General terms and conditions



Introduction

Below you will find our General Terms and Conditions. These always apply to all agreements that The Sheetstand B.V. enters into. Among others, if you use or place an order through our Website. The Terms and Conditions contain important information for you as a buyer. Please read them carefully. We also recommend that you save or print these terms and conditions so that you can read them again at a later time.

Artikel 1. Definitions

- 1.1. **The Sheetstand B.V.:** established in Renswoude and registered with the Chamber of Commerce under registration number 92328466 trading under the name The Sheetstand B.V.
- 1.2. **Website:** the website of The Sheetstand B.V., accessed at https://www.deplaatmaat.nl/ and all associated subdomains.
- 1.3. Customer: the customer who, whether or not acting in the course of a profession or business, enters into an Agreement with The Sheetstand B.V. and/or has registered on the Website.
- 1.4. **Agreement:** any arrangement or agreement between The Sheetstand B.V. and Customer, of which agreement the General Terms and Conditions form an integral part.
- 1.5. **General Terms and Conditions:** the present General Terms and Conditions.

Artikel 2. Applicability of General Terms and Conditions

- 2.1. All offers, Agreements and deliveries of The Sheetstand B.V. are subject to the General Terms and Conditions, unless expressly agreed otherwise in writing.
- 2.2. The applicability of general purchasing conditions and/or other conditions of Customer is not accepted by The Sheetstand B.V. and is expressly rejected.
- 2.3. If the Customer, in his order, confirmation or communication containing acceptance, includes provisions or conditions that deviate from, or do not appear in the General Terms and Conditions, these will only be binding for The Sheetstand B.V. if and insofar as they have been expressly accepted by The Sheetstand B.V. in writing.

- 2.4. The Sheetstand B.V. reserves the right to change these terms and conditions unilaterally at any time.
- 2.5. In case specific product or service conditions apply in addition to these General Terms and Conditions, those conditions also apply, but in case of conflicting conditions, Customer may always rely on the applicable provision that is most favourable to him.

Artikel 3. Prices and information

- 3.1. All prices stated on the Website and in other materials originating from The Sheetstand B.V. are exclusive of VAT and, unless otherwise stated on the Website, other levies imposed by the government.
- 3.2. If shipping costs are charged, this will be stated clearly, in good time before the conclusion of the Agreement. In addition, these costs will be shown separately in the ordering process.
- 3.3. The content of the Website has been compiled with the greatest care. However, The Sheetstand B.V. cannot guarantee that all information on the Website is at all times correct and complete. All prices and other information on the Website and in other materials originating from The Sheetstand B.V. are subject to obvious programming and typing errors.
- 3.4. If after the date of the offer, even if The Sheetstand B.V. has made a binding offer, and before delivery, one or more of the cost factors undergo a change, The Sheetstand B.V. is entitled to adjust the agreed price accordingly.
- 3.5. The Sheetstand B.V. cannot be held responsible for (colour) deviations due to screen quality.

Artikel 4. Conclusion of Agreement

- 4.1. All offers made by The Sheetstand B.V. are without obligation. The Sheetstand B.V. may revoke its offers at any time, even if the offer states a fixed term for acceptance, unless The Sheetstand B.V. has explicitly stated in the offer, in addition to stating a fixed term for acceptance, that the offer is irrevocable. If a fixed term for acceptance has not been mentioned in case of a written offer from The Sheetstand B.V., the offer will expire if the customer has not responded within two weeks after the date of the offer, without The Sheetstand B.V. having to give any further notice.
- 4.2. The agreement is established at the moment of acceptance by the customer of The Sheetstand B.V.'s offer and the fulfillment of the conditions set by The Sheetstand B.V..

- 4.3. If the customer has accepted the offer electronically, The Sheetstand B.V. immediately confirms receipt of the acceptance of the offer electronically. As long as the receipt of this acceptance has not been confirmed, the Customer has the option to dissolve the Agreement.
- 4.4. If it appears that incorrect data were provided by Customer when accepting or otherwise entering into the Agreement, The Sheetstand B.V. has the right to fulfil its obligation only after the correct data have been received.
- 4.5. Within legal frameworks The Sheetstand B.V. can inform itself about the ability of the customer to fulfill his payment obligations, but also about all facts and factors that are important for a responsible conclusion of the Agreement. If The Sheetstand B.V. has good reasons not to enter into the Agreement based on this investigation, The Sheetstand B.V. has the right to refuse an order or application while giving reasons, or to attach special conditions, such as advance payment, to the implementation.

