

GENERAL TERMS AND CONDITIONS (ALGEMENE VOORWAARDEN)

Last Updated: December 15, 2025

Contractor: STB Services

1. INFORMATION ABOUT THE CONTRACTOR

Company Name: STB Services
Address: Parallelweg 30, 5223AL 's-Hertogenbosch, The Netherlands
Chamber of Commerce (KVK): 30226252
VAT (BTW): NL001685860B73
Email: support@stb-vw.com

2. APPLICABILITY

1. These General Terms and Conditions apply to every offer, quote, and agreement between STB Services ("Licensor") and the buyer ("Customer") regarding the sale and delivery of digital products (software plugins).
2. By placing an order via the website, the Customer expressly accepts these Terms and Conditions.
3. These terms apply to both Consumers and Business Customers (B2B). Specific clauses limiting liability for Business Customers are noted where applicable.

3. THE OFFER & SYSTEM REQUIREMENTS

1. **Product Description:** STB Services explicitly states that the products sold are **add-on plugins** dependent on third-party software (Vectorworks).
2. **Customer Responsibility:** It is the Customer's sole responsibility to ensure they possess a valid, working license of the required host software (e.g., Vectorworks 2024) and compatible hardware (Windows/macOS) **before** purchase. STB Services is not liable for refunds if the Customer lacks the necessary host software.
3. **Pricing:** Prices displayed on the website include Dutch VAT (21%) unless otherwise stated.
 - *VAT Shifting:* For Business Customers outside The Netherlands providing a valid VAT number (Intra-Community Supply) or customers outside the EU, VAT will be recalculated to 0% at checkout strictly in accordance with tax regulations.

4. AGREEMENT & PAYMENT

1. The Agreement is concluded at the moment the Customer accepts the offer (completes the checkout process) and meets the payment conditions.
2. Payment must be made immediately via the offered payment methods (e.g., Mollie, Credit Card, iDEAL).
3. STB Services is not obliged to deliver the Product until full payment has been received.

5. DELIVERY & EXECUTION

1. **Method:** Delivery takes place electronically. The Customer will receive an email containing the License Key and/or a download link.
2. **Timeframe:** STB Services aims for immediate, automated delivery upon payment confirmation. However, the Customer acknowledges that technical delays may occur.
 - *Buffer:* Please allow up to **24 hours** for delivery.
 - *Support:* If the email is not received within this period, the Customer should contact support@stb-vw.com for manual assistance. We will ensure you receive your license.
3. **Risk:** The risk of loss or inability to download passes to the Customer at the moment the email is sent by STB Services.

6. RIGHT OF WITHDRAWAL (HERROEPINGSRECHT) & RETURNS

1. **The Digital Exception:** In accordance with Article 6:230p of the Dutch Civil Code (*Burgerlijk Wetboek*), the standard 14-day Right of Withdrawal for consumers is **excluded** for digital content not supplied on a tangible medium.
2. **Waiver:** By completing the purchase and checking the required consent box at checkout, the Customer:
 - **Consents** to the immediate delivery of the digital content; and
 - **Acknowledges** that they thereby lose their Right of Withdrawal.
3. **No Refunds:** Consequently, all sales are final. No refunds are granted for "change of mind," incompatible hardware, or failure to read the system requirements.

7. DEFECTS & WARRANTY

1. **Conformity:** STB Services warrants that the Product complies with the reasonable expectations of a software plugin.
2. **Reporting Defects:** If the software fails to function due to a technical error in the code, the Customer must report this to support@stb-vw.com immediately.
3. **Remedy:** STB Services will make a reasonable effort to repair the defect. If repair is impossible, STB Services may, at its sole discretion, offer a replacement or a refund.
 - *Condition:* A refund for technical failure is only possible if the Customer cooperates fully with support (e.g., providing logs/screenshots) as detailed in the EULA.

8. LIABILITY (Business Customers)

1. **Limitation:** To the maximum extent permitted by law, the total liability of STB Services towards Business Customers is strictly limited to the **invoice amount** (the price actually paid) of the specific Product causing the damage.
2. **Exclusions:** STB Services is never liable for indirect damages, including lost profits, missed savings, data loss, or reputational damage.
3. **Indemnification:** The Customer indemnifies STB Services against all claims from third parties (e.g., the Customer's clients) arising from the use of the Product.

9. COMPLAINTS & DISPUTES

1. Complaints about the execution of the agreement must be submitted fully and clearly described to support@stb-vw.com within a reasonable time after the Customer has discovered the defects.
2. Submitted complaints will be answered within a period of 14 days from the date of receipt.

10. GOVERNING LAW

1. All legal relationships to which STB Services is a party are governed exclusively by **Dutch Law** (*Nederlands Recht*).
2. The Vienna Sales Convention (CISG) is explicitly excluded.
3. Any disputes shall be settled exclusively by the competent court in the district of **Oost-Brabant** ('s-Hertogenbosch), unless mandatory Consumer Law prescribes otherwise.