

General Terms and Conditions 24High

24High is registered with the Chamber of Commerce under number 73165190 and is located at Laan van 's-Gravenmade 40 R 2495AJ 's-Gravenhage The Netherlands

Article 1 Definitions

1. In these general terms and conditions, the following terms are used in the following meanings unless expressly stated otherwise:
2. 24High is a trade name of Hoekpolder B.V.
3. Buyer: The natural person of 18 years or older not acting in the exercise of a profession or business that enters into an agreement (at a distance) with the Seller.
4. Seller: The supplier of Smart- & Headshop products of, among others, cannabis and psychoactive seeds, grow kits, mushrooms ("paddo's"), truffles, cacti, herbs, other mind-altering substances and various related accessories to the Buyer, hereinafter: 24High.
5. Offer: Any written offer to the Buyer to supply Products by the Seller.
6. Agreement: The (purchase) agreement for the sale and delivery of Products purchased by the Buyer from 24High.
7. Website: the website used by 24High is www.24high.nl/.

Article 2 Applicability

1. These general terms and conditions apply to any Offer and quotations made by 24High and any agreement between 24High and the Buyer and to any product offered by 24High.
2. Before an agreement (at a distance) is concluded, the Buyer will be provided with these general terms and conditions. If this is not reasonably possible, 24High shall indicate to the Buyer the manner in which the Buyer can inspect the general terms and conditions, which are in any event published on 24High's website, so that the Buyer can easily save these general terms and conditions on a durable data carrier.
3. If, in addition to these general terms and conditions, specific product or service conditions also apply, the Buyer may, in the event of conflicting conditions, always rely on the applicable provision that is most favourable to him.
4. These general terms and conditions also apply to additional, amended and follow-up agreements with the Buyer.
5. If one or more provisions of these general terms and conditions are partially or fully void or annulled, the other provisions of these general terms and conditions shall remain in force, and the void/annulled provision(s) shall be replaced by a provision with the same purport as the original provision.
6. Uncertainties about the content, interpretation or situations not regulated in these general terms and conditions shall be assessed and explained in the spirit of these general terms and conditions.

Article 3 The Offer

1. All offers made by 24High are non-binding, unless expressly stated otherwise in writing. If the offer is limited or valid under specific conditions, this shall be explicitly stated in the offer. An offer shall only be deemed to be an offer if it is made in writing.
24High shall only be bound by an offer if its acceptance is confirmed in writing by the Buyer. Nevertheless, 24High has the right to refuse an agreement with a potential Buyer for a valid reason.
3. The offer contains a complete and accurate description of the product offered and the corresponding prices. The description is detailed enough to enable the Buyer to properly

assess the offer. Obvious mistakes or errors in the offer cannot bind 24High. Any images, descriptions and specific data in the offer are only indicative and cannot constitute grounds for any compensation or the dissolution of the agreement (at a distance). 24High cannot guarantee that the image, colours and/or packaging shown correspond exactly to the actual product delivered.

4. Delivery times in 24High's offer are indicative and, if exceeded, shall not entitle the Buyer to dissolution or damages, unless expressly agreed otherwise.

5. A composite quotation shall not oblige 24High to deliver part of the goods included in the offer at a corresponding part of the stated price.

6. Offers do not automatically apply to repeat orders. Offers are only valid as long as stocks last and according to the 'on is on' principle.

7. 24High shall have the right to refuse and/or cancel any specified orders or orders placed without giving reasons. Such refusal shall not entitle the Buyer to damages or any other compensation for the refusal of the order.

Article 4 Conclusion of the agreement

1. The agreement is concluded when the Buyer has accepted an Offer from the Seller.

2. An Offer can be made by the Seller via the webshop and/or by e-mail.

3. If the Buyer has accepted the Offer by concluding an agreement with 24High or by paying for the ordered products directly (online), 24High will confirm the agreement with the Buyer in writing by e-mail.