Artikel 5. Implementation of Agreement

- 5.1. As soon as the order has been received by The Sheetstand B.V., The Sheetstand B.V. will send the products as soon as possible, subject to the provisions in paragraph 3 of this article.
- 5.2. The Sheetstand B.V. has the right to engage third parties in the performance of its obligations under the Agreement.
- 5.3. The Website clearly describes, timely prior to the conclusion of the Agreement, the manner in which delivery will take place and the period within which the products will be delivered. If no delivery period is agreed or stated, products will in any case be delivered within 30 days.
- 5.4. The delivery times stated by The Sheetstand B.V. are indicative and established to the best of our knowledge. They therefore do not count as deadlines. The customer should at all times declare The Sheetstand B.V. to be in default with a reasonable time limit, depending on the situation, to still meet its obligations.
- 5.5. The delivery address designated by Customer must be easily accessible via the public paved road. No transport restrictions may apply to this road. Customer must be present at delivery in order to personally accept the Products. If, in the opinion of The Sheetstand B.V. or its designated carrier, delivery of the Products at the delivery address designated by the Customer turns out to be impossible, the Products will be unloaded on the pavement or an available parking space in the immediate vicinity of the truck or delivery van. In that case the customer will take care of moving the Products to the delivery address. The Sheetstand B.V. does not accept any liability in this respect. If delivery in the immediate vicinity of the delivery address designated by the customer is not possible in the

judgment of The Sheetstand B.V. or its designated carrier, a new delivery appointment will be scheduled. All additional costs incurred by The Sheetstand B.V. and/or a carrier it has engaged will be borne by the customer.

- 5.6. The Sheetstand B.V. advises the customer to inspect the delivered products and to report any defects found within a reasonable period of time, preferably in writing. See further the Article on guarantee and conformity.
- 5.7. As soon as the products to be delivered have been delivered to the specified delivery address, the risk, where these products are concerned, passes to Customer. If expressly agreed otherwise, the risk shall pass to Customer at an earlier stage. If Customer decides to collect the products, the risk shall pass upon transfer of the products.
- 5.8. An invoice, waybill, delivery note or similar document issued upon delivery of the Products shall serve as proof of delivery of the Products listed thereon. An invoice or delivery address that differs from the business address shall be regarded as a branch of the Customer for all matters relating to deliveries and the application of the terms and conditions.
- 5.9. The Sheetstand B.V. is entitled to deliver a similar product of similar quality as the product ordered, if the product ordered is no longer available. Customer is then entitled to rescind the Agreement free of charge and return the product free of charge.

Artikel 6. Right of withdrawal

- 6.1. This article only applies to the Customer being a natural person not acting in the exercise of his profession or business.
- 6.2. Customer has the right to rescind the remotely concluded Agreement with The Sheetstand B.V. within 14 days after receipt of the product, without giving reasons.
- 6.3. The period starts on the day after the Customer, or a third party designated by him beforehand, who is not the carrier, has received the product, or:
 - if Customer ordered several products in the same order: the day on which Customer, or a third party designated by him, received the last product;
 - if the delivery of a product consists of several shipments or parts: the day on which Customer, or a third party designated by him, received the last shipment or part;
 - for Agreements for regular delivery of products during a certain period: the day on which Customer, or a third party designated by him, received the first product.

- 6.4. Customer has to bear the return costs himself; if these costs are higher than the regular postal rate, The Sheetstand B.V. will provide an estimate of these costs. The shipping costs incurred by the Customer when purchasing the product are not included in the return costs and remain at the Customer's own expense.
- 6.5. Within the withdrawal period referred to in paragraph 1, Customer shall treat the product and its packaging with care. Customer shall only open the packaging and use the product insofar as this is necessary to inspect the nature, characteristics and functioning of products. The starting point here is that this inspection may not go beyond what Customer would be able to do in a physical shop.
- 6.6. Customer is only liable for depreciation of the product resulting from a way of handling the product that goes beyond what is allowed in the previous paragraph.
- 6.7. The customer may rescind the Agreement in accordance with the term stated in paragraph 1 of this Article by sending the model withdrawal form (digitally) to The Sheetstand B.V., or by otherwise unambiguously notifying The Sheetstand B.V. that he or she wishes to abandon the purchase. In case of a digital notification The Sheetstand B.V. confirms the receipt of that notification. After the cancellation, the customer still has 14 days to return the product. It is also possible to return the product directly within the cooling-off period stated in paragraph 1 of this Article, provided that the model withdrawal form or other unambiguous declaration for withdrawal is enclosed.

