

General Terms and Conditions

This document contains very important information regarding your rights and obligations, as well as conditions, limitations, and exclusions that might apply to you. These General Terms and Conditions are available in Dutch, German and English. In the event of any discrepancy between the different versions of the General Terms and Conditions, the Dutch version will prevail.

These terms and conditions apply to the purchase and sale and / or use of products and services through **www.christianebeerlandt.com** (the "Christiane Beerlandt® website"). These Terms are subject to change by BEERLANDT PUBLICATIONS BV (referred to as "Christiane Beerlandt®, "Beerlandt Publications," "œus," "œwe," or "œour" as the context may require) without prior written notice at any time, in our sole discretion. The latest version of these Terms will be posted on this website, and you should review these Terms before purchasing any product or services that are available through this website. Your continued use of this website after a posted change in these Terms will constitute your acceptance of and agreement to such changes.

You should also carefully review our Privacy Policy, the applicable Memorandum and our Intellectual Property Rights before placing an order for products or services through this website.

Before you agree to our Terms and Conditions, we kindly request that you carefully read our terms and conditions and take note of our working method. This can prevent unpleasant situations. If you have any questions about our conditions, do not hesitate to contact us.

Beerlandt Publications BV

acting under the name / names:

Christiane Beerlandt®, Beerlandt Publications, christianebeerlandt.com

Business address:

Populierenstraat 11

9570 Lierde

Belgium

Telephone number: +32 54 41 41 42

Availability: 24 hours a day, 7 days a week

E-mail: info@christianebeerlandt.com or via the contact form on the website

You can also use the contact information above for questions, comments and suggestions.

Managing director: Dr. Dirk Lippens, MD

VAT identification number: BE 0882.647.342

Legal representative: Dr. Dirk Lippens, MD

www.christianebeerlandt.com is the only official website URL of Christiane Beerlandt®. The Christiane Beerlandt® website is available in several languages. To change your language preference, click on the little globe icon on the upper right corner of your screen for desktop users and you will see a list of the four available languages coming up, or click on the flag corresponding to your preferred language below for mobile users.

Dispute resolution for consumers

Kindness is our priority and that is why we are always open to reaching a fair agreement. If you were not satisfied with the quality of our services or our products, please let us know. You can reach our service contact under info@christianebeerlandt.com. The European Commission provides a platform for online dispute resolution which you will find on <https://ec.europa.eu/consumers/odr>. BEERLANDT PUBLICATIONS BV is not willing and not

bound to take part in formal dispute resolution at an arbitration board for consumers.

Article 1 - Online Sale

1.1. By placing an order for products or services from the Christiane Beerlandt® website, you automatically, irrevocably and unconditionally accept and are bound by these General Terms and Conditions as well as our Privacy Policy. No variation or amendment of these Terms and Conditions shall be binding on BEERLANDT PUBLICATIONS BV unless confirmed by it in writing.

1.2. You may not order or obtain products or services from this website if you (a) do not fully accept the General Terms and Conditions and / or Privacy Policy of Beerlandt Publications BV, (b) are not the older of (I) at least 18 years of age or (II) legal age to form a binding contract with BEERLANDT PUBLICATIONS BV, or (c) are prohibited from accessing or using this website or any of this website's contents, goods or services by applicable law.

1.3. Some other, third-party websites may contain hyperlinks or refer to our website, to our online store or to our social media pages. We do not have any control over third-party websites, nor over their content. We can therefore not be held liable for their operation, content and use.

1.4. Our online store is provided with a SSL Certificate. This means that we meet all legal requirements with regard to the security of your personal data and payment details. We strive to continuously improve the security of your data. We will report abuse by hackers to the police.

1.5. Our Privacy Policy, <https://www.christianebeerlandt.com/GDPR?Lng=en>, reflects The General Data Protection Regulation (GDPR) and governs the processing of all personal data collected from you in connection with your purchase of products or services through the Christiane Beerlandt® website. We never provide your personal data to third parties.