4. If the acceptance deviates (on minor points) from the offer included in the quotation or invoice, 24High shall not be bound by it. The Buyer must pay the offer or invoice in full, unless the Buyer can prove in writing that something else has been agreed.

5. 24High is not bound by an Offer if the Buyer could reasonably have expected or should have understood that the Offer contains an obvious mistake or slip of the pen. The Buyer cannot derive any rights from this mistake or slip of the pen.

6. 24High may inform itself - within legal frameworks - whether the Buyer can meet his payment obligations, responsibly enter into the agreement (at a distance). If on this basis there are good reasons not to enter into the agreement, 24High shall be entitled to refuse an order or to attach special conditions to the execution, giving its reasons.

7. The buyer may dissolve the agreement within 14 days free of charge. This period commences on the day after receipt of the product by the Buyer. If 24High has incurred costs to execute the agreement, the Buyer shall be obliged to pay these costs, including the applicable shipping costs.

8. If the Buyer wishes to exercise his right of withdrawal, he is obliged to notify 24High of the withdrawal within 14 days after receipt of the product.

Article 5 Execution of the agreement

24High shall execute the agreement to the best of its knowledge and ability and in accordance with the requirements of good workmanship.

2. If and insofar as required for the proper performance of the agreement, 24high shall have the right to have certain work performed by third parties at its own discretion.

3. The Buyer shall ensure that all information which 24High indicates to be necessary or which the Buyer should reasonably understand to be necessary for the proper performance of the agreement is provided to 24High in a timely manner. If the information required for the performance of the agreement is not provided to 24High in a timely manner, 24High shall be entitled to suspend the performance of the agreement and/or to charge the Buyer for the additional costs resulting from the delay at the usual rates.

24High shall not be liable for any damage, of whatever nature, caused because 24High relied

on incorrect and/or incomplete information provided by the Buyer, unless 24High was aware of such incorrectness or incompleteness.

5. The Buyer shall indemnify 24High against any claims of third parties, who suffer damage in connection with the performance of the agreement and which is attributable to the Buyer.

Article 6 Delivery

1. Delivery shall in principle be made from 24High's warehouse where the ordered goods are stored. When specifying delivery times, 24High assumes that no facts and circumstances occur which may prevent timely delivery. (Expected) deviations from the stated delivery times shall be reported to the Buyer as soon as possible. All stated delivery terms are indicative and shall never be final.

2. If the commencement, progress or delivery of the products is delayed because, for instance, the Buyer has not or not timely provided all requested information, insufficient cooperation, the (down)payment has not been received on time by 24High or due to other circumstances for which the Buyer is responsible, 24High shall be entitled to a reasonable extension of the delivery period. All agreed (on) delivery periods are never deadlines and exceeding them shall not entitle the Buyer to compensation. The Buyer must give 24High written notice of default and allow 24High a reasonable period to still be able to deliver.

3. The Buyer shall be obliged to accept the goods at the time they are made available to him in accordance with the agreement.

4. If the Buyer refuses to take delivery, or fails to provide information or instructions necessary for delivery for any reason whatsoever, 24high shall be entitled to store the goods for up to one month at the Buyer's expense and risk. Administrative costs may also be charged for this. In such case the Buyer is obliged to insure the delivery and keep it insured until shipment or delivery can still take place. In the event of the aforementioned situation, delivery shall take place again after one month has elapsed, whether or not in consultation with the Buyer.

5. If the goods are delivered by 24High or an external carrier, 24High shall, unless agreed otherwise in writing, charge any delivery costs. These will then be invoiced separately. The delivery costs shall be borne by the Buyer.

6. Delivery shall be made to the Buyer's front door unless expressly agreed otherwise. Insofar as it is agreed that delivery and placement must take place on the Buyer's premises, this shall take place entirely at the Buyer's risk, regardless of what has been agreed for the calculation of the delivery costs.

7. If 24High requires information from the Buyer in connection with the performance of the agreement, the delivery period shall commence after the Buyer has made such information available to 24High.