Products can be returned to:

The Sheetstand B.V. Groot Overeem 25 3927 GH, Renswoude The Netherlands

6.8. Amounts already paid (in advance) by the Customer will be refunded to the Customer as soon as possible, but at the latest within 14 days after dissolution of the Agreement, in the same way as the Customer paid for the order. If the Customer has chosen a more expensive method of delivery than the cheapest standard delivery, The Sheetstand B.V. does not have to refund the additional costs for the more expensive method. Unless The Sheetstand B.V. offers to pick up the product itself, The Sheetstand B.V. may wait with the refund until The Sheetstand B.V. has received the product or until the Customer proves that he has returned the product, whichever time is earlier.

- 6.9. Information on whether or not the right of withdrawal is applicable and any desired procedure shall be clearly stated on the Website in good time before the conclusion of the Agreement.
- 6.10. The right of withdrawal does not apply to:
 - Products created by the entrepreneur in accordance with the Customer's specifications;

Artikel 7. Payment

- 7.1. Customers must make payments to The Sheetstand B.V. in accordance with the payment methods indicated in the ordering procedure and, if applicable, on the Website. The Sheetstand B.V. is free in its choice of payment methods and these may change from time to time. In case of payment after delivery, the customer has a term of payment of 14 days starting the day after delivery.
- 7.2. Payment may also be required for partial deliveries.
- 7.3. If the customer does not timely fulfill his payment obligation(s), the customer, after having been informed by The Sheetstand B.V. about the late payment and after The Sheetstand B.V. has given the customer a period of 14 days to still fulfill his payment obligations, will owe statutory interest on the outstanding amount and The Sheetstand B.V. has the right to charge extrajudicial collection costs. These collection costs will not exceed: 15% on outstanding amounts up to € 2,500; 10% on the next € 2,500 and 5% on the next € 5,000 with a minimum of € 150. The Sheetstand B.V. may deviate from these amounts and percentages for the benefit of the customer.
- 7.4. Customer is not entitled to suspension or set-off without The Sheetstand B.V.'s written approval.

Artikel 8. Warranty and conformity

- 8.1. This article only applies if the Customer is not acting in the exercise of his profession or business. If a separate guarantee is given on the products by The Sheetstand B.V., this applies to all types of Customers, without prejudice to what has just been stated.
- 8.2. The Sheetstand B.V. guarantees that the products comply with the Agreement, the specifications listed in the offer, the reasonable requirements of soundness and/or usability and the existing statutory provisions and/or government regulations on the date of establishment of the Agreement. If specifically agreed, The Sheetstand B.V. also guarantees that the product is suitable for other than normal use.

- 8.3. A warranty provided by The Sheetstand B.V., manufacturer or importer does not affect the legal rights and claims that the Customer already has and can invoke under the Agreement.
- 8.4. If the delivered product does not comply with the Agreement, the Customer must notify The Sheetstand B.V. within a reasonable term after he has discovered the defect.
- 8.5. If The Sheetstand B.V. considers the complaint justified, the relevant products will be repaired, replaced or reimbursed after consultation with the Customer. The maximum compensation is, with due observance of the Article on liability, equal to the price paid by the Customer for the product.

Artikel 9. Warranty, inspection and complaints for business purchases

- 9.1. The Sheetstand B.V. guarantees that the products comply with the Agreement, the specifications listed in the offer, the reasonable requirements of soundness and/or usability and the existing statutory provisions and/or government regulations on the date of establishment of the Agreement. If specifically agreed, The Sheetstand B.V. also guarantees that the product is suitable for other than normal use.