1.6. Our website is deemed to ask for your permission in advance regarding cookies. You can read more about this in our Cookie Policy.

1.7. You will only use our website in accordance with its purpose and in accordance to the applicable law. In particular, you will refrain from:

- using a false identity;
- sending us false or illegal content, junk mail, content that violates or causes damage to the rights of a third party;
- violation of unauthorized access to a part of the site;
- taking any action that may disrupt the operation of our site.

If you are aware of inappropriate behavior or use related to our website, please contact us at the following address: info@christianebeerlandt.com. Any suspicion of abuse or fraud will be reported to the police.

1.8. We strive to provide you with excellent service at all times and do this from the heart. If you have any doubts about the purchase of a product, please contact us and we will be happy to help.

1.9. You can subscribe to our newsletter. You will then be informed about novelties and activities related to the works or the philosophy of life of Christiane Beerlandt®.

Article 2 - Order Acceptance and Cancellation.

2.1. Once a product is added to your cart, you can change or delete the quantity, continue shopping, or proceed to checkout. There is no obligation to buy any item in your cart. When you're ready to place your order, access your cart and click "Order These Items".

If you haven't done so already you may be asked to "Log In" or register for an account. To complete the purchase process enter your billing and shipping information. Business users are requested to enter their VAT number. For your protection, the entered billing information must match the one your credit card company or financial institution has on file. Then choose your payment option, and click "Confirm Your Order".

2.2. You agree that your order is an offer to buy, under these Terms, all products and services listed in your order. All orders must be accepted by us or we will not be obligated to sell the products or services to you. We may choose not to accept any orders in our sole discretion. In particular, and without limitation to any other rights we have to reject an order, we maintain the right to reject any custom order request that Beerlandt Publications BV determines, in its sole discretion, compromises the integrity of Christiane Beerlandt® or is otherwise inappropriate.

2.3. After having received your order, we will send you a confirmation email with your order number and details of the items you have ordered. Acceptance of your order and the formation of the contract of sale between Beerlandt Publications BV and you will not take place unless and until you have received your order confirmation email. You can cancel products or orders that haven't entered the shipping process yet by contacting our Customer Service by email: info@christianebeerlandt.com

2.4. If your order can't be modified as it entered the shipping process already, you may refuse the package upon receipt or return it as stipulated in Section 3 of these terms.

2.5. If, for any reason, we are unable to timely fulfill an order, your sole remedy, as further detailed in Section 3 of these terms, shall be a refund of the amount that you paid for the applicable product(s) or service(s) that we were unable to timely fulfill.

2.6. If, a product that you wish to order is "Under Reprint," it means that the selected item is temporarily out-of-stock. The expected delivery time will be indicated in your shopping cart. Continuing the purchase process implies that you accept that the product will be delivered subsequently. We strive to ship the product concerned at the shortest possible delay. If in your sole discretion the reasonableness of delivery has expired, you can cancel the product or order without further obligation by contacting our Customer Service by email: info@christianebeerlandt.com.

Article 3 - Reflection Period and Returns

3.1. You have 14 days to change your mind after purchasing a particular product. You are entitled to check the product, but not to use it. If you have reconsidered and wish to withdraw from the purchase within this period, you can return the product to us. You only pay the shipping costs for returning the product in question. If you have already made a payment, the product price will be refunded to your bank account number.

3.2. Products that are returned to us must be provided with the original packaging and must be suitable for resale. Risk and costs of a return shipment are at your own account unless you have received an erroneous or damaged order. For CDs or sealed books, the packaging should not be broken. If the seal or packaging is broken, we unfortunately cannot make a refund or cancel the purchase.

3.3. If a product needs to be returned because you have received an erroneous order or your order has arrived damaged, then the shipping costs are at our expense. In that case, please contact us in advance before taking any action. You will then receive information about your return procedure.

3.4. Beerlandt Publications BV reserves the right to modify or change the product, in whole or part, at any time prior to delivery in order to include improvements deemed necessary by Beerlandt Publications BV, but without incurring any liability to modify or change any edition or version previously delivered.

