - the purchase does not concern an (assignment to) urgent repair
  - it does not concern a service that is fully performed with the consent of the customer within the 14 calendar days right of withdrawal period and the consumer has not renounced his right of withdrawal
2. The cooling-off period of 14 days as referred to in paragraph 1 commences:
  - on the day after the consumer has received the last product or part of 1 order
  - as soon as the consumer has received the first the product of a subscription
  - as soon as the consumer has purchased a service for the first time
  - as soon as the consumer has confirmed the purchase of digital content via the internet
3. The consumer can notify his right of withdrawal via [healing@sawubona-love.com](mailto:healing@sawubona-love.com), if desired by using the withdrawal form that can be downloaded via the website of Sawubona, [www.sawubona-love.com](http://www.sawubona-love.com).
4. The consumer is obliged to return the product to Sawubona within 14 days after the notification of his right of withdrawal, after which period his right of withdrawal will lapse.

### **Reimbursement of delivery costs**

1. If the purchase costs and any other costs (such as delivery costs) are eligible for reimbursement according to the law, Sawubona will refund these costs to the consumer within 14 days of receipt of the timely appeal to the right of withdrawal, provided that the consumer has returned the product to Sawubona in time.
2. The costs for return are only reimbursed by Sawubona if the complete order is returned.

### **Reimbursement of return costs**

If the consumer invokes his right of withdrawal and returns the entire order on time, the costs for returning the complete order will be borne by the consumer.

### **Suspension of obligations by the customer**

The customer waives the right to suspend the fulfillment of any obligation arising from this agreement.

### **Right of retention**

1. Sawubona can appeal to his right of retention of title and in that case retain the products sold by Sawubona to the customer until the customer has paid all outstanding invoices with regard to Sawubona, unless the customer has provided sufficient security for these payments.
2. The right of retention of title also applies on the basis of previous agreements from which the customer still owes payments to Sawubona.
3. Sawubona is never liable for any damage that the customer may suffer as a result of using his right of retention of title.

### **Settlement**

The customer waives his right to settle any debt to Sawubona with any claim on Sawubona.

### **Retention of title**

1. Sawubona remains the owner of all delivered products until the customer has fully complied with all its payment obligations with regard to Sawubona under whatever agreement with Sawubona including of claims regarding the shortcomings in the performance.
2. Until then, Sawubona can invoke its retention of title and take back the goods.
3. Before the property is transferred to the customer, the customer may not pledge, sell, dispose of or otherwise encumber the products.
4. If Sawubona invokes its retention of title, the agreement will be dissolved and Sawubona has the right to claim compensation, lost profits and interest.

### **Delivery**

1. Delivery takes place while stocks last.
2. Delivery takes place at Sawubona unless the parties have agreed upon otherwise.
3. Delivery of products ordered online takes place at the address indicated by the customer.
4. If the agreed price is not paid on time, Sawubona has the right to suspend its obligations until the agreed price is fully paid.
5. In the event of late payment, the customer is automatically in default, and hereby he cannot object to late delivery by Sawubona.

### **Delivery period**

1. Any delivery period specified by Sawubona is indicative and does not give the customer the right to dissolution or compensation if this period is not met with, unless the parties have expressly agreed otherwise in writing.
2. The delivery starts once the customer has fully completed the (electronic) ordering process and received an (electronic) confirmation of his order from Sawubona.
3. Exceeding the specified delivery period does not entitle the customer to compensation or the right to terminate the contract, unless Sawubona cannot deliver within 14 days after the customer has urged him to do so in writing or if the parties have agreed upon otherwise.

### **Actual delivery**

The customer must ensure that the actual delivery of the products ordered by him can take place in time.

### **Transport costs**

Transport costs are paid by the customer, unless the parties have agreed upon otherwise.

