

Terms & Conditions



Background

This agreement applies as between you, the User of this Website or Purchaser and Medical Spare Parts B.V., the owner(s) of this Website. Your agreement to comply with and be bound by these Terms and Conditions is deemed to occur upon your first use of the Website or purchase order.

No part of this Website is intended to constitute a contractual offer capable of acceptance. The Purchaser's order constitutes a contractual offer and our acceptance of that offer is deemed to occur upon our sending an order confirmation email to the Purchaser indicating that the order has been received in good health and confirmed.

1. Definitions and Interpretation

In this Agreement the following terms shall have the following meanings:

“Account”

means collectively the personal information, Payment Information and credentials used by Users to access Paid Content and / or any communications System on the Website;

“Carrier”

means any third party responsible for transporting purchased Goods from our Premises to customers;

“Content”

means any text, graphics, images, audio, video, software, data compilations and any other form of information capable of being stored in a computer that appears on or forms part of this Website;

“Goods”

means any products that Medical Spare Parts advertises and / or makes available for sale through this Website;

“Medical Spare Parts”

means Medical Spare Parts B.V. residing at: De Sonman 7 5066GJ, Moergestel The Netherlands T: +31 88 0531 000;

“Service”

means collectively any online facilities, tools, services or information that Medical Spare Parts makes available through the Website or offline either now or in the future;

“Payment Information”

means any details required for the purchase of Goods from this Website. This includes, but is not limited to, credit / debit card numbers, bank account numbers and sort codes;

“Purchaser”

means any person or business that buys Goods from Medical Spare Parts from this Website or offline;

“Purchase Information”

means collectively any orders, invoices, dispatch notes, receipts or similar that may be in hard copy or electronic form;

“Premises”

Means our place(s) of business located at De Sonman 7, 5066GJ, Moergestel, The Netherlands;

“System”

means any online communications infrastructure that Medical Spare Parts makes available through the Website either now or in the future. This includes, but is not limited to, web-based email, message boards, live chat facilities and email links;

“User” / “Users”

means any third party that accesses the Website and is not employed by Medical Spare Parts and acting in the course of their employment; and

“Website”

means the website that you are currently using (<https://www.msp-medical.com>) and any subdomains of this site (e.g. subdomain.medicalspareparts.com) unless expressly excluded by their own terms and conditions.

2. Business Customers

These Terms and Conditions apply to business customers only.

3. International Customers

If Goods are being ordered from outside Medical Spare Parts’ country of residence, import duties and taxes may be incurred once the Goods reach their destination. Medical Spare Parts is not responsible for these charges and we undertake to make no calculations or estimates in this regard. If a Purchaser is buying internationally, they are advised to contact their local customs authorities for further details on costs and procedures. The Purchaser of the Goods will also be the importer of record and as such should ensure that the purchase is in full compliance with the laws of the country into which the Goods are being imported. Please be aware that Goods may be inspected on arrival at port for customs purposes and Medical Spare Parts gives no guarantee that the packaging of the Goods will be free of signs of tampering.

4. Intellectual Property

4.1 Subject to the exceptions in Clause 5 of these Terms and Conditions, all Content included on the Website, unless uploaded by Users, including, but not limited to, text, graphics, logos, icons, images, sound clips, video clips, data compilations, page layout, underlying code and software is the property of Medical Spare Parts, our affiliates or other relevant third parties. By continuing to use the Website you acknowledge that such material is protected by applicable Dutch, International Intellectual Property and other laws.

4.2 Subject to Clause 6 you may not reproduce, copy, distribute, store or in any other fashion re-use material from the Website unless otherwise indicated on the Website or unless given express written permission to do so by Medical Spare Parts.

5. Third Party Intellectual Property

5.1 Unless otherwise expressly indicated, all Intellectual Property rights including, but not limited to, Copyright and Trademarks, in product images and descriptions belong to the manufacturers or distributors of such products as may be applicable.