 Otherwise the product is suitable for normal use.
- 9.2. If, upon delivery, the delivered product does not comply with the Agreement, the Customer must inform The Sheetstand B.V. thereof within 2 days at the latest, accurately stating the nature and extent of the complaints. The customer will keep the goods, to which the complaint relates, at the disposal of The Sheetstand B.V.. If the customer fails to do so, he can no longer claim repair, replacement, etc., if the product has been delivered defectively.
- 9.3. Complaints will not be further considered if:
 - a) there are minor deviations in quality, quantity, material, size, colour and other deviations deemed permissible in the industry;
 - b) there is a deviation of the Product from an image in the catalogue, brochures and other promotional material of The Sheetstand B.V.;
 - c) a defect results from drawing, sketch, design, specification, material or information provided or made available by Customer;
 - d) Customer has repaired or modified the Product itself or had it repaired or modified by a third party;
 - e) the delivered Product has been exposed to abnormal conditions, in the broadest sense of the word, or has otherwise been carelessly, or contrary to the instructions of The Sheetstand B.V., handled and maintained;
 - f) the Products have not been used by Customer in accordance with the documentation, instructions, manuals, etc. issued by The Sheetstand B.V;

- 9.4. After receiving a warranty claim, The Sheetstand B.V. will enter into discussion with the customer as soon as possible after which the customer will allow The Sheetstand B.V., if desired, to inspect the Products or have them inspected and The Sheetstand B.V. will give a definite answer concerning the applicability of the warranty in the case in question. The customer is obliged to keep the Products, about which a complaint has been made, at the disposal of The Sheetstand B.V. under penalty of forfeiture of any right to performance, repair, rescission and/or compensation or damages.
- 9.5. If The Sheetstand B.V. considers the complaint well-founded, the relevant products will be repaired, replaced or (partially) compensated after consultation with the Customer, without the Customer being entitled to any (damage) compensation.
- 9.6. Complaints about the charged prices and other complaints about invoices must be submitted in writing to The Sheetstand B.V. within a reasonable period of no more than eight (8) days after the invoice date, specifying the nature of the complaint. Later complaints regarding charged prices and invoices will not be accepted.
- 9.7. No warranty is given in respect of advice given by The Sheetstand B.V., inspections carried out and similar operations.
- 9.8. The filing of a complaint is never a ground for suspension or settlement of the Customer's payment obligations towards The Sheetstand B.V., or dissolution of the agreement(s) the Customer has concluded with The Sheetstand B.V..
- 9.9. All rights of claim of the Customer towards The Sheetstand B.V. lapse after six (6) months, counting from the day on which the Customer became aware or could reasonably have become aware of this right of claim towards The Sheetstand B.V..

Artikel 10. Complaints procedure

- 10.1. If the Customer has a complaint about a product (in accordance with Article on warranty and conformity) and/or about other aspects of the service provided by The Sheetstand B.V., he can lodge a complaint with The Sheetstand B.V. by telephone, e-mail or post. See the contact information at the bottom of the General Terms and Conditions.
- 10.2. The Sheetstand B.V. will respond to the Customer's complaint as soon as possible, but in any case within 14 days after receipt of the complaint. If it is not yet possible to provide a substantive or definitive response, The Sheetstand B.V. will confirm the complaint within 14 days after receipt of the complaint and give an indication of the period within which it expects

to provide a substantive or definitive response to the Customer's complaint.

Artikel 11. Cancellation and compensation

11.1. Customer may not cancel an Agreement concluded with The Sheetstand B.V.. If the Customer nevertheless cancels an Agreement concluded with The Sheetstand B.V., in whole or in part, he shall be obliged to reimburse The Sheetstand B.V. for all costs reasonably incurred by The Sheetstand B.V. for the performance of this Agreement, the work carried out by The Sheetstand B.V. and the loss of profit by The Sheetstand B.V., plus VAT.