8. 24High is entitled to deliver ordered goods cash on delivery. The costs shall be at the expense and risk of the Buyer.

24High is entitled to deliver the goods in parts, unless agreed otherwise or the partial delivery has no independent value. 24High shall be entitled to invoice the thus delivered goods separately.

10. If delivery of a product proves impossible, 24High shall endeavour to make available a replacement product. Before delivery, the Buyer will be informed in a clear and comprehensible manner that a replacement Product will be delivered. Any return costs for replacement Products shall be borne by the Buyer.

11. 24High reserves the right to refuse delivery if well-founded fears and/or reasons for non-payment are present.

12. If an order return is received by us that has been presented multiple times by GLS or DHL, but has not been delivered and returned we will email you (the Orderer) 2 times with

the option of whether to resend or credit the package. Crediting applies to all products except truffles and mushroom grow kits (see exception for perishable products: <https://www.24high.nl/info/returns.php>). Of course, shipping costs will have to be paid again and we will create a payment link with the shipping costs. The moment this is paid we will send the goods immediately. *Please* note: you have 4 weeks to respond to our email. If you do not respond within these 4 weeks, the sale and settlement of this order is complete and we will not ship the goods and will credit the amount of the goods provided it concerns growkits or truffles.

Article 6A Packaging and transport

1. 24High undertakes vis-à-vis the Buyer to package the goods to be delivered properly and to secure and/or seal them in such a way that, in case of normal use and transport, they will reach their destination in good condition.
2. Unless otherwise agreed in writing, all deliveries shall be inclusive of turnover tax (VAT), including packaging and packaging materials from the warehouse.
3. Acceptance of goods without comments on the receipt shall be proof that the packaging was in good condition at the time of delivery.
4. Each Buyer shall be deemed to be in possession of any required import and/or payment licences. The absence or withdrawal of these permits shall not release the Buyer from the obligation to take delivery of the goods in the agreed manner. If the goods are sold by 24High without customs clearance, this shall not entitle the Buyer to cancel the order. A change in any quality requirements and/or objections to the goods made by third parties based on patents, trademarks and other rights shall also not entitle the Buyer to cancel the order.

Article 7 Research, complaints

1. The Buyer shall be obliged to inspect the delivered goods, or have them inspected, at the time of delivery or transfer, but in any event within 14 days of receipt of the delivered goods, and only to unpack or use the goods to the extent necessary to judge whether he will keep the product. In doing so, the Buyer shall examine whether the quality and quantity of the delivered goods correspond with the agreement and whether the products meet the requirements applicable to them in normal (business) transactions.
2. The Buyer is obliged to examine how the product should be used, to test and use the product for personal use and medical risks of a product in accordance with the instructions for use. 24High does not acknowledge any liability resulting from incorrect use of the product by the Buyer.
3. It is the responsibility of the Buyer to ensure that the shipment of the product complies with all laws and regulations of the relevant receiving country. Buyer is responsible for complying with local laws, regulations and customs rules and the costs involved.
4. Any visible defects or shortages must be reported in writing to 24High within 14 working days of delivery at info@24high.nl. If such a defect has not been reported to 24High within this period, the right to complain in respect of visible defects shall lapse. If the product is damaged due to careless handling by the Buyer himself, the Buyer shall be liable for any depreciation in value of the product.
5. Invisible defects, defects that the Buyer did not and could not reasonably have discovered upon thorough inspection of the goods received, must be reported in writing to 24High immediately upon discovery of that defect at info@24high.nl. If no immediate complaint is made regarding discovered invisible defects, the Buyer's right to complain about those defects shall lapse.
6. If the Buyer uses his right to complain, he shall return the product and all accessories,

insofar as this is reasonably possible, in their original condition and packaging to 24High, stating reasons and submitting relevant evidence, so that the relevant representative of 24High is immediately given the opportunity to verify the submitted complaints.

