GENERAL TERMS **AND CONDITIONS**

E-Mperium VOF / Laadnatie - version 29 August 2026

E-Mperium VOF, trading under the commercial name “Laadnatie”
Registered office: Gistelsteenweg 112B, 8490 Jabbeke
CBE/VAT BE 0793.857.502 | Register of Legal Entities Ghent, Bruges division
+32 50 89 40 32 | hello@laadnatie.com | www.laadnatie.com

Mandatory statutory provisions, in particular Belgian consumer law, always take precedence over these terms and conditions. A Consumer does not lose any statutory rights as a result of these terms and conditions.

1. Definitions, applicability and order of precedence

1.1 “E-Mperium” means E-Mperium VOF, trading under the commercial name Laadnatie. “Customer” means any natural person or legal entity that requests a quotation, enters into an agreement or receives goods or services. “Consumer” means a natural person acting mainly for purposes outside that person's trade, business, craft or professional activity. “Business Customer” means any other Customer.

1.2 These terms and conditions apply to E-Mperium's quotations, orders, sales, deliveries, installations, maintenance, repairs, digital or administrative services and invoices, insofar as they have been communicated or made available to the Customer on a durable medium before the agreement is concluded.

1.3 In the event of any conflict, the specific provisions of the quotation or order form that have been expressly agreed take precedence over these terms and conditions. These terms and conditions take precedence over general technical documentation. A Business Customer's terms and conditions apply only where E-Mperium has expressly accepted them in writing.

1.4 Departures from these terms and conditions are valid only where agreed in writing or digitally. Mandatory law and individually negotiated agreements always take precedence.

2. Quotation, information and conclusion of the agreement

2.1 Quotations are non-binding and, unless stated otherwise, remain valid for 30 calendar days from the quotation date. The quotation describes the essential characteristics, the included services, the price or the method for calculating it, the validity period and, where possible, the estimated performance period.

2.2 The agreement is concluded through the express written or digital acceptance of the quotation or order form, including via Teamleader, e-mail or an electronic signature. An advance payment constitutes acceptance only where this is clearly stated in the quotation or payment request and the Customer has received the contractual documents in advance.

2.3 E-Mperium provides or confirms the agreement and these terms and conditions on a durable medium. If a Consumer pays an advance, the Consumer receives an order form or contract confirmation containing the information required by law, including E-Mperium's identity and company number, the date and reference, the description and quantity, the total price, the advance, the balance and the delivery or performance period. Silence, failure to tick a separate choice or a pre-ticked box does not constitute consent where the law requires express consent.

2.4 Manifest clerical, calculation or material errors are not binding on E-Mperium. E-Mperium communicates a correction before performance. The Customer may accept the corrected quotation or terminate the agreement at no cost where the correction entails a material change.

2.5 Subsequent changes are binding only after mutual written or digital confirmation, stating their consequences for the price and schedule.

3. Prices, taxes and costs not included

3.1 Prices for Consumers are stated as a total price including VAT and all mandatory costs that can be determined in advance. Prices for Business Customers exclude VAT unless expressly stated otherwise.

3.2 The price is based on the Customer's information, the visible condition and the assumptions in the quotation. Costs relating to an inspection, distribution system operator, permit, excavation work, reinstatement of finishes, aerial work platform, temporary parking restriction, subscription, CPO/back office, mobile data or other third parties are included only where the quotation expressly states this.

3.3 If unforeseeable circumstances or circumstances that were not visible in advance become apparent during performance, such as concealed pipes or cables, insufficient electrical capacity, material suspected of containing asbestos, unstable ground or an existing installation that is not compliant, E-Mperium stops the work concerned where necessary and informs the Customer of the technical solution, the additional price and any delay. Additional works are not performed without prior approval, except for measures strictly necessary to prevent an immediate safety risk or further damage.

3.4 A price change resulting from changes to the Customer's requirements, changed quantities or approved additional works is confirmed in writing or digitally in advance. E-Mperium does not adjust the price unilaterally without an objective reason that was ascertainable in advance.