Article 4 - Prices and Payment Terms

4.1. The prices listed on our online store are quoted in Euro (EUR), which will be the invoicing and payment currency and always include the statutory Belgian VAT (Value-added Tax) that is applicable in each case and other price components. Additional costs such as shipping fees will be visible once you have added the product to your shopping cart.

4.2. Your payment can be made via one of the automated payment options (Bancontact, iDEAL, Visa, Mastercard, Maestro, Sofort, GiroPay), or via payment in advance (wire transfer). When you authorize us to automatically debit an amount, you are obligated to provide us with your correct payment details. Abuse or fraud is punished and reported to the authorities that must be aware of it. In addition, a report is made to the police.

4.3. The displayed price of the product on the website cannot change during your purchase. You pay the sales price that is visible with the product and which is also confirmed to you, if you electronically agree to the purchase. The purchase price is again stated in your purchase confirmation.

4.4. If the list price of a purchased product changes afterwards, you are not eligible for a discount or a refund of the price difference.

4.5. The shipping cost in your order covers the cost of transporting and delivering your parcel only. Any additional taxes, customs duties, levies and other charges whatsoever can arise in the case of deliveries outside of Belgium. Your purchase constitutes your acceptance to work with customs to settle any amounts owed.

Article 5 - Shipments - Delivery - Title and Risk of Loss.

5.1. We will arrange for shipment of the products to you. Unfortunately we are unable to ship to P.O. Boxes, APO, FPO, MPO Zip Codes or DPO addresses.

5.2. You will pay all shipping and handling charges specified during the ordering process. In our discretion, and as specified within the order process, we may offer free shipping to select countries.

5.3. Title and risk of loss pass to you upon our transfer of the products to the carrier. Shipping and delivery dates are estimates only and cannot be guaranteed. We are not liable for any delays in shipments. Please note that the Christiane Beerlandt® products are printed or manufactured in Belgium and may be shipped from different stock locations. Consequently, please allow up to four (4) weeks for delivery, although your order may be delivered sooner or later, depending on volume and availability. If a product is "Under Reprint," the selected item is temporarily out-of-stock. The expected delivery time will be indicated in your shopping cart and might take up to a longer period of time. It is possible that your order will arrive in two or more deliveries.

Article 6 - Complaints and Warranty

- 6.1. Complaints, questions, or comments about the delivery must be reported to us either by email (info@christianebeerlandt.com), or by filling out the contact form on our website. We will be happy to help you. We will then contact the relevant shipment courier regarding the delivery of the product.Â
- 6.2. Complaints about the product itself must be reported to us by email (info@christianebeerlandt.com), supported by evidence (photos or other images). Please describe your complaint as specifically as possible. We will then investigate your complaint internally.
- 6.3. Complaints are handled by us within a reasonable period of time. This is usually within 14 days, with certain more complicated complaints this can be longer. A complaint can be handled in writing or by telephone.
- 6.4. Every product that we deliver to you is preceded by thorough quality control. Nevertheless, it is always possible that a certain item escapes our attention during inspection or that it is damaged during transport. We kindly request you to check all items immediately upon receipt. If you discover an error or a defect in one of our products, we request that you report this to us within 48 hours of receipt of products. Unless Beerlandt Publications BV is notified to the contrary during said period, delivered items shall be presumed to be accepted.Â
- 6.5. When you discover an error or defect, we will evaluate it and, if necessary, replace the product or (partially) refund the purchase price. However, this does not apply in the case of intent or deliberate damage. If a hidden defect is only established after a reasonable period of time, the replacement value will also lapse in the event of a possible payment of damage.

