

General Terms and Conditions

International Disability Card

Article 1 – Definitions

In these General Terms and Conditions, the following terms shall have the meanings set out below. Consumer: any natural person acting for purposes outside his or her trade, business, or profession. Entrepreneur: International Disability Card, having its registered address in Rotterdam, the Netherlands. Agreement: any agreement concluded between the Consumer and the Entrepreneur relating to the issuance, delivery, renewal, or use of the International Disability Card. Product: the personalized International Disability Card produced on the basis of personal data supplied by the Consumer. Website: www.internationaldisabilitycard.com. General Terms and Conditions: the present terms.

Article 2 – Identity of the Entrepreneur

International Disability Card
Thurledeweg 125, Unit 8545
3044 ER Rotterdam
The Netherlands

Chamber of Commerce (KVK): 72274808
VAT number: NL002336397B63
Email: support@internationaldisabilitycard.com

All official correspondence shall be conducted exclusively via the email address stated above. Replies to automated messages are not monitored. Communications sent to other email addresses may not be processed.

Article 3 – Applicability

These General Terms and Conditions apply to all offers made by the Entrepreneur and to all Agreements concluded between the Entrepreneur and the Consumer via the Website. Deviations from these terms are only valid if explicitly agreed upon in writing. Should any provision be held invalid or unenforceable, the remaining provisions shall remain fully effective, and the invalid provision shall be replaced by a provision that most closely reflects the original intent.

Article 4 – The Offer

All offers relate exclusively to the issuance of the International Disability Card. Product descriptions, prices, and other information are presented with due care but may be subject to change. Obvious errors, mistakes, or inaccuracies in offers, including typographical errors, shall not bind the Entrepreneur. Images and visual representations are for illustrative purposes only and may differ from the actual Product.

Article 5 – Formation of the Agreement

The Agreement shall be deemed concluded at the moment the Consumer completes the order process via the Website and receives confirmation from the Entrepreneur. The Consumer guarantees that all personal, contact, and address details provided are accurate, complete, and up to date. The Entrepreneur shall not be liable for delays, errors, or additional costs resulting from incorrect or incomplete information.

Article 6 – Right of Withdrawal, Returns and Complaints

As the International Disability Card constitutes a personalized product manufactured according to Consumer specifications, the statutory right of withdrawal does not apply. Orders cannot be cancelled or returned once

production has commenced. Complaints regarding production defects must be submitted in writing within fourteen (14) days of receipt. If a complaint is found to be justified, the Entrepreneur shall, at its discretion, repair or replace the Product free of charge.

Article 7 – Prices, Taxes and Payment

All prices stated on the Website are exclusive of value-added tax (VAT), sales tax, customs duties, or any other taxes or levies, unless expressly stated otherwise. Depending on the country of residence of the Consumer, applicable taxes may be charged in accordance with local laws and regulations. The Entrepreneur reserves the right to adjust prices at any time. Obvious pricing errors do not bind the Entrepreneur. Payment must be made within fourteen (14) days of invoicing unless otherwise stated.

Article 8 – Delivery

Delivery shall be made to the address provided by the Consumer. All delivery periods stated are indicative and do not constitute binding deadlines. The Entrepreneur shall not be liable for delays caused by third parties, postal services, customs authorities, or force majeure circumstances.

Article 9 – Conformity and Warranty

The Entrepreneur warrants that the Product complies with the Agreement and reasonable expectations. Any defects must be reported in writing within two (2) months of discovery. Failure to report defects within this period may result in the loss of rights.

Article 10 – Duration and Renewal

The International Disability Card is issued for a fixed term of one (1) year and is automatically renewed for successive one-year periods unless the Consumer cancels the renewal prior to the renewal date. A renewal notification will be sent by email at least two (2) weeks in advance.

Article 11 – Liability

The Entrepreneur shall only be liable for direct damage resulting from intent or gross negligence. Liability for indirect damage, including consequential loss, loss of profit, data loss, or missed savings, is excluded to the maximum extent permitted by law.

Article 12 – Force Majeure

The Entrepreneur shall not be obliged to fulfill any obligation if prevented from doing so due to force majeure, including but not limited to natural disasters, government measures, strikes, technical failures, or disruptions in postal or telecommunications services.

Article 13 – Governing Law and Jurisdiction

All Agreements and legal relationships are governed exclusively by Dutch law. Any disputes arising from or relating to the Agreement shall be submitted to the competent court in the Netherlands. The applicability of the United Nations Convention on Contracts for the International Sale of Goods (CISG) is expressly excluded.

Article 14 – Final Provisions

These General Terms and Conditions constitute the entire agreement between the parties. Additional or deviating provisions shall only be valid if agreed upon in writing and shall never operate to the detriment of the Consumer.

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