5.2 Subject to Clause 6 you may not reproduce, copy, distribute, store or in any other fashion re-use such material unless otherwise indicated on the Website or unless given express written permission to do so by the relevant manufacturer or supplier.

6. Fair Use of Intellectual Property

Material from the Website may be re-used without written permission where any of the exceptions detailed in Chapter III of the Copyright Designs and Patents Act 1988 apply.

7. Links to Other Websites

This Website may contain links to other sites. Unless expressly stated, these sites are not under the control of Medical Spare Parts or that of our affiliates. We assume no responsibility for the content of such websites and disclaim liability for any and all forms of loss or damage arising out of the use of them. The inclusion of a link to another site on this Website does not imply any endorsement of the sites themselves or of those in control of them.

8. Links to this Website

Those wishing to place a link to this Website on other sites may do so only to the home page of the site <https://www.medicalspareparts.com> without prior permission. Deep linking (i.e. links to specific pages within the site) requires the express permission of Medical Spare Parts. To find out more please contact us by email at info@medicalspareparts.com or call us at +31 88 0531000.

9. Use of Communications Facilities

9.1 When using the enquiry form or any other System on the Website you should do so in accordance with the following rules:

9.1.1 obscene or vulgar language must not be used;

9.1.2 Content that is unlawful or otherwise objectionable must not be submitted. This includes, but is not limited to, Content that is abusive, threatening, harassing, defamatory, ageist, sexist or racist; 9.1.3 Content that is intended to promote or incite violence must not be submitted;

9.1.4 it is advised that submissions are made using the English, German or Dutch language(s) as we may be unable to respond to enquiries submitted in any other languages;

9.1.5 the means by which Users identify themselves must not violate these Terms and Conditions or any applicable laws;

9.1.6 Users must not impersonate other people, particularly employees and representatives of Medical Spare Parts or our affiliates; and

9.1.7 our System must not be used for unauthorised mass-communication such as “spam” or “junk mail”.

9.2 You acknowledge that Medical Spare Parts reserves the right to monitor any and all communications made to us or using our System.

9.3 You acknowledge that Medical Spare Parts may retain copies of any and all communications made to us or using our System.

10. Accounts

10.1 In order to purchase Goods on this Website and to use the enquiry facilities Users are recommended to create an Account which will contain certain personal details and Payment Information which may vary based upon a User’s use of the Website as we may not require payment information until a purchase is to be made. By continuing to use this Website you represent and warrant that:

10.1.1 all information you submit is accurate and truthful;

10.1.2 if you are buying on behalf of your employers, you have the authority to submit Payment Information where any such authority is required; and

10.1.3 you will keep this information accurate and up-to-date. Your creation of an Account is further affirmation of your representation and warranty.

10.2 It is recommended that you do not share your Account details, particularly your username and password. Medical Spare Parts accepts no liability for any losses or damages incurred as a result of your Account details being shared by you. If you use a shared computer, it is recommended that you do not save your Account details in your internet browser.

10.3 If you have reason to believe that your Account details have been obtained by another without consent, you should contact Medical Spare Parts immediately to suspend your Account and cancel any unauthorised purchases that may be pending. Please be aware that purchases can only be cancelled until they are dispatched.

10.4 When choosing a username Users are required to adhere to the terms set out above in Clause 9. Any failure to do so could result in the suspension and/or deletion of your Account.

11. Termination and Cancellation

11.1 Either Medical Spare Parts or a User may terminate an Account. If Medical Spare Parts terminates your Account, you will be notified by email and an explanation for the termination will be provided. Notwithstanding the foregoing, we reserve the right to terminate without giving reasons.

11.2 If Medical Spare Parts terminates an Account, any current or pending purchases on your Account will be cancelled and will not be dispatched.

11.3 Medical Spare Parts will always state a reason when purchases are cancelled.

11.4 If purchases are cancelled for any reason prior to dispatch, purchases will be refunded fully.

11.5 If a User terminates their Account any non-dispatched purchases will be cancelled and a full refund will occur.

12. Payment

12.1 Any and all invoices are due for payment on the date shown on the invoice, unless alternative arrangements have been agreed between the Purchaser and Medical Spare Parts.

