# General terms and conditions

| Version | Applies to |
| --- | --- |
| 20-10-2026 | Professional customers of OST Bird Products |

These terms apply to all quotations, orders, deliveries and invoices of OST Belgium NV for the OST Bird Products brand.

## 1 Article 1 · Who we are

OST Belgium NV, Achterstenhoek 38, 2275 Lille, Belgium, VAT BE 0447.036.475, is the seller of all products in this webshop. Email info@ostbirdproducts.com, telephone +32 (0)14 88 34 34.

## 2 Article 2 · Scope

These terms apply to all quotations, orders, deliveries and invoices of OST Belgium NV, including orders placed through this webshop. The webshop is intended exclusively for professional customers. By placing an order, the customer accepts these terms. Deviations only apply if we confirm them in writing. The general terms and conditions of the customer do not apply.

## 3 Article 3 · Customer account and orders

A customer account is required to order. We decide whether an account is approved. An order is final once we have confirmed it. A minimum order amount may apply per customer, as agreed with that customer.

## 4 Article 4 · Prices

All prices are excluding VAT and transport, unless stated otherwise. After signing in, the customer sees the prices of their own price list. Obvious errors in prices or product information are not binding on us.

## 5 Article 5 · Delivery and transport

The method of delivery is agreed with the customer: we arrange the transport, or the customer arranges it. Delivery times are indicative. A delay does not give the right to compensation or to cancel the order.

## 6 Article 6 · Payment

Invoices are payable immediately, unless a different payment term has been agreed with the customer. In the event of late payment, interest of 10% per year is due automatically and without notice from the invoice date, as well as a fixed compensation of 10% of the invoice amount. In the event of non-payment, we may suspend further deliveries.

## 7 Article 7 · Retention of title

All goods delivered remain our property until full payment.

## 8 Article 8 · Complaints

Complaints about an invoice must be reported to us in writing within 8 days of the invoice date. Other remarks about a delivery are discussed together with the customer, to find the best solution.

## 9 Article 9 · Warranty and liability

No warranty is given on the products, except where the law imposes this mandatorily. Our liability is in any case limited to the invoice value of the product concerned. We are never liable for indirect damage, such as loss of profit.

## 10 Article 10 · Force majeure

In the event of force majeure, such as fire, flooding, strikes, shortages of raw materials, disruptions at suppliers or carriers or a pandemic, we may suspend the performance of an order without owing compensation. If the force majeure lasts longer than two months, both parties may cancel the order free of charge.

## 11 Article 11 · Applicable law and court

Belgian law applies to these terms. In the event of a dispute, only the courts of the judicial district of Turnhout have jurisdiction.