Article 7 - Intellectual Proprietary Rights

- 7.1. The Christiane Beerlandt® website contains material that is protected by intellectual proprietary rights. Their use is only permitted insofar as it is limited to display on a single device and reproductions for your own private use. This limited license is non-exclusive, non-transferable and includes personal use only, excluding any commercial use. Any use outside of this limited license and / or not entirely in accordance with it is not permitted without prior written approval from Beerlandt Publications BV.
- 7.2. All Christiane Beerlandt® products are copyright protected. The logo with the orange sphere, the name Christiane Beerlandt®, and The Key to Self-Liberation®, are registered trademarks or logos. The absence of a product name or logo on an item or product does not constitute a waiver of the trademark and / or logo of Christiane Beerlandt®, or its products, or other intellectual property rights in those names, brands or logos.
- 7.3. Subject to legal exceptions, the products and their contents may not be reproduced, translated, adapted, replicated or stored in any form or by any means, in whole or in part, nor may the products and their content be communicated or passed on, in whole or in part to the public in any form or by any means (such as, but not limited to, electronic and mechanical means) without the prior written consent of Beerlandt Publications BV.
- 7.4. Beerlandt Publications BV reserves the right to change and / or expand the product features on our website at any time.

Article 8 - Reader's Submissions

- 8.1. Anything you post, share, comment, or otherwise provide through the Christiane Beerlandt® website or on the Christiane Beerlandt® social media pages is considered a "Reader's Submission." Reader's submissions may contain suggestions, comments, ideas, improvements or other feedback or materials and may be viewed by other readers.Â
- 8.2. In order to display your reader's submissions on the Christiane Beerlandt® website or on the Christiane Beerlandt® social media pages and to notify other readers (if applicable), you grant us certain rights over those reader's submissions.Â
- 8.3. For all reader's submissions, you grant BEERLANDT PUBLICATIONS BV free of charge a royalty-free, perpetual, nonexclusive, transferable, sublicensable, worldwide license to use, store, display, reproduce, preserve, modify (e.g. for technical purposes, such as ensuring that your submission can be displayed on both a mobile device and a desktop computer), create, perform, distribute, translate, or otherwise act in connection with such reader's submissions as we deem necessary to operate, market and advertise Christiane Beerlandt®, including to present, display or perform such reader's submissions in accordance with your preferences.Â
- 8.4. BEERLANDT PUBLICATIONS BV is free to use, disclose, reproduce, modify, license, transfer and otherwise distribute the reader's submissions in any way, unless otherwise and expressly indicated by the reader.

9. General Limitation of Liability.

- 9.1. In no event shall we be liable to you or any third party for consequential, indirect, incidental, special, exemplary, punitive or enhanced damages, lost profits or revenues or diminution in value, arising out of, or relating to, and / or in connection with any breach of these terms, regardless of (a) whether such damages were foreseeable, (b) whether or not we were advised of the possibility of such damages and (c) the legal or equitable theory (contract, tort or otherwise) upon which the claim is based.
- 9.2. Our sole and entire maximum liability, and your sole and exclusive remedy, shall be limited to a refund of the actual amount paid by you for the products and services that you have ordered through our website.

9.3. Under no circumstances shall Beerlandt Publications BV be liable for any damages that result from the use of or inability to use the content provided in the Christiane Beerlandt® works and publications, including but not limited to reliance by a user on any information obtained from the Christiane Beerlandt® website.Â

