

General terms and conditions

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For business use of PrepTag and purchases from the label shop. Includes terms of delivery.

1. Provider and contact

PrepTag is provided by PrepTag, correspondence address Westhaag 58, 5346 LA Oss, the Netherlands (not a visitor address), registered with the Dutch Chamber of Commerce under 75016486, VAT identification number NL002031148B70. For platform enquiries, orders or complaints: contact@preptag.eu. Telephone: +31 6 20907937.

PrepTag supplies exclusively to customers acting in the course of their trade or profession. By placing a business order, the customer declares that they are authorised to do so. All quoted prices exclude VAT; the VAT due and the total payable are shown separately at checkout.

2. Agreement and applicability

These terms apply to the use of PrepTag and purchases from the PrepTag shop, unless otherwise agreed in writing. The version provided when the agreement is concluded continues to apply to that agreement. New versions do not change existing orders. Individual written agreements take precedence over these terms. Mandatory statutory rights always remain applicable.

3. Using the platform

PrepTag supports creating and printing product labels. The customer manages account access and ensures that product details, allergens, shelf-life dates and batch numbers are correct. Check the label and printout before the product is used or offered. PrepTag does not independently determine safe shelf life or complete allergen information. Printer operation also depends on suitable equipment, labels, power and network connectivity. Report suspected misuse or faults to contact@preptag.eu. Customers must not use the platform for unlawful activities or to disrupt the service.

4. Subscriptions, licences, onboarding and availability

PrepTag provides access to the web app through a subscription or licence per company and/or customer environment, as specified in the quotation or agreement. The right of use covers the agreed organisation, scope and term. Price, payment period, start date, renewal and termination are agreed separately. Purchasing labels does not in itself create a subscription or licence.

PrepTag charges the onboarding fee agreed in advance, excluding VAT. Onboarding covers setting up the customer environment and connecting and configuring the necessary agreed peripheral equipment. Hardware purchases are included only if expressly stated in the quotation or agreement.

The customer must provide working power supplies, suitable equipment and the necessary authorised access to the local network and internet in good time. This includes the necessary network settings and cooperation from the customer's network administrator. Access is arranged by agreement with appropriate security; the customer need not grant more access than is required for the agreed work.

Without the necessary access to the local network, PrepTag cannot complete onboarding. PrepTag reports the obstacle and agrees with the customer what access or adjustment is needed. Onboarding may be suspended until the obstacle is resolved; a planned completion date is adjusted by agreement. PrepTag is not responsible to the extent that delay is caused solely by missing customer access or cooperation. Payment for work already performed follows the agreement; additional work or a new appointment and any additional costs are agreed in advance. Incomplete

onboarding is not automatically deemed successfully delivered.

PrepTag endeavours to provide a carefully operated platform. Maintenance, updates and faults may temporarily limit availability. Known significant changes are communicated in advance where possible. An outage does not remove statutory rights.

4a. External hardware and warranty

For hardware purchased by the customer from an external supplier, such as printers and other peripherals, that supplier is the contact for delivery, product defects, repairs and warranty. Any manufacturer's warranty is provided by the manufacturer under its warranty terms. PrepTag gives no separate product warranty for this hardware and does not assume the obligations of the external supplier or manufacturer.

To the extent permitted by law, PrepTag is not liable for defects, wear, firmware problems, failures or damage caused solely by that external hardware or the external supplier's actions. Connecting or configuring hardware does not make PrepTag its manufacturer or seller. Assistance with hardware problems is included only to the extent agreed.

This provision does not exclude PrepTag's responsibility for its own installation or configuration errors. If PrepTag itself sells or supplies hardware, the obligations arising for PrepTag from that agreement and the law remain applicable. Liability that cannot legally be excluded is retained.

4b. Onboarding, lease and electronic signing

Full Flavor onboarding has a €763.00 onboarding fee; Soft Flavor onboarding €568.00, plus an €85.00 implementation fee for the first supplied printer. The standard platform licence is €96.57 per month. Back-up Large is optional at €15.00 per month and included in Full Flavor lease. Each additional printer has an €85.00 implementation fee; a printer purchased from PrepTag costs €158.50. All stated prices exclude VAT. The confirmed order and individual price agreements govern.

Full Flavor lease is selected for 36 months at €87.50 per month or 18 months at €160.00 per month, plus €550.00 one-off implementation. One printer, mini server, platform licence, Back-up Large and helpdesk support are included. Each selected extra printer costs €85.00 one-off implementation and €7.00 per month throughout the selected lease term. Printer count, starting month, term, discounts and applicable VAT are recorded in the order and agreement. Monthly invoices are issued on the 25th in advance for the following calendar month.