Artikel 12. Liability

- 12.1. This Article only applies if Customer is a natural person or legal entity acting in the exercise of his profession or business.
- 12.2. The total liability of The Sheetstand B.V. towards the customer due to attributable failure in the performance of the Agreement is limited to a maximum of the amount paid out by the insurance company for the damage in question, increased by The Sheetstand B.V.'s deductible. If The Sheetstand B.V. is not insured for the damages or does not receive a payment from the insurer, The Sheetstand B.V.'s liability will be limited to a maximum of the combined invoice amount or invoices, reduced by the sales tax paid by The Sheetstand B.V., of the delivery in question, with a maximum of € 20,000.
- 12.3. Liability of The Sheetstand B.V. towards Customer for indirect damages, in any case but explicitly not exclusively including consequential damages, lost profits, lost savings, loss of data and damage due to business interruption, is excluded.
- 12.4. Apart from the cases mentioned in the previous paragraphs of this Article, The Sheetstand B.V. is not liable to the customer for any damages, regardless of the ground on which an action for damages would be based, that the customer, its personnel or other persons or helpers or a third party, may suffer as a result of the non-functioning, improper functioning or defective functioning of the goods or services made available by The Sheetstand B.V., or for damages resulting from the non-delivery, late delivery, incorrect, improper or incomplete delivery of the goods or services in question. However, the limitations mentioned in this Article will lapse if and insofar as damage is the result of intent or gross negligence of The Sheetstand B.V.
- 12.5. The Sheetstand B.V. is never liable for deterioration of Products as a result of improper storage, handling, use or maintenance by Customer or a third party.

- 12.6. Liability of The Sheetstand B.V. towards the Customer due to an attributable failure in the performance of an Agreement will only arise if the Customer gives The Sheetstand B.V. notice of default forthwith and properly in writing, setting a reasonable term in which to remedy the failure, and The Sheetstand B.V. continues to fail to meet its obligations even after this term. The notice of default must contain as detailed a description as possible of the failure so that The Sheetstand B.V. is able to respond adequately.
- 12.7. A condition for the emergence of any right to compensation is always that the Customer reports the damage in writing to The Sheetstand B.V. as soon as possible, but no later than within 14 days, after its occurrence.
- 12.8. In case of force majeure, The Sheetstand B.V. is not obliged to compensate any damage caused to the customer as a result.

Artikel 13. Indemnity

- 13.1. The customer indemnifies The Sheetstand B.V. against all claims for damages from third parties insofar as such damage is the result of the customer's failure to comply, properly or completely, with these general terms and conditions or specific regulations of The Sheetstand B.V., or the failure of the customer to adequately inform third-party users when using the product and/or service, or the wrongful provision of information or data by the customer. In such cases, the Customer is obliged to compensate all damages suffered by The Sheetstand B.V..
- 13.2. Should The Sheetstand B.V. be sued by third parties, the customer is obliged to assist The Sheetstand B.V. both in and out of court and to immediately do everything that may be expected of him in that case. If the customer fails to take adequate measures, The Sheetstand B.V. has the right to do so itself without notice of default. All costs and damages incurred on the part of The Sheetstand B.V. and third parties as a result are entirely at the expense and risk of the customer.

Artikel 14. Retention of title Business purchases

- 14.1. All delivered goods remain the property of The Sheetstand B.V. until all claims The Sheetstand B.V. has on Business Customer (including any related (collection) costs and interest) have been paid in full.
- 14.2. Before such transfer of ownership Business Customer shall not be authorised to sell, deliver or otherwise dispose of these goods other than in accordance with its normal business and the normal purpose of the goods. Furthermore, Business Customer is not allowed to pledge these goods or grant third parties any other right thereto as long as the ownership of these goods has not been transferred to Business Customer.

- 14.3. If third parties seize the Products delivered under retention of title or wish to establish or assert rights to them, Customer is obliged to inform The Sheetstand B.V. thereof as soon as possible.
- 14.4. Business Customer is obliged to keep the items delivered under retention of title carefully and as recognisable property of The Sheetstand B.V..
- 14.5. The Sheetstand B.V. has the right to take back the goods that have been delivered under retention of title and are still in the possession of the customer, if Business Customer does not ensure timely payment of the invoices or has or threatens to have payment difficulties. After repossession, Customer will be credited for a maximum of the original purchase price, less the costs incurred on the repossession and the damage suffered by The Sheetstand B.V. as a result of the repossession of the goods.
- 14.6. Business Customer will grant The Sheetstand B.V. free access to its items at all times for inspection thereof and/or for the exercise of The Sheetstand B.V.'s rights.
- 14.7. Customer is not entitled to a lien on the Products delivered by The Sheetstand B.V..