7. The Buyer may not complain with respect to delivered goods that he has meanwhile sold or resold.

8. The Buyer cannot complain about products that are excluded from cancellation for hygienic reasons and shelf life, unless these products are in their sealed and original packaging and unused.

9. The Buyer is not entitled to complain if there are minor deviations deemed permissible in the trade.

10. Complaints or complaints relating to part of the delivered goods can never be a reason to reject the entire delivery.

11. The Buyer may not return any delivered goods except on the basis of a complaint acknowledged by 24High and with 24High's prior written consent. Return shipments may be sent to the official business address. The shipping costs of the return shall be borne by the Buyer.

12. (If) there is a refund of the purchase amount by 24High, this will be carried out as soon as possible. Payment will be made within 30 days of receipt of the return. Refund will be made to the account number previously provided.

Article 8 Prices

1. During the period of validity of the offer, the prices of the products offered will not be increased, except in case of changes in VAT rates.

2. The prices stated in the offer include VAT and other government levies as well as packaging and administration costs. Shipping and any transport and clearance costs are not included, unless explicitly stated otherwise.

3. If after the conclusion of the agreement but before the agreed date of completion or delivery the prices of auxiliary materials, raw materials, parts, wages or other price-determining factors have changed, 24High shall be entitled to adjust the purchase price accordingly, but not before three months have elapsed since the conclusion of the agreement. The provisions of the previous sentence are without prejudice to 24High's right to pass on price increases pursuant to laws and regulations at any time and to increase the offer price accordingly.

4. Price increases resulting from additions and/or amendments to the agreement shall be borne by the Buyer.

5. 24High shall provide the Buyer with an itemised invoice in respect of the agreement in response to the order placed or the specified order.

6. All prices provided by 24High are subject to printing and typesetting errors. The Buyer cannot derive any rights or expectations from any consequences of these errors. 24High is not obliged to deliver according to the incorrect price.

Article 9 Payment and collection policy

1. Payment must be made in advance, unless payment on delivery has been agreed, in a manner to be indicated by 24High in the currency in which invoicing took place. Objections to the amount of the invoices shall not suspend the payment obligation.

2. The Buyer cannot derive any rights or expectations from an estimate issued in advance, unless the parties have expressly agreed otherwise.

3. The Buyer shall pay these costs in one payment to the account number and details of 24High made known to him. Except in special circumstances, the Buyer may only agree a further period in which the amount due must be paid, or the Buyer may agree cash payment,

with the express written consent of 24High. Use of the option of (cash) payment by shipment shall be at the Buyer's expense and risk. 24High does not guarantee non-secure receipt of the full amount.

4. In the event of liquidation, bankruptcy, attachment or suspension of payment of the Buyer, the claims of 24High on the Buyer shall be immediately due and payable.

5. 24High shall be entitled to have the payments made by the Buyer go first of all to reduce the costs, then to reduce the interest falling due and finally to reduce the principal sum and the current interest. 24High may, without thereby being in default, refuse an offer of payment if the Buyer designates a different sequence of attribution. 24High may refuse full repayment of the principal sum, if this does not include the interest still due, the current interest and the costs.

6. If the Buyer fails to meet his payment obligation, and has not fulfilled his obligation within the stipulated payment term of 14 days, the Buyer (if the Buyer has placed the order in the exercise of profession or business without further notice of default) shall be in default.

7. From the date that the Buyer is in default, 24High shall, without further notice of default, claim the statutory (commercial) interest from the first day of default until full payment and compensation of the extrajudicial costs in accordance with Article 6:96 of the Dutch Civil Code to be calculated in accordance with the graduated scale from the Decree on compensation for extrajudicial collection costs of 1 July 2012.

8. If 24High has incurred more or higher costs which are reasonably necessary to fulfil the Agreement, such costs shall be eligible for reimbursement by the Buyer. Judicial and execution costs incurred shall also be borne by the Buyer.