9.4. The information contained in the Christiane Beerlandt® products, on the Website www.christianebeerlandt.com, and in (recorded) talks and workshops given by Christiane Beerlandt® or by her life companion, Dr. Dirk Lippens, MD, is intended for general information purposes only. This information is **not** intended to be used for the purposes of curing / healing any ailment. This information is also **not** intended to be a substitute for professional medical advice, diagnosis, or treatment. This information is also **not** intended to take the place of any qualified medical doctor's advice or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition. Never disregard professional medical advice or delay in seeking it because of any information you have read or heard in the books written by life philosopher and author Christiane Beerlandt®, on the website www.christianebeerlandt.com, and in (recorded) talks and workshops given by Christiane Beerlandt® or by the author's life companion Dr. Dirk Lippens, MD. The above-mentioned information does not dispense medical advice; nor does it prescribe the use of any technique as a form of treatment for medical problems without the advice of a qualified physician, either directly or indirectly. The intention in providing the above-mentioned information is only to offer information of a general nature to help you cooperate with your qualified, licensed doctor / medical practitioner in your quest for health. In the event that you decide to use any of the above-mentioned information, you are responsible for your decision, which is your constitutional right, but Christiane Beerlandt®, Beerlandt Publications BV, The Christiane Beerlandt Foundation, or Dr. Dirk Lippens, MD assume no responsibility for your actions. Christiane Beerlandt®, Beerlandt Publications BV, The Christiane Beerlandt Foundation, or Dr. Dirk Lippens, MD assume no responsibility for errors or omissions. In no event shall Christiane Beerlandt®, Beerlandt Publications BV, The Christiane Beerlandt Foundation, or Dr. Dirk Lippens, MD be liable for any special, direct, indirect, consequential, or incidental damages or any damages whatsoever, whether in an action of contract, negligence or other tort, arising out of or in connection with the use of the service or the contents provided by www.christianebeerlandt.com, Christiane Beerlandt®, Beerlandt Publications BV, The Christiane Beerlandt Foundation, or Dr. Dirk Lippens. We reserve the right to make additions, deletions, or modifications to the contents on the Website or in the Christiane Beerlandt® Products at any time without prior notice.

9.5. Our memorandum,Â <https://www.christianebeerlandt.com/Memorandum?Lng=en>Â is an integral part of these General Terms and Conditions.Â

Notices

Entire Agreement. Our order confirmation, these General Terms and Conditions, the applicable Memorandum, our Intellectual Property Rights and our Privacy Policy constitutes the sole and entire agreement of us and you with respect to the subject matter contained therein and supersedes all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, with respect to the subject matter. You and we have not relied on any statement, representation, warranty, or agreement of the other party or of any other person on such party's behalf, including any representations, warranties, or agreements arising from statute or otherwise in law, except for the representations, warranties, or agreements expressly contained in this Agreement.

Supplement to the General Terms and Conditions for Business Customers with a B2B Account:

Article I - Definition of Business Customer

I.1. A "business customer" refers to a natural person or legal entity acting within the scope of their business or professional activities and holding a B2B account with Beerlandt Publications BV.

Article II - Advance Payment

II.1. For orders placed via a B2B account, advance payment is required unless otherwise agreed upon in writing between Beerlandt Publications BV and the business customer.

Article III - Delivery to Alternative Delivery Address

III.1. Business users have the option to have their orders delivered to an alternative delivery address, provided that this address is directly associated with their own business entity.

Article IV - Delivery to Third Parties

IV.1.Â If a business customer has selected to have products delivered directly to third parties, this is

considered an indirect attempt to shift costs onto Beerlandt Publications BV.

IV.2. In case of (repeated) violations, Beerlandt Publications BV reserves the right to recover any additional costs incurred from the business customer.

IV.3. Upon repetition, Beerlandt Publications BV reserves the right to unilaterally adjust the trade discount at its own discretion or to suspend it.

Article V - Trade Discount and Application

V.1. Trade discounts are applied based on written agreements between Beerlandt Publications BV and the business customer.

Article VI - Minimum Order Quantity

VI.1. A minimum order quantity may apply to orders placed by business customers via their B2B account. This quantity is determined by Beerlandt Publications BV and may vary per item or per product category.

Article VII - Special Discounts and Price Agreements

VII.1. Special discounts and price agreements may be offered to business customers based on individual negotiations between Beerlandt Publications BV and the respective customer. These agreements are documented in writing and must be adhered to by both parties.

Article VIII - Business Responsibility

VIII.1. The business customer is responsible for the use and distribution of the products obtained through the B2B account. Any disputes or complaints regarding the products must be handled and resolved by the business customer in compliance with applicable laws and regulations.

Article IX - Data Protection and Confidentiality

IX.1. Beerlandt Publications BV will process the personal data of business customers in accordance with applicable privacy laws. Personal data will only be used for the purpose for which it was provided and will not be shared with third parties without the consent of the business customer, unless legally required. The business customer is responsible for ensuring the confidentiality of their B2B account data and must securely store and not share this data with third parties.

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