4. Information, installation site, permits and preparatory works

4.1 The Customer provides correct and complete information that is reasonably necessary in a timely manner, including photographs, plans, details of the meter and connection, existing protective devices, cable route, vehicle, solar panels, battery, network and desired functions. E-Mperium checks this information with the care expected of a skilled professional, but may rely on its accuracy where an error is not reasonably apparent.

4.2 Before drilling, cutting or excavation work, the Customer identifies concealed pipes, cables, underfloor heating, seals, stability risks and hazardous materials. E-Mperium remains liable for damage caused by its own fault, but not for a concealed obstacle that was not disclosed and could not reasonably have been detected.

4.3 Unless included in the quotation, the Customer is responsible for the required consent from the owner, landlord, co-ownership/association of co-owners (VME), employer, road authority or other rights holder, as well as any permits and preparatory works. The Customer warrants that the Customer is legally entitled to have the installation carried out.

4.4 Missing information, consent or preparation may suspend scheduling. Additional costs are charged only insofar as they have been communicated in advance or are reasonably necessary and demonstrable.

5. Scope of the works, additional works and replacement materials

5.1 Only the services and materials expressly included in the quotation or order form form part of the agreement. Reinstatement of paintwork, plasterwork, paving, garden, flooring, fire-resistant sealing or other finishes is included only where expressly stated.

5.2 Additional works are described and priced in advance or performed at an hourly and material rate communicated in advance. The Customer approves them in writing or digitally. In the event of an immediate safety risk, E-Mperium may take only the minimum protective measures and informs the Customer as soon as possible.

5.3 For objective reasons of availability or compatibility, E-Mperium may replace a material or component with a technically equivalent or better alternative, without increasing the price and without any loss of essential functionality, quality, warranty or compatibility. The Customer is informed in advance where the change is not merely minor. A Consumer may refuse a materially different alternative and terminate the part concerned at no cost.

6. Scheduling, performance periods and force majeure

6.1 The quotation states a delivery or performance period, a date or a clear scheduling window. E-Mperium performs within that agreed period or window. A date constitutes an essential deadline only where this has been expressly agreed; even where the date is not essential, E-Mperium remains obliged to perform on time. If no period has been agreed, E-Mperium delivers goods to a Consumer within the period prescribed by law and performs services within a reasonable period.

6.2 If a delay is anticipated, E-Mperium informs the Customer as soon as possible of the cause and an adjusted schedule. Consumers retain their statutory rights in the event of late delivery or performance, including the right, in the cases provided for by law, to grant a reasonable additional period and thereafter to terminate the agreement in whole or in part.

6.3 If E-Mperium remains in default for a reason attributable to it after an agreed period and then a reasonable additional period set in writing have expired, the Consumer may, in addition to the Consumer's statutory remedies but without double compensation for the same damage, claim one-off lump-sum compensation in accordance with the brackets in Article 11.2, calculated on the price of the delayed part. E-Mperium does not apply this lump sum insofar as it is manifestly disproportionate to the damage that was actually foreseeable.

6.4 Force majeure is an event that is not attributable to a party, is reasonably unforeseeable and unavoidable, and renders performance temporarily or permanently impossible. An ordinary supplier delay, staff shortage or normal weather condition does not automatically constitute force majeure; it does so only where that event also meets these conditions and no reasonable alternative is available.

6.5 During force majeure, the affected obligations are suspended and both parties mitigate the consequences. If the impediment lasts longer than 60 calendar days, either party may terminate the part not yet performed without a cancellation charge. Amounts already paid for performance not delivered are refunded.

7. Access, safety and appointments that cannot go ahead

7.1 At the agreed time, the Customer ensures safe, unobstructed and reasonable access to the installation site, with sufficient workspace, an accessible electrical installation and the agreed preparatory works. The Customer takes reasonable measures in respect of persons, animals, vehicles and property in the work area.

7.2 E-Mperium may suspend performance where the situation is unsafe, the existing installation is manifestly non-compliant or the work cannot responsibly be carried out. E-Mperium explains the reason and the possible solution.