Article 10 Retention of title

1. All goods delivered by 24High shall remain the property of 24High until the Buyer has fulfilled all obligations ensuing from all Agreements concluded with 24High.

2. The Buyer shall not be entitled to pledge or otherwise encumber any goods subject to retention of title.

3. If third parties seize goods delivered under retention of title or wish to establish or enforce rights to such goods, the Buyer shall be obliged to inform 24High thereof as soon as may reasonably be expected.

4. The Buyer undertakes to insure and keep insured the goods delivered under retention of title against fire, explosion and water damage as well as against theft, and to allow inspection of the insurance policy upon first request.

5. Goods delivered by 24High which are subject to retention of title pursuant to paragraph 1 of this provision may only be resold in the context of normal business operations and may never be used as a means of payment.

6. In the event that 24High wishes to exercise its property rights referred to in this Article, the Buyer hereby unconditionally and irrevocably authorises 24High or third parties to be appointed by it to enter all those places where the property of 24High is located and to repossess those goods without any authorisation or consent of the Buyer or any judicial authority.

7. 24High has the right to retain the product(s) purchased by the Buyer, if the Buyer has not yet fulfilled its payment obligations (in full), despite an obligation to transfer or surrender by 24High. This also applies to the Buyer being in bankruptcy. After the Buyer has fulfilled its obligations, 24High will deliver the purchased products to the Buyer as soon as possible, but at the latest within 20 working days.

8. Costs and other (consequential) damage resulting from the retention of the purchased products shall be at the expense and risk of the Buyer and shall be reimbursed by the Buyer to 24High on demand.

Article 11 Warranty

24High only sells products that are not on List I & II of the Opium Act. Furthermore, 24High places restrictions on sales: a Buyer can purchase a maximum of 5 (hemp) seeds per day.

24High takes all reasonable measures to ensure the quality and soundness of its products, but does not guarantee the existence of any defects in the products delivered.

3. If and to the extent any warranty is given, such warranty shall see to the warranty given by the producer or manufacturer.

4. Information provided by 24High through its website or through employees on the telephone, e-mail or any other communicative means is for informational purposes and is not to be considered medical advice.

5. 24High is never responsible for the suitability of the products for each individual application by the Buyer and for (advice on) the use or application of the products by the Buyer.

6. If the goods to be delivered do not comply with these guarantees, 24High shall replace or repair the good within a reasonable period of time after receipt thereof or, if returning the good is not reasonably possible, after written notification of the defect by the Buyer. After 24High's investigation has shown that the Buyer is justified in invoking the warranty, 24High shall replace or repair the product in question. In the event of replacement, the Buyer shall return the good to be replaced to 24High (at the Buyer's expense) and transfer ownership thereof to 24High.

7. Any defects or delivery of the wrong product must be reported to 24High in writing within 4 weeks of delivery. Return is only possible with respect to products that are still in new condition and in the original packaging or whose shelf life has not expired. Products that have been opened and/or used will be partially refunded as they can no longer be sold as new.

8. The guarantee referred to herein shall not apply if the defect has arisen as a result of injudicious or improper use or if, without 24High's written consent, the Buyer or third parties have made changes or have tried to make changes to the item or have used it for purposes for which the item is not intended, or have been exposed to abnormal conditions or have handled it contrary to 24High's instructions.

Article 12 Suspension and dissolution

1. 24High shall be entitled to suspend the fulfilment of its obligations or to dissolve the agreement if the Buyer fails to fulfil its (payment) obligations under the agreement or to do so in full.

2. In addition, 24High is authorised to dissolve the agreement(s) existing between it and the Buyer, insofar as they have not yet been performed, without judicial agreement, if the Buyer fails to fulfil, or fails to fulfil properly or on time, the obligations arising for him from any agreement entered into with 24High, as well as in the event of bankruptcy of the Buyer.