Artikel 15. Termination of agreement

- 15.1. The Sheetstand B.V. reserves the right to immediately claim all amounts owed to it by the Customer and/or to suspend deliveries, if:
 - a. the Customer's bankruptcy has been applied for or declared or granted;
 - b. the Customer has applied for or been granted suspension of payments or debt restructuring;
 - c. the Customer is placed under guardianship or otherwise loses control of all or part of his assets;
 - d. the business operated by the Customer is discontinued or transferred to a third party, including the contribution to another legal entity or (personal) partnership;
 - e. the Customer dies or if it is a legal entity or (personal) partnership in the event of liquidation or dissolution;
 - f. the Customer reports payment default or arrears in payments to The Sheetstand B.V..

Artikel 16. Intellectual property

16.1. All intellectual property rights related to the Products and/or Services originating from The Sheetstand B.V., such as, but also other items, designs, methods, models, images, drawings, photographs, prototypes, printed matter, files and the like, belong exclusively to The Sheetstand B.V., irrespective of the share in the realization thereof of the Customer (or third parties hired by the Customer). By intellectual property rights in this Article is meant: all rights to and related to the Products and/or Services,

including copyrights, trademark rights, patent rights, design rights and database rights and rights to know-how and recipes including registered or unregistered rights that can be equated with these.

- 16.2. The exercise of the above-mentioned intellectual property rights disclosure, transfer, reproduction is expressly and exclusively reserved to The Sheetstand B.V. both during and after the execution of the Agreement.
- 16.3. If Customer infringes on the intellectual property rights mentioned in this article, The Sheetstand B.V. may recover all damage caused by this from Customer.
- 16.4. In case of an infringement of the intellectual property rights of The Sheetstand B.V. by Customer, Customer forfeits to The Sheetstand B.V. an immediately due and payable fine of €15,000 (fifteen thousand euros) per infringement, without prejudice to the right of The Sheetstand B.V. to claim full damages if the actual damages suffered are higher.

Artikel 17. Secrecy

- 17.1. Customer will keep all information and data, which he obtains from The Sheetstand B.V. pursuant to the Agreement and/or in which The Sheetstand B.V. directly or indirectly, knowingly or unknowingly, allows Customer to inspect, in whatever manner and form, confidential and will not make them available to third parties, unless these data are of common knowledge, or disclosure is required by law, other regulations or as a result of a court order.
- 17.2. Confidentiality means that Customer may not disclose the data in any way, whether orally, in writing or digitally, or in any other way and whether directly or indirectly, regardless of whether the disclosure was for that purpose, without The Sheetstand B.V.'s express prior written consent.
- 17.3. Customer undertakes towards The Sheetstand B.V. and all companies affiliated to The Sheetstand B.V. (including parent, sister and subsidiary companies) to also impose the obligation of confidentiality on all its affiliated companies (including parent, sister and subsidiary companies) and natural persons, including employees.
- 17.4. Customer is not entitled to use the data for purposes other than the purpose for which the data was provided and only insofar as the use of the data is necessary for that purpose.
- 17.5. The provisions of this Article shall remain in force even after any relationship between The Sheetstand B.V. and Customer has ended.

Artikel 18. Personal data

18.1. The Sheetstand B.V. processes Customer's personal data in accordance with privacy statement. This can be found here:

https://www.deplaatmaat.nl/privacy-policy/

Artikel 19. Final provisions

- 19.1. The Agreement is governed by Dutch law.
- 19.2. All costs, both judicial and extrajudicial, which are reasonably incurred by The Sheetstand B.V. to enforce compliance with these terms and conditions and the agreements concluded under their operation, shall be at the expense of the customer.
- 19.3. Unless otherwise prescribed by rules of mandatory law, all disputes that may arise in connection with the Agreement will be submitted to the competent Dutch court in the district where The Sheetstand B.V. is located.
- 19.4. If any provision in these General Terms and Conditions turns out to be invalid, this shall not affect the validity of the General Terms and Conditions as a whole. In that case, the parties will determine (a) new provision(s) to replace it(them), which will give shape to the intention of the original provision as much as legally possible.
- 19.5. In these General Terms and Conditions, "in writing" also means communication by e-mail and fax, provided that the identity of the sender and the integrity of the e-mail are sufficiently established.
- 19.6. These general terms and conditions have been drawn up in Dutch and English. If there is a difference between the Dutch and English texts in the interpretation of these general terms and conditions, the Dutch text will be binding.

Contact details

Should you have any questions, complaints or comments after reading these Terms and Conditions, please feel free to contact us in writing or by e-mail.

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