7.3 If a scheduled intervention cannot begin or has to be discontinued for a reason attributable to the Customer, and the appointment was not rescheduled at least two working days in advance, E-Mperium may charge a lump sum of EUR 181.50 including VAT to a Consumer or EUR 150 excluding VAT to a Business Customer. This lump sum covers administration, travel and lost scheduled time and is not combined with any other compensation for the same damage.

7.4 If, for a reason attributable to it, E-Mperium fails to attend an appointment without timely notice, the Consumer is entitled to an equivalent lump sum of EUR 181.50, to be paid or set off. No lump sum is payable in the event of force majeure or where the other party agrees in a timely manner to reschedule at no cost.

8. Technical performance, smart charging and external digital services

8.1 Stated charging powers, storage capacities, yields, self-consumption percentages, savings, payback periods and availability are maximum figures or estimates, unless expressly agreed as a guaranteed result. Actual performance may depend, among other things, on the electricity grid, the grid connection, the vehicle, the on-board charger, load balancing, household consumption, temperature, solar panels, battery status, firmware and settings.

8.2 Apps, cloud platforms, CPO/back office, charging cards, SIM connections, internet, software, firmware, energy suppliers and distribution system operators may be managed by third parties. E-Mperium does not guarantee uninterrupted external service and is not liable for a failure or policy change by a third party where E-Mperium itself has not committed any fault. It nevertheless remains responsible for correct installation and configuration within the agreed scope and provides reasonable assistance with diagnosis.

8.3 Any subscriptions, transaction fees, roaming charges or third-party terms and conditions are communicated before the agreement insofar as they are known and applicable. The Customer provides a suitable and secure internet or network connection where this is required for the selected functions.

8.4 Remote access to an installation takes place solely for agreed management, monitoring or support and in accordance with the applicable privacy rules. The Customer may have access rights adjusted, on the understanding that this may limit certain functions or support.

9. Inspection, distribution system operator and administrative services

9.1 An electrical inspection, diagram, notification to a distribution system operator, CPO activation or other administrative service is included only where stated in the quotation. E-Mperium may arrange these actions in the name and for the account of the Customer.

9.2 The inspection body, distribution system operator and other competent third parties independently determine their scheduling, assessment and decision. E-Mperium cannot guarantee any result or period in this regard, but diligently fulfils its own case-management obligations.

9.3 An observation demonstrably resulting from a fault in the works performed by E-Mperium is remedied at no additional cost; any reinspection required as a direct result is also at E-Mperium's expense. For observations concerning an existing installation, information supplied by the Customer, works by third parties or components not included in the quotation, a separate proposal is made in advance.

9.4 A delay caused by an independent body does not automatically suspend an undisputed payment obligation. The Customer nevertheless retains the right temporarily to withhold a reasonable and proportionate disputed amount for as long as a serious, substantiated shortcoming has not been resolved.

10. Delivery, risk and retention of title

10.1 In the event of a separate delivery to a Consumer, the risk of loss or damage passes when the Consumer, or a third party designated by the Consumer, physically takes possession of the goods. For materials and goods that E-Mperium must incorporate or install as part of the agreed works, the risk remains with E-Mperium until they are incorporated or, at the latest, until handover of the work concerned, except in respect of loss or damage demonstrably caused by the Consumer. In the case of a Business Customer, the risk passes upon delivery at the agreed location, unless otherwise agreed in writing.

10.2 To the extent permitted by law and insofar as they are identifiable, delivered goods remain E-Mperium's property until all amounts relating to those goods have been paid in full. Until then, the Customer treats them with due care and does not dispose of or encumber them.

10.3 E-Mperium may request repossession only after it has given the Customer formal notice and a reasonable payment period has expired without payment. It does not repossess goods on its own authority. Repossession takes place only with the Customer's consent or pursuant to an enforceable instrument, with due regard for mandatory law and without disproportionate damage to the building or installation.

11. Invoicing and payment

11.1 The payment dates and any advance payments are stated in the quotation or invoice. Unless otherwise agreed, the balance is payable after handover or commissioning, on the stated due date. Any objection to an invoice must be substantiated in writing as soon as possible; the undisputed part remains payable.