12.2 Interest will be charged on a yearly basis, commercial interest at 2% above the base rate of the Bank of the Netherlands obtaining at the time.

13. Goods, Pricing and Availability

13.1 Whilst every effort has been made to ensure that all graphical representations and descriptions of Goods available from Medical Spare Parts correspond to the actual Goods, Medical Spare Parts is not responsible for any variations from these descriptions. This does not exclude our liability for mistakes due to negligence on our part and refers only to variations of the correct Goods, not different Goods altogether. Please refer to Clause 16.1 for incorrect Goods.

13.2 Where appropriate, you may be required to select the required [size] [model] [colour] [number] [other features] of the Goods that you are purchasing.

13.3 Medical Spare Parts does not represent or warrant that such Goods will be available. Stock indications are provided on the Website however these may not take into account sales that have taken place during your visit to the web.

13.4 All pricing information on the Website is correct at the time of going online. Medical Spare Parts reserves the right to change prices and alter or remove any special offers from time to time and as necessary.

13.5 In the event that prices are changed during the period between an order being placed for Goods and Medical Spare Parts processing that order and taking payment, you will be contacted prior to your order being processed with details of the new price;

13.6 All prices on the Website are displayed without VAT added. Medical Spare Parts' VAT number is NL855191958B01.

14. Property, Risk and Account of Profits

14.1 Title in Goods will not pass to the Purchaser until the full purchase price for those Goods has been received by Medical Spare Parts. Title remains with Medical Spare Parts until payment is complete.

14.2 If the Purchaser sells the Goods on to its own customers in any form, either as purchased from Medical Spare Parts or forming a component part of a larger Good, and any amount of the purchase price payable to Medical Spare Parts remains outstanding, the Purchaser must account to Medical Spare Parts for the proceeds of such a sale. The Purchaser is then required to hold such proceeds on trust for Medical Spare Parts until payment has been received in full by Medical Spare Parts.

14.3 Once the payment date has passed, if any sums remain outstanding, Medical Spare Parts has the right to enter the Purchaser's premises and remove any Goods which, by virtue of sub-Clause 14.1, remain the property of Medical Spare Parts, unless an other agreement has been agreed on (e.g. extension of payment term or a detailed payment plan).

15. Delivery

15.1 Medical Spare Parts will notify you by way of email when your goods are to be dispatched to you. The message will contain details of estimated delivery times in addition to any reasons for a delay in the delivery of the Goods purchased by you.

15.2 If Medical Spare Parts receives no communication from you, within 14 days of delivery, regarding any problems with the Goods, you are deemed to have received the Goods in full working order and with no problems.

16. Returns Policy

Medical Spare Parts aims to always provide high quality Goods that are fault free and undamaged. On occasion however, goods may need to be returned. Returns are governed by these Terms and Conditions.

16.1 If the Purchaser receives Goods which do not match those ordered, unless accompanied by an explanatory note detailing the changes, stating reasons for the changes and setting out your options, the Purchaser should contact us within 10 working days to arrange collection and return. Medical

Spare Parts is not responsible for paying shipment costs. The Purchaser will be given the option to have the Goods replaced with those ordered (if available) or to be refunded. Refunds and replacements will be issued upon our receipt of the returned Goods.

16.2 If any Goods purchased have faults when they are delivered, the Purchaser should contact Medical Spare Parts within 14 days to arrange collection and return. Medical Spare Parts is not responsible for paying shipment costs. Goods must be returned in their original condition with all packaging and documentation. Upon receipt of the returned Goods, the price of the Goods, as paid, will be refunded.

16.3 If any Goods develop faults within their warranty period, the Purchaser is entitled to a repair or replacement under the terms of that warranty.