3. Furthermore, 24High shall be authorised to dissolve the agreement without prior notice of default if circumstances arise of such a nature that performance of the agreement is impossible or can no longer be required according to standards of reasonableness and fairness, or if other circumstances arise of such a nature that the unaltered maintenance of the agreement can no longer be reasonably expected.

4. If it is suspected that delivery is being made to a natural person under 18 years of age or a person acting in the course of a profession or business or a person using products for purposes other than personal use, 24High shall at all times be entitled to dissolve the agreement with immediate effect. If dissolution takes place on the basis of the above presumption, the Buyer shall be entitled to a refund of any monies already paid.

5. If the agreement is dissolved, the claims of 24High on the Buyer shall be immediately due

and payable. If 24High suspends fulfilment of its obligations, it, 24High shall retain its claims under the law and the agreement.

6. 24High always retains the right to claim damages.

Article 13 Limitation of liability

1. If the performance of the agreement by 24High leads to liability of 24High to the Buyer or third parties, such liability shall be limited to the costs charged by 24High in connection with the assignment in respect of direct damage. The liability shall in any event be limited to the maximum amount of damages paid by the insurance company.

2. 24High's liability shall at all times be limited to repairing a defective item free of charge or replacing that item - or a part thereof - at 24High's discretion.

3. The Buyer has its own obligation and responsibility to inform itself about the purchase, use, operation and possible health risks of delivered products and the relevant legislation, such as the Opium Act.

24High accepts no liability for, in any case, the following situations: the product does not have the expected/desired feeling and/or effect; not expected harvest results; physical and/or mental complaints (including but not limited to: dizziness, palpitations, headaches, confusion, inducing psychosis); impaired responsiveness; other personal injury and/or incapacitation as a result of product defects. Products are in no way to be regarded as medicine and/or as a substitute for (already started) medical treatment(s) and/or medical advice.

5. Products offered by 24High should never be used in combination with medication, alcohol, supplements, antidepressants (MAO inhibitors, SSRIs, SRNIs and TCAs) and/or other (medicinal) drugs with a similar effect. If Buyer uses the products in combination with medication, alcohol, supplements, antidepressants, 24High does not accept any liability.

6. 24High shall not be liable for consequential damage, indirect damage, trading loss, loss of profits and/or losses suffered, missed savings, damage due to business stagnation.

7. Only an attributable failure to perform in the event of guarantees agreed by 24High regarding the functionality and quality of the delivered products, limited liability shall be accepted.

8. 24High is not liable for damage that is or may be the result of any act or omission as a result of (imperfect) information from, employees, the website or those of linked websites. 24High is not responsible for errors and / or irregularities in the functionality of the website and / or malfunctions or any reason whatsoever (temporary) unavailability of the website.

10. 24High is not responsible for the correct and complete transmission of the content and functioning of e-mail sent by/on behalf of 24High, nor for its timely receipt.

11. 24High shall not be liable for any damage suffered by the Buyer in the event that products ordered, on behalf of the Buyer, but do not comply with laws and regulations of the receiving country. 24High only sells in line with Dutch legislation. Buyer must inform itself with regard to compliance with local laws.

12. All claims of the Buyer due to shortcomings of 24High shall lapse if they have not been reported to 24High in writing, stating reasons, within one year after the Buyer was aware or could reasonably have been aware of the facts on which he bases his claims.

Article 14 Transfer of risk

The risk of loss of or damage to the products that are the subject of the agreement shall pass to the Buyer at the time they are actually delivered to the Buyer and thereby come under the control of the Buyer or third parties designated by the Buyer.

Article 15 Force majeure

1. 24High shall not be liable if it cannot fulfil its obligations under the agreement as a result of force majeure, nor can 24High be held to fulfil any obligation if it is prevented from doing so as a result of a circumstance which is not attributable to its fault, and for which it cannot be held accountable by virtue of the law, a legal act or generally accepted practice.