11.2 Book XIX of the Belgian Code of Economic Law applies to a Consumer. In the event of non-payment, E-Mperium first sends a free reminder on a durable medium. The statutory waiting period of at least 14 calendar days begins on the day after electronic transmission or, if sent by post, on the third working day after dispatch. No interest or compensation is collected during that period.

After the statutory waiting period, and only insofar as they were correctly announced in the reminder, no more than the following amounts may be charged:

Outstanding balance	Maximum flat-rate compensation
Up to and including EUR 150	EUR 20
From EUR 150.01 up to and including EUR 500	EUR 30 + 10% of the tranche above EUR 150
More than EUR 500	EUR 65 + 5% of the tranche above EUR 500, subject to a maximum of EUR 2,000

11.3 In addition to this flat-rate compensation, no more than the statutory interest for late payment may be charged, capped at the reference interest rate plus eight percentage points as provided for in the Act of 2 August 2002. A Consumer shall not be charged any reminder, administration, recovery or lawyers' fees other than those permitted by law.

11.4 If E-Mperium must reimburse an established and due amount to a Consumer and fails to do so within the same period following a free written reminder, E-Mperium shall, insofar as legally applicable and proportionate, owe the same maximum interest and flat-rate compensation.

11.5 In the event of late payment by a Business Customer, the interest and flat-rate recovery compensation shall be due by operation of law in accordance with the Act of 2 August 2002 on combating late payment in commercial transactions, including EUR 40 and reasonable additional recovery costs insofar as they are legally recoverable.

11.6 Following notice of default, E-Mperium may proportionately suspend the performance it has yet to carry out for as long as a due and not seriously disputed amount remains unpaid. For Consumers, this shall occur only after compliance with the statutory reminder and waiting-period rules and without prejudice to essential safety measures.

12. Handover, acceptance and complaints

12.1 E-Mperium may record the handover in a work order, intervention report, inspection document or digital confirmation. A signature confirms the performance and the condition visible at that time, but does not constitute a waiver of rights relating to latent defects, the statutory guarantee or non-conforming performance.

12.2 The Customer shall inspect the installation within a reasonable period and report any problem as soon as possible via hello@laadnatie.com, providing a clear description and, where useful, photographs, error codes or log data. Prompt reporting helps to limit consequential damage, but does not deprive a Consumer of any mandatory statutory rights.

12.3 A Business Customer should preferably report visible defects within eight calendar days after handover and latent defects without delay after discovery. This notification period shall not operate as a forfeiture period where the defect could not reasonably have been identified earlier or where mandatory law provides otherwise.

12.4 E-Mperium shall investigate a complaint within a reasonable period and shall first seek to offer an appropriate technical solution. The Customer shall provide reasonable access for diagnosis and repair.

13. Statutory conformity and warranty

13.1 For Consumers, where applicable, the statutory guarantee of conformity for consumer goods shall apply. For new consumer goods, that guarantee shall in principle last for two years from delivery. It shall also cover a lack of conformity resulting from incorrect installation where the installation forms part of the agreement or was carried out in accordance with defective instructions from the provider. This statutory guarantee applies in addition to and independently of any manufacturer's warranty or commercial guarantee and cannot be restricted by these terms and conditions.

13.2 Where a defect falls under the statutory guarantee of conformity, the Consumer shall report it within two months after discovering it and shall have the statutory remedies, in the statutory order of remedies, including repair or replacement free of charge and, in the cases provided for by law, a price reduction or termination. An installation that forms part of the agreement must likewise comply with the agreement and be carried out professionally.

13.3 The duration and terms of any additional commercial guarantee covering the installation, charging device, battery, inverter or other component are set out in the quotation, warranty certificate or the provider's warranty terms. Such a guarantee is without prejudice to the rights against E-Mperium as seller or service provider.

13.4 A warranty does not cover a defect insofar as it is demonstrably caused by normal wear and tear, accident, vandalism, moisture or water damage of external origin, fire, lightning, power quality outside the permitted specifications, improper use, failure to comply with necessary maintenance instructions, incompatible third-party equipment or an unauthorised modification. An exclusion shall apply only insofar as a causal link exists and with due observance of the statutory burden of proof.