### **Packaging and shipping**

1. If the package of a delivered product is opened or damaged, the customer must have a note drawn up by the forwarder or delivery person before receiving the product. In the absence of which Sawubona may not be held liable for any damage.
2. If the customer himself takes care of the transport of a product, he must report any visible damage to products or the packaging prior to the transport to Sawubona, failing which Sawubona cannot be held liable for any damage.

### **Insurance**

1. The customer undertakes to insure and keep insured the following items adequately against fire, explosion and water damage as well as theft:
  - goods delivered that are necessary for the execution of the underlying agreement
  - goods being property of Sawubona that are present at the premises of the customer
  - goods that have been delivered under retention of title
2. At the first request of Sawubona, the customer provides the policy for these insurances for inspection.

### **Storage**

1. If the customer orders products later than the agreed delivery date, the risk of any quality loss is entirely for the customer.
2. Any extra costs as a result of premature or late purchase of products are entirely at the customer's expense.

### **Guarantee**

1. When parties have entered into an agreement with services included, these services only contain best-effort obligations for Sawubona, not obligations of results.
2. The warranty relating to products only applies to defects caused by faulty manufacture, construction or material.

3. The warranty does not apply in the event of normal wear and tear and damage resulting from accidents, changes made to the product, negligence or improper use by the customer, or when the cause of the defect cannot clearly be established.
4. The risk of loss, damage or theft of the products that are the subject of an agreement between the parties, will pass on to the customer when these products are legally and/or factually delivered, at least are in the power of the customer or of a third party who receives the product for the benefit of the customer.

### **Performance of the agreement**

1. Sawubona executes the agreement to the best of its knowledge and ability and in accordance with the requirements of good workmanship.
2. Sawubona has the right to have the agreed services (partially) performed by third parties.
3. The execution of the agreement takes place in mutual consultation and after written agreement and payment of the possibly agreed advance by the customer.
4. It is the responsibility of the customer that Sawubona can start the implementation of the agreement on time.
5. If the customer has not ensured that Sawubona can start the implementation of the agreement in time, the resulting additional costs and/or extra hours will be charged to the customer.

### **Duty to inform by the customer**

1. The customer shall make available to Sawubona all information, data and documents relevant to the correct execution of the agreement to in time and in the desired format and manner.
2. The customer guarantees the correctness, completeness and reliability of the information, data and documents made available, even if they originate from third parties, unless otherwise ensuing from the nature of the agreement.
3. If and insofar as the customer requests this, Sawubona will return the relevant documents.
4. If the customer does not timely and properly provides the information, data or documents reasonably required by Sawubona and the execution of the agreement is delayed because of this, the resulting additional costs and extra hours will be charged to the customer.

### **Indemnity**

The customer indemnifies Sawubona against all third-party claims that are related to the products and/or services supplied by Sawubona.

### **Complaints**

1. The customer must examine a product or service provided by Sawubona as soon as possible for possible shortcomings.
2. If a delivered product or service does not comply with what the customer could reasonably expect from the agreement, the customer must inform Sawubona of this as soon as possible, but in any case within 1 month after the discovery of the shortcomings.
3. Consumers must inform Sawubona of this within two months after detection of the shortcomings.
4. The customer gives a detailed description as possible of the shortcomings, so that Sawubona is able to respond adequately.
5. The customer must demonstrate that the complaint relates to an agreement between the parties.
6. If a complaint relates to ongoing work, this can in any case not lead to Sawubona being forced to perform other work than has been agreed.

### **Giving notice**

1. The customer must provide any notice of default to Sawubona in writing.
2. It is the responsibility of the customer that a notice of default actually reaches Sawubona (in time).

### **Joint and several Client liabilities**

If Sawubona enters into an agreement with several customers, each of them shall be jointly and severally liable for the full amounts due to Sawubona under that agreement.