16.4 If Goods are damaged in transit and the damage is apparent on delivery, the Purchaser should sign the delivery note to the effect that the goods have been damaged. In any event, such damage should be reported to Medical Spare Parts within 10 working days and arrange collection and return. Medical Spare Parts is not responsible for paying shipment costs. Upon receipt of the returned Goods, the price of the Goods, as paid, will be refunded.

16.5 If the Goods have been dispatched or have reached you, but the Purchaser decides that they are no longer required, the Goods can be returned to Medical Spare Parts within 14 days of receipt. Goods can only be returned for this reason if their packaging remains unopened and the Goods can be re-sold, as new, without any additional work on the part of Medical Spare Parts. The Purchaser is responsible for paying shipment costs if Goods are returned for this reason.

16.6 If the Purchaser wishes to return Goods to Medical Spare Parts for any of the above reasons, please create an RMA through your account page for any of the above reasons.

16.7 Medical Spare Parts reserves the right to exercise discretion with respect to any returns under these Terms and Conditions. Factors which may be taken into account in the exercise of this discretion include, but are not limited to:

16.7.1 Any use or enjoyment that you may have already had out of the Goods;

16.7.2 Any characteristics of the Goods which may cause them to deteriorate or expire rapidly; 16.7.3 The fact that the Goods consist of audio or video recordings or computer software and that the packaging has been opened;

16.7.4 Any discounts that may have formed part of the purchase price of the Goods to reflect any lack of quality made known to the Customer at the time of purchase. Such discretion to be exercised only within the confines of the law.

17. Privacy

17.1 Use of the Website is also governed by our Privacy Policy which is incorporated into these terms and conditions by this reference. To view the Privacy Policy, please click on the link above.

18. Changes to the Service and these Terms and Conditions

Medical Spare Parts reserves the right to change the Website, its Content or these Terms and Conditions at any time. Users and Purchasers will be bound by any changes to the Terms and Conditions from the first time the Website is used by them following the changes. If Medical Spare Parts is required to make any changes to Terms and Conditions relating to sale of Goods by law, these changes will apply automatically to any orders currently pending in addition to any orders placed by Purchasers in the future.

19. Availability of the Website

19.1 The Service is provided “as is” and on an “as available” basis. We give no warranty that the Service will be free of defects and / or faults.

19.2 Medical Spare Parts accepts no liability for any disruption or non-availability of the Website resulting from external causes including, but not limited to, ISP equipment failure, host equipment failure, communications network failure, power failure, natural events, acts of war or legal restrictions and censorship.

20. Limitation of Liability

20.1 To the maximum extent permitted by law, Medical Spare Parts accepts no liability for any direct or indirect loss or damage, foreseeable or otherwise, including any indirect, consequential, special or exemplary damages arising from the use of the Website or any information contained therein. Users should be aware that they use the Website and its Content at their own risk.

20.2 Nothing in these Terms and Conditions excludes or restricts Medical Spare Parts’ liability for death or personal injury resulting from any negligence or fraud on the part of Medical Spare Parts.

20.3 Nothing in these Terms and Conditions excludes or restricts Medical Spare Parts’ liability for any direct or indirect loss or damage arising out of the incorrect delivery of Goods or out of reliance on incorrect information included on the Website.

21. Third Party Rights

Nothing in these Terms and Conditions shall confer any rights upon any third party. The agreement created by these Terms and Conditions is between you and Medical Spare Parts.

22. Notices

22.1 All notices / communications shall be given to us either by post to our Premises (see address above) or by email to contact@medicalspareparts.com. Such notice will be deemed received 3 days after posting if sent by first class post, the day of sending if the email is received in full on a business day and on the next business day if the email is sent on a weekend or public holiday.

22.2 Medical Spare Parts may from time to time send you information about our products and/or services. If you do not wish to receive such information, please click on the unsubscribe link in any of these emails.

23. Law and Jurisdiction

These Terms and Conditions and the relationship between you and Medical Spare Parts shall be governed by and construed in accordance with the Dutch Law.