13.5 For a warranty intervention, the Customer shall provide reasonable access and retain, insofar as available, serial numbers, purchase documents and relevant fault information. E-Mperium may first perform a remote diagnosis where this is safe and appropriate.

14. Liability

14.1 E-Mperium shall be liable for foreseeable, direct loss resulting from an attributable contractual or non-contractual fault on the part of E-Mperium or of persons for whom it is legally responsible. The Customer shall take reasonable measures to prevent and limit loss.

14.2 E-Mperium shall not be liable for any malfunction, delay or loss arising exclusively from the electricity grid, a vehicle, an existing installation, the internet, an app, cloud platform, CPO, energy supplier, grid operator, manufacturer or other third party, insofar as E-Mperium has not committed any fault in the selection, installation, configuration, information or support falling within the scope of its assignment.

14.3 In relation to a Consumer, liability shall not be excluded or limited insofar as this would undermine the Consumer's mandatory statutory rights, the essential obligations under the agreement or effective compensation.

14.4 Solely in relation to a Business Customer, E-Mperium's liability for minor fault shall be limited to the higher of: (i) the amount paid by its liability insurer for the loss event, or (ii) the VAT-exclusive price of the relevant part of the agreement. Purely indirect business loss, such as loss of profit, production loss or loss of commercial opportunities, shall be excluded in relation to a Business Customer, unless that loss is the foreseeable and direct consequence of wilful misconduct or gross negligence.

14.5 No exclusion or limitation shall apply in the event of wilful misconduct, gross negligence, harm to life or physical integrity, the statutory ten-year liability for serious defects where applicable, liability

which the law expressly does not permit to be limited, or any other situation in which the limitation would deprive the agreement of its essential substance.

15. Use, maintenance, modifications and information on benefits

15.1 The Customer shall use the installation in accordance with the manuals, safety instructions and reasonable maintenance instructions. The Customer shall use suitable charging cables and devices and shall report unusual heat, odour, damage, an error message or an outage without undue delay.

15.2 An intervention or modification by a third party shall cause a warranty or liability to lapse only in respect of the part for which that intervention caused or aggravated the defect. Urgent measures to prevent danger or further damage shall remain permitted.

15.3 The Customer shall be responsible for the suitability and proper operation of goods and infrastructure that it supplies itself or has carried out by third parties. E-Mperium shall remain responsible for the inspection that reasonably falls within the scope of its professional assignment.

15.4 Information on grants, tax deductions, reimbursement of charging costs, energy sharing, grid tariffs, certificates or future legislation is general in nature and may change. E-Mperium does not guarantee any tax, administrative or financial benefit unless specific advice or a specific result has been expressly agreed in writing.

16. Suspension and termination for breach

16.1 A party that identifies a material breach shall give the other party written notice of default and allow a reasonable cure period, unless cure is impossible, immediate action is required for safety reasons or the law does not require notice of default.

16.2 If a material breach persists after the cure period, the injured party may suspend or terminate the relevant part of the agreement in accordance with the law. Conforming performance already delivered shall remain payable; amounts paid for performance that will definitively not be delivered shall be reimbursed.

16.3 E-Mperium may immediately leave an installation de-energised or suspend the work where continuation would create a serious safety risk, a breach of the law or a risk of damage. It shall inform the Customer as soon as possible of the reason and the conditions for safe resumption.

17. Consumer's right of withdrawal

17.1 This article shall apply exclusively where a Consumer concludes a distance or off-premises agreement and no statutory exception applies. The Consumer may withdraw from the agreement without giving any reason within 14 calendar days.

17.2 In the case of a service agreement, the period shall begin on the day after the agreement is concluded. In the case of a sales agreement, it shall begin on the day after the Consumer, or a third party designated by the Consumer other than the carrier, takes physical possession of the goods. In the case of multiple goods or parts, receipt of the final good or part shall apply. In the case of a mixed agreement in which the supply of goods is the main subject matter and installation is ancillary, the rule for goods shall apply. The mandatory legal classification shall prevail.