### **Liability of Sawubona**

1. Sawubona is only liable for any damage the customer suffers if and insofar as this damage is caused by intent or gross negligence.
2. If Sawubona is liable for any damage, it is only liable for direct damages that results from or is related to the execution of an agreement.
3. Sawubona is never liable for indirect damages, such as consequential loss, lost profit, lost savings or damage to third parties.
4. If Sawubona is liable, its liability is limited to the amount paid by a closed (professional) liability insurance and in the absence of (full) payment by an insurance company of the damages the amount of the liability is limited to the (part of the) invoice to which the liability relates.
5. All images, photos, colors, drawings, descriptions on the website or in a catalog are only indicative and are only approximate and cannot lead to any compensation and/or (partial) dissolution of the agreement and/or suspension of any obligation.

### **Expiry period**

Every right of the customer to compensation from Sawubona shall, in any case, expire within 12 months after the event from which the liability arises directly or indirectly. This does not exclude the provisions in article 6:89 Dutch Civil Code.

## **Dissolution**

1. The customer has the right to dissolve the agreement if Sawubona imputably fails in the fulfillment of his obligations, unless this shortcoming does not justify termination due to its special nature or because it is of minor significance.
2. If the fulfillment of the obligations by Sawubona is not permanent or temporarily impossible, dissolution can only take place after Sawubona is in default.
3. Sawubona has the right to dissolve the agreement with the customer, if the customer does not fully or timely fulfill his obligations under the agreement, or if circumstances give Sawubona good grounds to fear that the customer will not be able to fulfill his obligations properly.

## **Force majeure**

1. In addition to the provisions of article 6:75 Dutch Civil Code, a shortcoming of Sawubona in the fulfillment of any obligation to the customer cannot be attributed to Sawubona in any situation independent of the will of Sawubona, when the fulfillment of its obligations towards the customer is prevented in whole or in part or when the fulfillment of its obligations cannot reasonably be required from Sawubona .
2. The force majeure situation referred to in paragraph 1 is also applicable - but not limited to: state of emergency (such as civil war, insurrection, riots, natural disasters, etc.); defaults and force majeure of suppliers, deliverymen or other third parties; unexpected disturbances of power, electricity, internet, computer or telecoms; computer viruses, strikes, government measures, unforeseen transport problems, bad weather conditions and work stoppages.
3. If a situation of force majeure arises as a result of which Sawubona cannot fulfill one or more obligations towards the customer, these obligations will be suspended until Sawubona can comply with it.
4. From the moment that a force majeure situation has lasted at least 30 calendar days, both parties may dissolve the agreement in writing in whole or in part.
5. Sawubona does not owe any (damage) compensation in a situation of force majeure, even if it has obtained any advantages as a result of the force majeure situation.

## **Modification of the agreement**

If, after the conclusion of the agreement and before its implementation, it appears necessary to change or supplement its contents, the parties shall timely and in mutual consultation adjust the agreement accordingly.

## **Changes in the general terms and conditions**

1. Sawubona is entitled to amend or supplement these general terms and conditions.
2. Changes of minor importance can be made at any time.
3. Major changes in content will be discussed by Sawubona with the customer in advance as much as possible.
4. Consumers are entitled to cancel the agreement in the event of a substantial change to the general terms and conditions.

## **Transfer of rights**

1. The customer cannot transfer its rights deferring from an agreement with Sawubona to third parties without the prior written consent of Sawubona.
2. This provision applies as a clause with a property law effect as referred to in Section 3:83 (2) Dutch Civil Code.

## **Consequences of nullity or annulability**

1. If one or more provisions of these general terms and conditions prove null or annulable, this will not affect the other provisions of these terms and conditions.
2. A provision that is null or annulable shall, in that case, be replaced by a provision that comes closest to what Sawubona had in mind when drafting the conditions on that issue.

## **Applicable law and competent court**

1. Dutch law is exclusively applicable to all agreements between the parties.
2. The Dutch court in the district where Sawubona is established is exclusively competent in case of any disputes between parties, unless the law prescribes otherwise.

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