

Conditions NetPay[®] credit

1. Definitions

NetPay credit: The amount paid in advance for the payment application that the consumer can use services offered via the Xafax NetPay connection.

Connection: The connection provided by Xafax Nederland B.V. access to the service offered to the consumer.

Service: The payment applications; printers, multifunctionals, cash registers and vending machines that Xafax Nederland B.V. makes available to consumers.

Consumer: A natural person who uses or requests a service for purposes other than business or professional purposes.

Order: An order to pay at printers, multifunctionals, cash registers or vending machines.

2. Formation of the agreement for a Xafax NetPay connection

The agreement for a Xafax NetPay connection is concluded when the connection is used for the first time.

3. Duration, use and termination of the agreement

- ✘ The term of the agreement is in principle of indefinite duration and starts after a Xafax NetPay credit has been deposited into the consumer's user account.
- ✘ The consumer can place an order using the Xafax NetPay credit, provided the credit is sufficient.
- ✘ The Xafax NetPay credit is not sufficient if the costs of an order exceed the outstanding NetPay credit. Xafax Nederland B.V. in this case is not obliged to carry out the assignment. Xafax Nederland B.V. is also not obliged to carry out the order in proportion to the available NetPay credit.
- ✘ The Xafax Netpay credit is valid for 24 months, counting from the last time Netpay was used.
- ✘ The consumer has the right to terminate the agreement and therefore close the account upon termination of studies or employment and is entitled to a refund on the remaining Xafax NetPay credit, provided this is greater than EUR 2.50 (this is because administration costs are charged). be charged for this refund). A refund request is submitted via the refund form.
- ✘ If a refund is requested, the remaining credit will be refunded, with the administrative costs of EUR 2.50 being deducted.
- ✘ Xafax Nederland B.V. reserves the right to forfeit the remaining balance if the credits have not been refunded or withdrawn after 2 years after deregistration/termination of employment.
- ✘ The conditions and terms for the validity of Xafax NetPay credit can be determined by Xafax Nederland B.V. are being changed. Such a change will be announced at least four weeks before its commencement.
- ✘ Upon termination of the Xafax NetPay connection, all agreements for purchased services end.

4. Payment

- ✘ Xafax NetPay credit can only be used by Xafax Nederland B.V. indicated services.

- ✉ Xafax Nederland B.V. offers the consumer of a Xafax NetPay connection one or more options to top up NetPay credit. Xafax Nederland B.V. can determine amounts with which NetPay credit can be topped up and can change the amount of the amounts.
- ✉ Xafax Nederland B.V. takes great care when topping up and downgrading Xafax NetPay credit. If, nevertheless, an upward or downward valuation has been wrongly made or omitted, Xafax Nederland B.V. entitled to correct this.
- ✉ Payment for the use of the payment application takes place exclusively by debiting the NetPay credit.
- ✉ Xafax Nederland B.V. offers consumers the option of requesting a Xafax NetPay credit.
- ✉ Complaints against amounts charged must be submitted to Xafax Nederland B.V. by email within fourteen days of the date of purchase.

5. Liability

The holder of the Xafax Nederland B.V. pass/card handles the information provided by Xafax Nederland B.V. with care. issued pass/card. A (network) credit is related to the pass/card. In the event of loss or theft, Xafax Nederland B.V. not liable for any damage suffered (as a result of unlawful use) as long as the pass is not blocked. The consumer must take care of blocking the card via this website or a Xafax payment terminal.