

**Van Haren Publishing** is a company registered in the UK and the Netherlands.  
Company Registration Number – 11069232 BTW

VAT Number - NL 8180.09.433.b01

Our web site has been designed to provide general information about Van Haren Publishing, and its associate companies and its business. Information contained on the web site may be used for non-commercial purposes only. Permission to use any of the information for commercial purposes may be granted through the webmaster.

All information is correct at the time of publishing. Van Haren Publishing shall not be liable for any direct, indirect, special or consequential damages whether in contract, tort or otherwise, arising out of the use of this web site or the reliance on information in it.

It is a condition of allowing you free access to the material on this web site that you accept that we will not be liable for any action that you may take in reliance on the information. If you use the links in this web site to access other web sites, please be aware that the linked sites may not be under Van Haren Publishing's control and Van Haren Publishing is not responsible for and does not endorse their contents. Products and services referenced in this web site are either trade marks or registered trade marks of Van Haren Publishing. Other product and company names may be the trade marks of their respective owners.

If any images or information appearing on this site is copyrighted please inform the webmaster and we will be pleased to credit the relevant parties. Van Haren Publishing assumes no responsibility and shall not be liable for any damage to, or viruses that may infect, your computer equipment or other property via your access to, use of or browsing in the web site or downloading of material, data, text or images. Any communications or material you transmit to the web site by electronic mail or otherwise will be treated as non-confidential and non-proprietary. If you have any queries please contact our [Service Desk](#).

### **Terms and conditions**

Van Haren Publishing is a company registered in the UK and the Netherlands.  
Company registration number (KvK nr.) – 11069232  
BTW VAT Number - NL 8180.09.433.b01

Our website had been designed to provide general information about Van Haren Publishing, its associate companies and its business and to contain an e-library. This e-library contains e-books and a database of whitepapers.

Van Haren publishing gives no warranty or representation with respect to the content of the information in the e-library and gives no warranty that the content is errorfree.

Van Haren Publishing shall not be liable for any damages, whether direct, indirect, special or consequential, financial or otherwise, arising out of the use of this website or out of reliance on the content. Any use by you of information and any (part of) content or materials on this website takes place at your own expense and risk.

Any use by you of Information and any (part of) content of materials on this website is strictly limited to non-commercial, individual, purposes only. If you wish to use information or any content of materials for any other purpose then you must contact Van Haren Publishing. Depending on the purpose, Van Haren Publishing may decide to grant permission for such use and state terms therefor.

You are not, in any way, allowed to sell, market, reproduce or modify (any part of) the content of the materials in the e-library on this website. You will be liable for any damages and all expenses, of any nature whatsoever, arising out of or related to violation of this obligation.

If you use the links in this website to access other websites, you must be aware that the linked sites may not be under Van Haren Publishing's control. Van Haren Publishing may not endorse the content of these websites and is in no way responsible for their content.

The copyright of products and information on this website is owned by Van Haren Publishing and / or its licensors.

Van Haren Publishing is not aware that the content contains any errors or any infringements with respect to the rights of any third party. If you notice any substantial error or any infringement in this respect then please inform Van Haren Publishing. In such case Van Haren Publishing shall, as a sole remedy, credit the amount that was charged specifically related to the content that contains the substantial error(s) or infringement(s) with respect to the rights of any third party.

Van Haren Publishing assumes no responsibility and shall not be liable for any damage to your computer or for any viruses that may infect your computer equipment or any other property via your access to, use or browsing in the website or downloading of materials, data, text or images.

Any communication or any material you transmit to the website by electronic mail or otherwise will be treated as non-confidential and non-proprietary.

### **Right of Withdrawal**

Deliverance of products:

After purchasing products the consumer has the possibility to disband the agreement without giving reasons during 14 days. The cooling off period starts on the day after the consumer receives the product or a pre-designated representative by the consumer made known to the entrepreneur. During the cooling off period the consumer shall treat the product and the package carefully. He shall unpack or use the product only to that extent to as far as it is necessary to judge if he wishes to keep the product. If he does want to execute the right of withdrawal, he shall return the product with all accessories and -if reasonably possible- in the original conditioning and packaging to the entrepreneur, in accordance with the provided reasonable and clear instructions of the entrepreneur.

## Deliverance of Services:

After the deliverance of services the consumer has the possibility to disband the agreement without giving reasons during at least 14 days, commencing on the day of the entering into the agreement. In order to execute the right of withdrawal, the consumer must abide by the reasonable and clear instructions provided by the entrepreneur at the offer or finally at the deliverance of the service.

## Delivery and Execution

The entrepreneur shall observe in utmost care the reception and execution of orders of products and when assessing applications for services. The address that has been made known by the consumer to the entrepreneur is considered to be the delivery place. Taking into account what is stated in article 4 of the general conditions/terms , the entrepreneur shall execute the accepted orders expeditiously but not later than within 30 days unless a longer period has been agreed. If the delivery is delayed or if a delivery cannot or partially be executed, the consumer is notified about this no later than 30 days after he placed the order. In that case the consumer has the right to terminate the agreement without any further cost and he is entitled to compensation. In the event of termination in accordance with the previous paragraph the entrepreneur shall pay back the amount that the consumer has paid as soon as possible but no later than 30 days after the termination. If the delivery of an ordered product appears to be impossible, the entrepreneur shall strive to make available a replacement product. At least before the delivery it will be mentioned in a clear and understandable manner that a replacement product will be delivered. The right of withdrawal cannot be ruled out with regard to replacement products. The costs of a possible return shipment come at the expense of the entrepreneur. The risk of damage and/or loss of products rest with the entrepreneur until the moment of delivery at the consumer or a pre-designated and an announced representative to the entrepreneur, unless otherwise expressly agreed. If you receive a damaged product, you should report this by email within three days. You can send this email to: [info@vanharen.net](mailto:info@vanharen.net)

If you have any questions please contact our Service Desk at [info@vanharen.net](mailto:info@vanharen.net) Van Haren Publishing