Terms and conditions of Writing Solutions

Version: October 1, 2026

These general terms and conditions apply to all offers and agreements of Writing Solutions, accessible via www.writingsolutions.nl. Please read them carefully before entering into an agreement with us. These terms were last updated on the date stated above.

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1. Applicability

1. These general terms and conditions apply to every offer made by Writing Solutions and to every agreement between Writing Solutions and the customer, unless the parties have expressly agreed otherwise in writing.

2. Before the agreement is concluded, Writing Solutions will make these terms and conditions available via www.writingsolutions.nl so that the customer can save them. Any terms and conditions of the customer are rejected.

3. If a provision is null and void or voidable, the other provisions will remain in force and the parties will consult on a replacement provision.

2. Offer and creation

1. Every offer from Writing Solutions is without obligation, unless a period for acceptance is explicitly stated. An offer may contain obvious mistakes or errors; Writing Solutions is not bound by this.

2. The agreement is concluded at the moment that the customer accepts the offer and Writing Solutions confirms that acceptance. When ordering online, the customer receives a confirmation by e-mail.

3. Prices

1. All prices are in euros. Whether amounts include or exclude VAT is clearly stated by Writing Solutions in the offer.

2. Obvious pricing errors are not binding on Writing Solutions. For an agreement that has already been concluded, the price that has been agreed at that time applies.

4. Payment

1. Payment will be made within the period stated on the invoice, unless otherwise agreed.

2. If the customer does not pay on time, he is in default after Writing Solutions has sent him a reminder with a reasonable period of time. After that, Writing Solutions is entitled to charge the statutory interest and reasonable collection costs, with due observance of the statutory scale for consumers.

5. Delivery and execution

1. Writing Solutions executes the agreement to the best of its knowledge and ability. The aforementioned deadlines are indicative, unless a strict deadline has been expressly agreed.

2. In the case of delivery of products, the risk of damage and loss shall pass to the customer at the time of delivery, or as soon as the customer or a carrier designated by him takes delivery of the item.

6. Conformity and Warranty

1. Writing Solutions guarantees that the delivered goods comply with the agreement and with the reasonable requirements that the customer may set for it.

2. These terms and conditions do not affect the statutory rights of the consumer. Any additional commercial warranty applies in addition to those statutory rights.

7. Liability and force majeure

1. The liability of Writing Solutions is limited to direct damage and to the amount that the insurance pays out in the case in question, or, if no payment is made, to the invoice amount of the relevant agreement.

2. The limitation does not apply insofar as the damage is the result of intent or deliberate recklessness on the part of Writing Solutions, or insofar as the law prohibits this.

3. In the event of force majeure, Writing Solutions is entitled to suspend the performance. If the force majeure lasts longer than is reasonable, either party can dissolve the agreement for the non-executed part.

8. Complaints and disputes

1. If the customer has a complaint, he will report it to Writing Solutions via info@writingsolutions.nl within a reasonable period of time after discovery, so that the parties can reach a solution.

2. If the parties cannot reach an agreement together, the dispute can be submitted to the competent Dutch court or, where applicable, to a recognised disputes committee.

9. Governing Law

1. These terms and conditions and all agreements with Writing Solutions are exclusively governed by Dutch law. Mandatory consumer law will continue to apply in full.

2. These terms and conditions have been drawn up by the owner of Writing Solutions, Natasja Caroline Jankowy, registered with the Chamber of Commerce under number 61999385. Questions can be asked via info@writingsolutions.nl.

10. Intellectual Property

1. All intellectual property rights to works created by Writing Solutions are vested in Writing Solutions, unless otherwise agreed in writing.

2. The customer acquires the agreed right of use only after he has paid in full. Writing Solutions' methods and tools remain Writing Solutions' own.

11. Modification of the Terms

1. Writing Solutions may change these terms and conditions. Writing Solutions publishes the most recent version on www.writingsolutions.nl.

2. The version that was applicable at the time of conclusion applies to current agreements, unless the parties agree otherwise.

If you have any questions after reading, please contact us at info@writingsolutions.nl.