General terms of sale

For businesses and associations | English | Version 20 October 2026

01 Scope

These terms apply to work, services and supplies provided by BOX Internet Services BV (BOX) to businesses and associations, including non-profit associations (vzw). They are made available before the contract is concluded. Any expressly agreed special terms take precedence.

02 Quotations and additional work

The quotation defines the work, price, scope of use and any validity period. Prices exclude VAT unless stated otherwise. Changes, additional work and external costs are agreed in advance. Maintenance, updates and extensions are included only where expressly agreed.

03 Payment

Advance payments and payment terms are agreed in advance. Unless otherwise agreed, payment is due on delivery. Where provided for by law, late payment gives rise to statutory interest for commercial transactions, a fixed recovery charge of EUR 40 and reasonable additional recovery costs. Following formal written notice and a reasonable period to remedy the default, BOX may suspend further performance to an extent proportionate to the default.

04 Performance and cancellation

The customer provides the necessary information, materials and approvals in good time. Delays in doing so may affect the schedule. Binding delivery deadlines require express agreement. If the customer cancels, completed work and demonstrable costs that can no longer reasonably be avoided will be charged, without double recovery. BOX may refuse or discontinue unlawful assignments.

05 Delivery and complaints

Digital work is delivered when made available or handed over as agreed. Delivery charges are stated in advance. The customer checks the delivery and should preferably report visible defects in writing within eight working days; hidden defects should be reported as soon as possible after discovery. Reports must provide sufficient information for investigation and remedy. These reporting periods do not automatically exclude statutory claims.

06 Intellectual property and use

The economic intellectual property rights in protected code, websites, web applications, designs, documentation and print designs developed by BOX remain with BOX unless expressly agreed otherwise in writing. Payment or delivery of source files does not transfer those rights. Following full payment, the customer receives a non-exclusive right of use for the project and purpose specified in the quotation, including the agreed use online or distribution of the printed materials ordered. Reuse, distribution or further exploitation beyond that right requires prior written permission and a separate agreement on remuneration, unless expressly authorised free of charge. Statutory user rights that cannot lawfully be excluded remain unaffected.

07 Printing and approval

The customer checks text, images, quantities and production details in the proof or design before approving it. BOX remains responsible for its own production errors. Minor, technically unavoidable variations in colour and finish may occur. Specific tolerances are agreed in advance. A reprint or additional print run constitutes a new order.

08 Customer materials and third parties

The customer warrants that the materials supplied may lawfully be used. Rights in customer materials remain with their respective holders. Third-party components are subject to their own licences. The quotation specifies which source and working files will be delivered. Both parties keep confidential information confidential; personal data processing is governed by separate arrangements where required.

09 Technical changes and support

Unless otherwise agreed in writing, included technical aftercare and support for the website or application concerned cease if the customer or third parties modify its source code or technical configuration, or if it is moved to hosting outside BOX. Routine content management through the functions provided is excluded from this rule. Further support requires a new agreement and is charged separately. Separately paid maintenance and support agreements remain subject to their agreed termination terms. BOX remains liable for its own breaches for which it is responsible.

10 Hosting and migration assistance

The customer may choose hosting outside BOX at the outset. The additional charges for installation, configuration and technical coordination, and the scope of support, are specified in the quotation in advance. For a subsequent hosting migration, BOX may provide assistance for a fee based on work and rates agreed in advance. BOX is not responsible for failures of the external hosting provider. Separate hosting terms apply if supplied and accepted in advance.

11 Remedies and force majeure

Where a defect is attributable to BOX, BOX is first given a reasonable opportunity to remedy it within a reasonable period, where appropriate. In the event of force majeure, the parties inform each other and mitigate its effects. If the impediment continues for an unreasonably long period, either party may terminate the unperformed part; completed work and any refunds are settled fairly. Mandatory statutory rights remain unaffected.

12 Governing law and disputes

Belgian law applies. The parties first seek an amicable resolution of disputes. To the extent validly agreed, the competent courts of Antwerp have jurisdiction. If interpretations of the language versions differ, the Dutch text prevails, subject to mandatory law.