2. Force majeure shall in any case include, but not be limited to what is understood in this respect in the law and jurisprudence, (i) force majeure of suppliers of 24High, (ii) failure to properly fulfil obligations of suppliers prescribed or recommended by the Buyer to 24High, (iii) defectiveness of goods, equipment, software or materials of third parties, (iv) government measures, (v) power failure, (vi) failure of internet, data network and telecommunication facilities (for example due to: cyber-crime and hacking), (vii) natural disasters, (viii) war and terrorist attacks, (ix) general transport problems, (x) strikes at 24High's business, (xi) seizure of any nature and reason whatsoever and (xii) other situations which in the opinion of 24High are beyond its control that temporarily or permanently prevent the performance of its obligations.

3. 24High shall be entitled to invoke force majeure if the circumstance preventing (further) performance occurs after 24High should have fulfilled its obligation.

4. The parties may suspend the obligations under the agreement during the period that the force majeure continues. If this period lasts longer than two months, each of the parties shall be entitled to dissolve the agreement, without any obligation to pay damages to the other party.

5. Insofar 24High has already partially fulfilled its obligations under the agreement at the time when the force majeure occurred or will be able to fulfil them, and independent value can be attributed to the part already fulfilled or to the part to be fulfilled respectively, 24High shall be entitled to invoice the part already fulfilled or to be fulfilled respectively, separately. The Buyer shall be obliged to pay this invoice as if it were a separate agreement.

Article 16 Privacy, data processing and security

24High shall treat the (personal) data of the Buyer and Users of the website with due care and shall only use them in accordance with the privacy statement. If requested, 24High will inform the data subject accordingly. Questions about the processing of personal data and further information can be sent by e-mail to info@24high.nl.

2. If, pursuant to the agreement, 24High is required to provide for security of information, such security will comply with the agreed specifications and a security level that, given the state of the art, the sensitivity of the data and the costs involved, is not unreasonable.

Article 17 - Intellectual Property Rights

1. All IP rights and copyrights of 24High belong exclusively to 24High and are not transferred to the Buyer.

2. The Buyer is prohibited from disclosing and/or reproducing, modifying or making available to third parties all documents subject to 24High's IP rights and copyrights without 24High's express prior written consent. If the Buyer wishes to make changes in/to products delivered by 24High, 24High must explicitly agree to the intended changes.

3. The Buyer is prohibited from using, using products subject to the intellectual property rights of 24High other than as agreed in the agreement.

Article 18 Complaints

1. If the Buyer is not satisfied with the service or products of 24High or otherwise has complaints about the purchase agreement, the Buyer is obliged to report these complaints as soon as possible, but no later than 7 days after the revelation of what led to the complaint. Complaints can be reported info@24high.nl

with the subject line "complaint".

2. The complaint must be sufficiently substantiated and/or explained by the Buyer for 24High to handle the complaint.

24High will respond to the complaint in substance as soon as possible, but at the latest within 14 days after receipt of the complaint. If a longer period for complaint handling is required, the Buyer will be informed of this in a timely manner, at least within the aforementioned period of 14 days.

4. The parties will try to reach a solution together.

It can always happen that something does not quite go as planned. We advise you to first make complaints known to us by emailing info@hoekpolderbv.nl. If this does not lead to a solution, it is possible to submit your dispute for mediation via Stichting [Thuiswinkelwaarborg](https://thuiswinkelwaarborg.nl). From 15 February 2016, it is also possible for consumers in the EU to submit complaints via the European Commission's ODR platform. This ODR platform can be found at <http://ec.europa.eu/odr>. If your complaint is not already being processed elsewhere, you are free to file your complaint via the European Union platform.

Article 19 Applicable law

1. Any agreement between 24High and the Buyer shall be governed by Dutch law. The applicability of the (CISG) Vienna Sales Convention is expressly excluded.

2. 24High is entitled to unilaterally amend these general terms and conditions.

3. All disputes arising from or as a result of the agreement between 24High and the Purchaser shall be submitted to the competent court in The Hague, the Netherlands, unless mandatory provisions designate another competent court.