17.3 The Consumer shall exercise the right by sending an unequivocal statement before the end of the period to E-Mperium VOF / Laadnatie, Gistelsteenweg 112B, 8490 Jabbeke, or hello@laadnatie.com. The Consumer may use the model form in the annex, but is not required to do so.

17.4 E-Mperium shall reimburse the amounts received, including standard delivery costs, no later than 14 calendar days after the notice of withdrawal, using the same means of payment unless otherwise agreed. In the case of goods, E-Mperium may wait until it has received the goods back or the Consumer provides proof of return. The Consumer shall return the goods no later than 14 calendar days and shall bear the direct return costs only where the Consumer was correctly informed of this in advance. For goods that cannot normally be returned by post, an estimate of those costs shall be stated in advance in the quotation or order confirmation. Where such goods had already been delivered to the home when an off-premises agreement was concluded and cannot normally be returned by post, E-Mperium shall collect them at its own expense.

17.5 The Consumer shall be liable only for diminished value resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the goods. The statutory exceptions shall remain applicable, including for goods that have genuinely been made to individual specifications or clearly personalised, and for fully performed services where all the conditions of Article 18 have been met. A standard device that has merely been ordered or reserved shall not automatically constitute bespoke goods.

17.6 Where E-Mperium has not correctly provided the legally required information concerning the right of withdrawal or the model form, the period shall be extended as provided by law.

18. Performance during the withdrawal period

18.1 E-Mperium shall begin a service before the end of the withdrawal period only where the Consumer has requested this separately, expressly and on a durable medium. Acceptance of these general terms and conditions alone shall not suffice. A model declaration is included in Annex 2 and must not be pre-ticked.

18.2 If the Consumer withdraws from a service agreement after performance has begun at the Consumer's express request but before full performance, the Consumer shall owe only the proportionate amount permitted by law for the part already performed, provided that the Consumer was correctly informed of this in advance.

18.3 The right of withdrawal in respect of a service shall lapse only after the service has been fully performed and the Consumer has expressly consented in advance to that full performance and has acknowledged that the Consumer thereby loses the right of withdrawal.

18.4 Administrative processing, technical preparation, material reservation or planning shall not automatically cause the right of withdrawal to lapse. The related costs shall be due only insofar as permitted by law and where the required prior information and express requests are present. The statutory bespoke-goods exception may apply to goods that have actually been personalised.

19. Cancellation or rescheduling outside the right of withdrawal

19.1 This article shall not apply in the event of a valid withdrawal, termination due to a breach by E-Mperium, or termination pursuant to mandatory law. A request to reschedule the date shall be discussed reasonably and shall not constitute a cancellation where the parties confirm a new date.

If the Customer cancels without a valid statutory or contractual reason, the following flat-rate charges apply to the cancelled part as a reasonable estimate of losses relating to scheduling, administration and capacity:

Time at which E-Mperium receives the cancellation	Flat rate on the cancelled part
More than 14 calendar days before the scheduled performance	10%
From 14 calendar days up to and including 5 working days before the scheduled performance	20%
Less than 5 working days before the scheduled performance	35%

19.2 In addition, only demonstrable, non-recoverable costs relating to goods actually manufactured for the Customer or irreversibly personalised may be charged, less their reuse, return or residual value. The same loss shall never be compensated twice.

19.3 In relation to a Consumer, the flat rate shall not be charged insofar as it is manifestly disproportionate to the actually foreseeable loss. If the Consumer demonstrates that the loss is lower, E-Mperium shall adjust the amount. An unfair term shall not be applied.

19.4 If E-Mperium cancels in the absence of force majeure or a breach by the Customer, and no equivalent performance is offered within a reasonable period accepted by the Customer, E-Mperium shall reimburse the amounts received for the cancelled part and the Consumer shall be entitled to the same applicable flat rate, without double compensation for the same loss.

20. Personal data and technical data

20.1 E-Mperium is the controller of the personal data it processes for quotations, performance of agreements, planning, invoicing, customer management, statutory obligations, safety, warranty and technical support. Depending on the circumstances, the legal basis is the agreement, a statutory obligation, a legitimate interest or consent.