At the end of the agreed term, leased printers and the mini server belong to the customer; extra-printer monthly charges stop. Continued platform use is agreed separately. The current reduced licence rate is €57.00 per month excluding VAT. Billing does not automatically continue as a licence after the lease without that choice. Lease replacement covers a malfunctioning printer including installation. Damage from excessive use, breakage, loss or intent is excluded from that arrangement. Mandatory rights remain unaffected.

After confirmed payment of one-off lease charges, the customer receives a completed PDF and personal signing link. The agreement confirms the business order and terms already accepted at checkout. The customer signs by entering an authorised representative's full name, expressly agreeing and using a one-time code emailed to the supplied user email address. Do not share the link or code. Invitations are valid for 30 days and codes for 10 minutes; support can send a new invitation.

PrepTag retains the offered document version, signatory name, verified email, timestamp, agreement and document fingerprint. The customer and support@preptag.eu receive copies of the prepared agreement and, after signing, the signed document. This is a simple electronic signature with email verification, not a qualified electronic signature. No stronger identity check is claimed than is actually performed. Any required stronger signing method or different arrangement is agreed separately beforehand.

Discount codes apply only within configured dates, countries, products or articles, minimum amounts and usage limits. Eligibility, including the actual delivery country, is rechecked before payment. The final overview shows one-off and

monthly discounts and whether a monthly discount is first-month-only or ongoing. Foreign orders may require verification of business and VAT details before a different VAT treatment is applied.

5. Products, prices and ordering

For each item, the shop specifies dimensions, number of labels, rolls per pack and available quantity prices. Check compatibility with your printer and the chosen label format. Product and quantity prices exclude 21% VAT. The order overview lists shipping charges, VAT and the total before payment. The displayed quantity price applies to the selected quantity of the same item. The final order overview is decisive. Obvious errors are reported as soon as possible; PrepTag does not unilaterally increase the price of a paid order.

6. Payment and confirmation

Shop orders are paid through Mollie using the methods offered at checkout. After successful payment, the customer receives an order confirmation. PrepTag processes the order after receiving payment. Keep the confirmation and order number. In test mode, no real money is debited and test orders are not fulfilled.

7. Shipping and delivery

Delivery is available to the Netherlands, Belgium, Germany and France. Available carriers and shipping charges are shown at checkout based on the delivery address, shipment weight and dimensions. The customer chooses the delivery method; the displayed shipping charge and applicable VAT are included in the total payable. Shipping is free when the goods subtotal before coupon discounts exceeds EUR 150 excluding VAT; at exactly EUR 150 the displayed shipping charge applies. PrepTag prepares paid orders and dispatches them within 14 days of payment. The actual delivery date also depends on the carrier. In the event of delay or unavailability, PrepTag contacts the customer about a solution; statutory rights concerning late or missing delivery remain applicable. The customer provides a complete and correct delivery address and reports errors as soon as possible. For delivery problems, customers can contact PrepTag for investigation and an appropriate solution.

8. Inspection, complaints and defects

Check received items for correct specifications, quantities and visible damage and report problems as soon as possible to contact@preptag.eu, including the order number, a description and, where possible, photographs. PrepTag investigates complaints and gives a substantive response within 14 days, or states within that period when a substantive response will follow. A suitable solution, such as replacement or refund, is provided for defects in accordance with applicable rights. The request to report promptly is not a deadline extinguishing statutory rights.

9. Cancellation and returns

Business purchases do not carry a general statutory consumer right of withdrawal. Contact contact@preptag.eu with the order number to request cancellation or a return. Voluntary cancellation or returns are possible by written agreement with PrepTag; any costs and refund are agreed in advance. Do not send goods to the correspondence address without prior arrangement. Rights relating to defects, non-delivery or other breaches remain unaffected.

10. Liability and force majeure

PrepTag is responsible for fulfilling its obligations under the agreement and the law. In the event of damage, the parties reasonably cooperate to limit it. No blanket exclusion of statutory liability or rights relating to defective products is agreed. In circumstances beyond reasonable control, the parties inform each other as soon as possible and seek an appropriate solution. Force majeure does not entitle PrepTag to retain an unfulfilled order indefinitely without a solution.

11. Intellectual property and data

Rights to the PrepTag software, branding and its own documentation remain with PrepTag or the relevant rights holders. Customers retain rights to data they enter and grant the permission necessary to process it within the service. Personal data is processed for account management, order fulfilment and service delivery in accordance with applicable privacy law. These terms do not replace a privacy notice or, where necessary, a data processing agreement.

12. Governing law and disputes

Dutch law applies without prejudice to applicable mandatory protection. In a dispute, first contact contact@preptag.eu to seek a solution. The court having jurisdiction under the law may hear the dispute.