

Supplementary Terms and Conditions for Logistic Supplies Online

Article 1. General

As a supplement to the General terms and conditions for 'My Royal FloraHolland', the following specific terms and conditions apply to the above-mentioned service.

Article 2. Description of service

a. The Logistic Supplies Online service (subscription Basic) displays for the user/main user their up-to-date balance and transaction information about CC containers (also called: 'Danish containers') and lock plates. There is a fee for using this service; the basic rate is specified below in article 3a.

b. If the user/main user also wants to order or transfer CC containers or plates to benefit another 'Royal FloraHolland registered user', an additional charge is owed (subscription Premium) as specified below in article 3a.

c. If the user/main user also wants to order/transfer CC containers or plates at the expense of 'another user registered with Royal FloraHolland', an additional charge is owed (subscription Advanced) as specified below in article 3a. In that case, the user/main user guarantees towards Royal FloraHolland that he is authorised and competent to carry out these activities on behalf of and at the expense of the 'other user registered with Royal FloraHolland'. The user/main user should obtain permission for this via a (digital) E-permission by the 'another user registered with Royal FloraHolland'.

d. Royal FloraHolland has the right either to not carry out the transfer/order in question at the expense of the user/main user or to reverse it when there is a complaint or insufficient guarantee of payment.

Article 3. Rate

a. You can find the current rate for the service specified above in art. 2.a, 2.b and 2.c in the list of logistic supplies for members and suppliers or in the list of logistic supplies for customers.

b. Royal FloraHolland retains the right to increase the rate annually.

If the increase in any one year exceeds 5% of the rate in the immediately preceding year, the main user has the right to terminate the service prematurely in the usual manner via 'My Royal FloraHolland' with immediate effect. This must be done within 4 weeks after the main user has been informed of the new rate and not later than 4 weeks after the new rate has been charged to the main user for the first time.

If the increase is 5% or less of the rate in the immediately preceding year, the user/main user is obliged to pay the new rate. Prior announcement or approval of the revised rate/terms and conditions is not required in that case.

The rates specified in these terms and conditions represent the rate valid at the moment of the price level given here.

Article 4. Termination

This service can be terminated by the user - and by Royal FloraHolland at any time - by informing the other party of this intent.

Royal FloraHolland retains the right in the case of a termination or locking of access occurring before the end of the payment period specified in art. 3 to charge the rate applicable for the entire payment period.

Article 5. Final provisions

a. The Auction Regulations including especially the General Terms and Conditions for CC containers and General Terms and Conditions for Trolleys apply to this service provision insofar the above-mentioned provisions do not deviate from them.

b. If the user/main user feels that the transaction statement contains errors or is incomplete or orders have not been processed (or not promptly), the user/main user must report this immediately to Royal FloraHolland so Royal FloraHolland has the possibility to repair the damage.