20.2 Insofar as necessary, data may be shared with technicians and subcontractors, manufacturers, software or CPO providers, inspection bodies, grid operators, payment, accounting and IT service providers, and competent authorities. An external provider may be a separate controller for its own app or service.

20.3 E-Mperium shall not retain data for longer than necessary for the purpose and the statutory retention periods. Technical photographs shall be used for the case file, performance, safety and aftercare; use for marketing shall occur only on an appropriate legal basis and, where required, with consent.

20.4 Data subjects may exercise their rights of access, rectification, erasure, restriction, objection and portability via hello@laadnatie.com and may lodge a complaint with the Data Protection Authority. Further information is set out in the applicable privacy notice.

21. Subcontractors and documents

21.1 E-Mperium may engage qualified employees or subcontractors. This shall not reduce its responsibility towards the Customer for the proper performance of the agreement.

21.2 Diagrams, plans, calculations, configurations and other documents prepared by E-Mperium specifically for the Customer may be used for the management, maintenance and repair of the installation. Intellectual property rights in general methods, models, software and know-how remain vested in their respective rights holders.

22. Complaints, out-of-court settlement, governing law and competent courts

22.1 Complaints must first be submitted to E-Mperium VOF / Laadnatie by email to hello@laadnatie.com or by letter to Gistelsteenweg 112B, 8490 Jabbeke. E-Mperium shall investigate the complaint and respond within a reasonable period.

22.2 If no resolution is reached, a Consumer may refer the matter, free of charge, to the Consumer Mediation Service, North Gate II, Koning Albert II-laan 8, box 1, 1000 Brussels, +32 2 702 52 00, contact@consumentenombudsdienst.be, www.consumentenombudsdienst.be. This does not affect the right to bring proceedings before the competent court.

22.3 The agreement is governed by Belgian law. For a Consumer, only the courts having jurisdiction under mandatory statutory rules shall have jurisdiction, including, where applicable, the court of the defendant's domicile or of the place where the obligations arose or must be performed. For disputes with a Business Customer, insofar as permitted by law, the courts of the judicial district of West Flanders and, for business disputes, the Ghent Enterprise Court, Bruges Division, shall have jurisdiction.

22.4 If a provision is wholly or partly void, unenforceable or unfair, it shall not be applied to the extent of that invalidity. The remaining provisions shall continue to apply insofar as the agreement can continue to exist without the provision concerned. A void consumer clause shall not be automatically replaced where the law does not permit this.

22.5 This version applies to agreements entered into on or after 29 August 2026. A later version applies only to new agreements or after the existing Customer has expressly accepted it.

APPENDIX 1 - MODEL WITHDRAWAL FORM

Complete and return this form only if you wish to withdraw from the agreement.

To: E-Mperium VOF / Laadnatie, Gistelsteenweg 112B, 8490 Jabbeke - hello@laadnatie.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) agreement for the sale of the following goods (*) / the provision of the following service (*):

Description of the goods/service:

Ordered on (*) / received on (*):

Name of Consumer(s):

Address of Consumer(s):

Quotation or invoice number:

Date:

Signature (only if submitted on paper):

(*) Delete as appropriate.

APPENDIX 2 - SEPARATE REQUEST FOR EARLY PERFORMANCE

This declaration is intended solely for a Consumer who expressly wishes a service to begin during the withdrawal period. It must be confirmed separately and must not be pre-ticked.

Name of Consumer:

Address:

Quotation or order number:

☐ I expressly request that E-Mperium VOF begin performing the services forming part of the agreement before the end of my statutory withdrawal period.

☐ I understand that, if I withdraw after performance has begun at my request but before full performance, I may be required to pay a proportionate amount for the part already performed, insofar as permitted by law and provided I was informed of this in advance.

☐ I expressly agree to full performance of the service during the withdrawal period and acknowledge that I lose my right of withdrawal in respect of that service once the service has been fully performed.

Place and date:

Signature or separate digital confirmation: