

General Conditions Aangetekende.email service

General

Connect Solutions BVBA, with head office in 3550 Heusden-Zolder, Zandstraat 187 and with enterprise number 0843.871.294 has developed a service for the application of electronically registered deliveries (registered e-mail). The User and CONNECT SOLUTIONS conclude a contract for the use and administration of the Aangetekende.email service of CONNECT SOLUTIONS.

Throughout the present General Conditions, specific terms are used that have the meanings assigned hereunder:

Trust Service: the electronic service that is provided in accordance with eIDAS Regulation (EU) No. 910/2014 of the European Parliament and the Council and that, among other things, controls the electronically registered delivery (registered e-mail) of messages;

Registered e-mail (Electronically Registered Delivery Services): Trust Service in accordance with eIDAS Regulation (EU) No. 910/2014 of the European Parliament and the Council with which the sending and receiving of messages between parties through electronic means is controlled and the proof provided for the concerned parties concerning the exchanged data and the way in which it was handled; it also gives certainty regarding the integrity of the exchanged data as well as offering protection against the risk of loss, theft, damage or unintentional change;

Aangetekende.email service: the Trust Service offered by CONNECT SOLUTIONS in connection with the delivery and collection of Registered E-mail;

Account: account to which a single User (or several Users in the case of legal persons) are attached with a view to access the Aangetekende.email service.

User: natural person with access to an Account;

Administrator: User with access on behalf of his/her natural person or on behalf of a legal person to an Account, this including specific administrative functions such as the addition or removal of Users.

Subscription: a subscription by an Account on the Aangetekende.email service.

Addressee: User of the Aangetekende.email service who receives a Registered E-mail from a Sender who is also a User of the Aangetekende.email service;

Sender: User of the Aangetekende.email service who sends a Registered E-mail to an Addressee who is also a User of the Aangetekende.email service;

Credit: indivisible unit of entitlement that may be purchased within an Account.

Itsme: Itsme (www.itsme.be) is a Belgian identification service operated by Belgian Mobile ID NV (Sint Goedeleplein 5, 1000 Brussels - company registration number 0541.659.084), a consortium of Belgium's leading banks and mobile network operators.

1. Purpose

The purpose of the present General Conditions is to establish the conditions for the provision of the Aangetekende.email service by Connect Solutions to the User and its use by the User in application of eIDAS Regulation (EU) No. 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC.

The Aangetekende.email Service is offered as a web application and is accessible by means of the url: <https://www.aangetekende.email>

The Aangetekende.email Service will exchange messages only within the service meaning that the Sender will post the message within the service and Receiver will collect the message within the service. No other eRDS provider than Connect Solutions is involved in the provision of the trust service.

2. Entry into effect and duration

The contract becomes effective upon completion of the Subscription and acceptance of the present terms and conditions; it shall remain effective until such time as the Subscription is removed.

3. Enrollment

3.1 Sender (natural person)

The Sender has to create an Account and then subscribe to the Aangetekende.email service. Two-factor authentication need to be enabled when subscribed to the Aangetekende.email service.

To subscribe to the Aangetekende.email service, a one-time identification at high level of confidence need to take place. For this, an authentication with the Belgian eID authentication certificate, an electronic signature with the Belgian eID or an electronic signature/seal with an eIDAS qualified certificate or the identification procedure Itsme shall be performed by the natural person. Alternatively, a face-to-face physical identification of the natural person is performed by Connect Solutions.

The Aangetekende.email Subscription is not activated until a positive validation of the identification results (performed by the administrator or sales role of Connect Solutions).

In case of identification with the eID authentication certificate or a qualified signature/seal certificate (e.g. Belgian eID signature certificate), the Aangetekende.email Subscription is not activated until a positive validation of the authentication, and the validity of the certificate (expiry date, revocation status by means of CRL/ OCSP responses).

In case of identification with Itsme, the Aangetekende.email Subscription is not activated until a positive validation of the requester's identity by Itsme. The Aangetekende.email service determines a successful subscriber identification by Itsme by the verification of the electronic signature on the identification data set returned from Itsme to the Aangetekende.email service.

In case of a face-to-face physical identification, the Aangetekende.email Subscription is not activated until a positive validation of the requester's identity by means of the passport/ID card he/she possesses and physical resemblance with the photo on the passport/ID card.

Also, e-mail address and mobile phone number have to be provided. The Aangetekende.email service verifies the validity of both e-mail address and mobile phone number by sending 6-digits verification codes to both that need to be entered on the web form by the requester.

3.2 Sender (legal person)

The Sender has to create an Account and then subscribe to the Aangetekende.email service. Two-factor authentication need to be enabled when subscribed to the Aangetekende.email service for every User accessing to the Aangetekende.email service.

The person performing the application process has firstly to successfully perform the basic identification for natural person (see 3.1 §2).

Next, the person performing the application process has to upload a pre-filled-out approval Form electronically signed off (using the Belgian eID or other eIDAS qualified certificate) by a legal representative of the company. The approval form contains the empowerment of the person performing the application process and, if necessary, of further company employees (it is a finite list) to fully use and manage the Aangetekende.email company Subscription. This also includes an empowerment of the persons listed on the form to manage (add, change, remove) other users on the Aangetekende.email service. In case no electronic signature is possible, a handwritten signed approval form with name, date and handwritten signature of the legal representative is transmitted in original form to Connect Solutions (e.g. by post).

It is the company/legal person's obligation to regard the "approval form" in company's internal signature regulations.

Next, the person performing the application process for the company Subscription, using the field provided for the purpose, upload documents showing the identity of the legal representative of the company (e.g. the most recent "CBE enterprise extract" for Belgian Companies).

The Aangetekende.email Subscription is not activated until a positive validation of the Subscription (performed by the administrator or sales role of Connect Solutions).

First of all, the electronic signature of the legal representative of the company on the approval form is verified by Connect Solutions. This review contains the review of the validity of the signatures and certificates (incl. CRL/OCSP responses). In case of a handwritten signature, a verification is done to see if it is an original document (no copy) and name, date and handwritten signature are on the form.

If successfully verified, a verification is performed whether the natural person who signed the approval form, is authorized to act on behalf of the company (i.e. is the legal representative indeed). For Belgian companies, use is made of the CBE register. Besides the CBE register, other company

registers are used by Connect Solutions to perform the verification. Only the independent search by Connect Solutions itself is used as reference, and not the documents uploaded by the person performing the application process.

At the next step, Connect Solutions verifies if the User performing the application process is also listed on the approval form as one of the persons empowered to fully use and manage the Aangetekende.email company Subscription. For this, the identification results of the basic identification for this person as natural person (see above) and the content of the approval form are used by Connect Solutions.

Also, for every User an e-mail address and mobile phone number have to be provided. The Aangetekende.email service verifies the validity of both e-mail address and mobile phone number by sending 6-digits verification codes to both that need to be entered on the web form.

3.3 Addressee (natural person)

No Account creation nor enrolment (subscription to the Aangetekende.email service) in the sense of eIDAS is necessary for a natural person Addressee. If the Addressee wishes to do so, the same enrollment procedure as described in 3.1 is applicable.

3.4 Addressee (legal person)

A legal person Addressee has to create an Account and subscribe to the Aangetekende.email service. The same enrollment procedure as described in 3.2 is applicable.

4. Service usage

4.1 Sender (natural person)

Since a Sender has to be subscribed for the Aangetekende.email service, two-factor authentication or other (see 5.) will be enforced to logon to the service.

4.2 Sender (legal person)

Since a Sender has to be subscribed for the Aangetekende.email service, two-factor authentication or other (see 5.) will be enforced to logon to the service.

4.3 Addressee (natural person)

If the Addressee is not subscribed to the Aangetekende.email service, he/she gets a notification by email and can collect the message by entering on the collection web page his/her email address and mobile phone number that were provided by the Sender to the Aangetekende.email service. Afterwards two different one-time passwords are sent to both the email address and mobile phone

number respectively, which need to be entered on the collection web page. When successfully verified by the Aangetekende.email service, the message can be collected. This temporarily created Addressee's Account will be deleted cf. the timeframes as set out in chapter 10.

This collection procedure can be repeated as often as necessary as long the related message is maintained by the Aangetekende.email service as set out in chapter 10.

If the Addressee is subscribed to the Aangetekende.email service, he/she can collect the message by logging on to the service. Since an Addressee is subscribed for the Aangetekende.email service in this case, two-factor authentication or other (see 5.) will be enforced to logon to the service.

4.4 Addressee (legal person)

Since an Addressee has to be subscribed for the Aangetekende.email service, two-factor authentication or other (see 5.) will be enforced to logon to the service.

5. Two-factor authentication and other logon mechanisms

Two-factor authentication mechanisms allowed for the Aangetekende.email service:

- User id (self-chosen user name) + password (by knowledge) + one-time password by SMS (6 digits in the range from 0 to 9)

Other logon mechanisms:

- Logon with the Belgian eID linked to the Account
- Logon with other eIDAS qualified signature/seal certificate linked to the Account
- Logon with Itsme ID linked to the Account

6. Password policy

- Passwords need to be minimal 6 characters long and must contain minimum one letter, one digit, and a special character
- After 3 failed logons, a captcha is used to verify that input is not done by a robot
- After 7 subsequent failed logons the password is locked, and the password reset procedure needs to be started to unlock.

In case of a company Account with multiple Users, the password can be reset by another User of the company Account.

The User can also reset the password itself by logging on with an alternative logon mechanism (e.g. identification service or logon with qualified certificate/seal) and resetting the password.

Alternatively, a User can request password reset on the logon screen. Two different verification codes are sent to the email address and mobile phone number entered at User creation (see chapter 3), respectively, that need to be entered on the web form. If correct, a new password can be set.

8. Deletion of an active Subscription on the Aangetekende.email service

An active Subscription on the Aangetekende.email service may be removed. To that end the User must be able to log on to the Account with the status of Administrator.

Once the striking-off of the Subscription is confirmed, that Subscription is then marked for deletion with a view to final removal within 45 days of the day of marking for final striking-off.

No new messages may be sent to that Account from the day following marking for final striking-off. Messages still pending for collection in this period will still have to be processed. Outgoing messages may no longer be sent during this period.

9. Sending and collecting a registered message

9.1 The Sender logs on to the platform (see 4.1 and 4.2) and enters the Addressee. If the Addressee is a legal person, the company registration number needs to be entered. If the Addressee is a private person, the email address of the private person needs to be entered. In case the Addressee is a natural person without Subscription to the Aangetekende.email service, also the mobile phone number of the natural person needs to be entered. The message is sent.

After submitting the message, and before delivering the message to the Addressee, Connect Solutions puts a qualified electronic seal incl. qualified timestamp over the message (timestamped PAdES LTV type) as Connect Solutions' proof of delivery.

The message created by the Sender incl. service metadata added by Connect Solutions (Sender information, Addressee information, timestamp of sending as part of the service seal) represents the "proof of delivery". It is then put in the electronic letterbox of the Addressee (if the Addressee is not a subscriber, this letterbox is temporary).

The Addressee of the message will be able to verify the identity of the Sender by means of the metadata added by Connect Solutions to the initial Sender's message, which are sealed by Connect Solutions.

9.2 The Addressee identifies him/herself (see 4.3 and 4.4) prior to be able to collect the message.

Then, the Addressee has to actively click on the button "confirm for receipt".

Connect Solutions then creates the "proof of receipt" by adding service metadata to the already existing "proof of delivery" and stores it in the letterbox of the Sender and Addressee. These service metadata are represented by timestamp of receiving as part of the service seal (PAdES LTV type).

Both Sender and Addressee can then download the “proof of receipt” incl. Sender’s initial message and all the service metadata as described above.

10. Availability and legal effect of Registered E-mail

10.1 After the Registered E-mail is sent, the Addressee receives a notification by email and the message is made available in the Account of the Addressee. From that moment, the Addressee has a period of 14 days within which to collect the Registered E-mail.

10.2. If the Addressee has not collected the Registered E-mail within the period of 14 days, the Registered E-mail is removed from the Addressee's Account. The Sender receives notification of this by e-mail. From that moment, the Sender has another 30 days in which to download the uncollected message in PDF format containing the original e-mail message & attachments and qualified electronic seal of Connect Solutions with proof of and date/time of delivery. After that period of 30 days the message is removed from the Sender's Account. It is the responsibility of the Sender to download the message in PDF format before the end of this 30-day period.

10.3. From the moment the Registered E-mail is collected by the Addressee, the Sender gets a notification by e-mail, and both Sender and Addressee have 30 days to download the message in PDF format containing the original e-mail message & attachments and qualified electronic seals of Connect Solutions with proof of and date/time of delivery and collection. After that period of 30 days the message is removed from the Sender's and Addressee’s Account. It is the responsibility of the Sender and Addressee to download the message in PDF format before the end of this 30-day period.

The seals in the PDF file are of type PAdES LTV (long term validation), meaning that the validity of the certificates at the time of signing (CSP/OCSP responses) is included in the seals. This ensures that the validity of the seals can be verified for a long time and even after expiration of the certificates using signature validation software, without intervention of Connect Solutions.

IMPORTANT! Once downloaded, it is always the responsibility of the Addressee and the Sender to check ALL electronic seals in the downloaded PDF file for validity in order to be sure that no unauthorized changes have been made to the document. This can be done by opening the PDF file in signature validation software and checking the validity of the seals. The seals in the PDF file are of type PAdES LTV (long term validation), meaning that the validity of the certificates at the time of signing (CSP/OCSP responses) is included in the seals. This ensures that the validity of the seals can be verified for a long time and even after expiration of the certificates using signature validation software, without intervention of Connect Solutions.

10.4. The User shall take the necessary precautions to ensure that notifications by e-mail do not end up in the spam and shall, if necessary, add the e-mail addresses admin@aangetekende.email and support@aangetekende.email to the safe senders in the spam settings.

10.5. It is the responsibility of the User, when connecting to the Aangetekende.email service, to check for HTTPS in the browser and to check the certificate to ensure the site is identified as owned by Connect Solutions bvba, Heusden-Zolder, Limburg, BE. Hyperlinks in e-mails received from

Aangetekende.email e-mail addresses should only be clicked on if they start with <https://www.aangetekende.email/>

10.6. Data sent and received using a qualified electronic registered delivery service has legal effect and shall enjoy the presumption of the integrity of the data, the sending of that data by the identified sender, its receipt by the identified addressee and the accuracy of the date and time of sending and receipt indicated by the qualified electronic registered delivery service.

10.7. **IMPORTANT!** Regardless of if the Addressee collects the Registered E-mail, he/she is regarded as having had the opportunity to take note of the content of the Registered E-mail. The content of the Registered E-mail has therefore legal effect with regard to the Addressee.

Despite the user-friendliness offered by the Aangetekende.email service by means of notifications by e-mail, it is the Addressee's responsibility to regularly consult the Account to see whether any new Registered E-mails are pending to be collected.

It is the Addressee's responsibility to check his/her message within the time limits laid down in Article 10 and collect any Registered E-mails that he/she may have received, to read the message and the attachments and to reply on them. CONNECT SOLUTIONS will not conduct any control in the matter and cannot be held responsible for any consequences arising from the Registered E-mail and failure to respond to it.

10.8 **IMPORTANT!** If the Sender sends a registered message via the Aangetekende.email service to an Addressee that has no Subscription on the Aangetekende.email service, it is the Sender's responsibility to ensure that he/she has an agreement with the Addressee on to send registered delivery in an electronic form and he/she has an agreement on the combination of e-mail address and mobile phone number that can be used for this purpose.

It is also the responsibility of the Sender to ensure the Addressee is correctly informed about the legal effect, timeframes and other provisions as set out in chapter 10 and any other relevant provisions set out in this General Conditions.

10.9 CONNECT SOLUTIONS will not conduct any control concerning the fulfillment of the responsibilities stated in 10.8. Therefore, it is the full responsibility of the Sender to ensure correct use of the service and respect of the General Conditions.

10.10 The Aangetekende.email service only maintains its legal effect and eIDAS qualified status in case of correct use and respect of the General Conditions.

11. Administration and use of the Account on the Aangetekende.email service

11.1 Access to and use of the Aangetekende.email service is strictly personally linked to the User. The User shall not reveal password or other login information to third parties and so as to prevent third parties from obtaining illegal access to the Aangetekende.email service.

11.2 In case of doubt regarding any violation of the confidentiality and/or the integrity of the personal data the User must immediately take the necessary measures for the control, protection and blocking of the User or Account concerned and inform CONNECT SOLUTIONS regarding the possible security incident.

The User is at all times responsible for the careful administration of login data and all possible resultant transactions on the Aangetekende.email service.

11.3 In case of an Account for a legal person, the legal person is responsible for the accurate management of Users on the Account, including addition, change and (timely) removal of Users and granting of access rights to the Users. All Users of an Account for a legal person act on behalf of the legal person and it is the legal person's responsibility to ensure all Users are aware of and comply to these General Conditions.

11.4 A legal person subscriber can add other, additional persons being empowered for usage and management of the corporate Subscription. For this, the legal representative of the company has to perform same procedure as for the very first enrolment using the approval form (see 3.2).

11.5 The content of the sent Registered E-mails is always the Sender's responsibility. CONNECT SOLUTIONS cannot be held responsible for the content made available to the Addressee by means of the use of the Aangetekende.email service.

11.6 The User is obliged to treat any form of (personal) data with which he/she may come into contact within the Aangetekende.email service with appropriate confidentiality and use it exclusively within the Aangetekende.email service and only according to the necessities of the used services.

In case of improper use of the Aangetekende.email service, CONNECT SOLUTIONS reserves the right to suspend the use of the Account temporarily, to deny access to the Account to one or more Users temporarily, to close the Account or to deny any future access to the Account for the associated User.

CONNECT SOLUTIONS reserves the right to claim compensation in the event that it sustains any direct or indirect loss as a result of improper use of the Account.

11.7 It is the User's responsibility to have accurate security measures (e.g. antivirus, up-to-date operating system,...) on the device from where the Aangetekende.mail service is accessed.

12. Liability

12.1 In conformity with Regulation 910/2014 Art. 13, CONNECT SOLUTIONS is responsible for damage caused intentionally or negligently to any natural or legal person due to a failure to comply with the obligations under this Regulation.

The intention or negligence of a qualified trust service provider shall be presumed unless that qualified trust service provider proves that the damage referred to in the first subparagraph occurred without the intention or negligence of that qualified trust service provider.

12.2 CONNECT SOLUTIONS BVBA may not be held liable for:

- loss of any kind sustained by the User if CONNECT SOLUTIONS BVBA can prove that it is the result of unforeseen circumstances or problems with external parties or failure of external parties to comply with their obligations;
- loss of any kind sustained by the User if CONNECT SOLUTIONS BVBA can prove that it is the result of failure of the User to comply with these General Conditions.
- destruction, damage or theft through external influences;
- the consequences of hacking of the Aangetekende.email service (application, servers, infrastructure);
- damage claims or legal proceeding concerning protection of any intellectual rights on material delivered by the User;
- for consequential damage and/or any form of indirect damage, including loss of use and profit, except in case of fraud or intentional error.

12.3 The compensation to which CONNECT SOLUTIONS may be held liable since this agreement, whatever the cause, nature and object of the claims, shall be limited to a maximum of 1 250 000.00 euros per incident and per year, this on the understanding that damage affecting several different clients as a consequence of one single originating fact will be regarded as one single incident.

12.4 If the User intends to claim compensation he/she must inform CONNECT SOLUTIONS accordingly in writing and as promptly as possible. He/she is not allowed to withhold or postpone payment of outstanding invoices.

12.5 CONNECT SOLUTIONS advises against the use of the Aangetekende.email service for transactions with an individual value greater than 3 000.00 euro; if necessary, any such transactions are made on the sole liability and for the risk of the User unless agreed otherwise.

13. Maintenance and availability

13.1 CONNECT SOLUTIONS takes the necessary care to ensure the availability of the Aangetekende.email service and is bound only by a commitment of effort. Temporary unavailability of the Aangetekende.email service may not, however, result in a penalty, compensation or cancellation of the agreement.

13.2 The User agrees that in case of maintenance or adaptation works either on the Aangetekende.email service or the underlying infrastructure, access to and use of the Aangetekende.email service will temporarily not be available.

13.3 CONNECT SOLUTIONS tries to carry out non-urgent maintenance or adaptation works on working days, before 09:00 hrs and after 18:00 hrs, or on non-working days. If this is not possible for CONNECT SOLUTIONS the user will be informed by e-mail with indication of the expected duration of the works, and this at least 24 hours before the start of the maintenance or adaptation works.

13.4 If the User experiences a problem with the access to or use of the Aangetekende.email service he/she must contact CONNECT SOLUTIONS immediately. The User must describe the problem and its consequences as accurately as possible.

14. "Force majeure"

No party shall be held liable if it is impossible for it to respect all or some of its obligations because of unforeseen circumstances ("force majeure") as generally understood in law.

The following are expressly regarded as cases of force majeure: riots, total or partial strikes within or outside the company, lock-out, extreme heavy weather, epidemics, the blocking of transport or supplies for any reason, earthquake, fire, storm, flood, water damage, restrictions imposed by the government or by law. The term "force majeure" also includes, as expressly agreed: destruction of equipment, computer attacks or piracy, the total or partial blocking of the bandwidth, of the fossil fuel supply, the temporary or final removal or prohibition, for any reason, of access to the internet, the networks, the means of telecommunication the cause of which is outside the volition or control of the parties and the requirements or provisions of a legislative or regulatory nature imposing restrictions on the object of the licence or on free movement.

15. Right of use and intellectual property

15.1 Full property of the intellectual rights on the Aangetekende.email service provided by CONNECT SOLUTIONS remains with CONNECT SOLUTIONS. The User may not use, copy or reproduce them by any means or disclose them to third parties without the consent of the latter.

15.2 CONNECT SOLUTIONS is the legal owner of the rights of use and operation concerning the software of third parties used for the running of the Aangetekende.email service.

15.3 CONNECT SOLUTIONS grants the User a non-exclusive and non-transferable right of use concerning the Aangetekende.email service, this for the duration of existence of the Subscription. No other rights are granted. The right of use is not transferable to third parties unless written permission is first obtained from CONNECT SOLUTIONS.

15.4 The User undertakes not to violate, directly or indirectly, the rights of CONNECT SOLUTIONS and to take all necessary measures to guarantee the property right of CONNECT SOLUTIONS on the Aangetekende.email service.

16. Protection of privacy

Art.5 of Regulation 910/2014 (eIDAS) includes "Data processing and protection". Art.5.1 refers to the integral Directive 95/46/EC with which Trust Services must be in compliance.

As of 25/05/2018 collection, storage and processing of personal data within the Aangetekende.email service is also done in accordance with Directive 2016/679, the EU General Data Protection Regulation (GDPR) replacing the Data Protection Directive 95/46/EC.

For CONNECT SOLUTIONS the personal privacy of their users is a paramount of importance.

To comply with GDPR, Connect Solutions has fulfilled her duties as being:

- A privacy policy posted on the website;
- A certified General Data Protection Officer (DPO) is appointed;
- GDPR Processing Activities Registers are maintained.

The privacy policy informs the users about:

- The personal data we keep;
- The legal ground on which we process the personal data;
- The period of storage;
- Other parties we share their personal data with;
- The rights of the users and how they can exercise their rights, such as the portability of their personal data;
- How they can unsubscribe from the Aangetekende.email service and the consequences when unsubscribing;
- The contact details of the DPO.

In the GDPR Processing Activities Register we describe the following points:

- The name and contact information of Connect Solutions who is responsible for the processing of the personal data;
- The contact details of the DPO;
- The purposes of the processing of the personal data;
- The types of personal data we process;
- The different categories of people involved;
- The different categories of external parties who receive the personal data;
- A detailed description of which personal data the different categories of external parties receive;
- The legal ground of processing each type of personal data and passing on.

In no case CONNECT SOLUTIONS will subject their users to profiling.

17. Price and payment

Pricing and price conditions published on the website are applicable unless explicitly agreed otherwise.

In case of late payment, a reminder is sent 14 calendar days after the due date to the e-mail address linked to the Account. If the reminder fails to elicit a useful response in good time, a notice of default is sent 30 calendar days after the due date. An administrative cost of 10% of the invoice amount with a minimum of 15 euros is charged. If payment is still not forthcoming the access to the

Aangetekende.email service is blocked from 45 calendar days after the due date until such time as payment of all due fees , plus any additional costs and interest owed on commercial debts, these to be calculated from the due date is received.

Except where otherwise agreed all applicable fees are due for the whole duration of the Subscription, regardless of any blocking of the Aangetekende.email service .

18. Support and Helpdesk

CONNECT SOLUTIONS provides an e-mail address support@aangetekende.email where Users can report 24/7 concerning defects in the Aangetekende.email service.

After CONNECT SOLUTIONS receives a message of a defect, CONNECT SOLUTIONS decides whether or not that defect or fault is urgent.

If it is urgent the defect will be treated and rectified by CONNECT SOLUTIONS to the best of its abilities within 48 hours of assignment of the ticket.

If it is non-urgent the defect will be treated and rectified by CONNECT SOLUTIONS to the best of its abilities as soon as possible within 7 days of assignment of the ticket.

CONNECT SOLUTIONS will take all reasonable measures to restore correct functioning for the User of the Aangetekende.email service as quickly as possible.

19. Miscellaneous

19.1 These conditions do not affect the exercise by CONNECT SOLUTIONS of any of its other legal or contractual rights.

19.2 If CONNECT SOLUTIONS should happen not to demand the execution of the provisions of these terms and conditions this may not be construed as suspension or surrender of application of that or any other term or condition.

19.3 CONNECT SOLUTIONS reserves the right to amend or to supplement the present terms and conditions unilaterally. These changes or additions shall have immediate effect from the time of their publication on the website of CONNECT SOLUTIONS.

If CONNECT SOLUTIONS makes changes or additions to these terms and conditions it will change the date of the “last update” on the bottom of the document.

19.4 The relation between CONNECT SOLUTIONS and User is exclusively governed by Belgian law. Any case of dispute shall be submitted by CONNECT SOLUTIONS for settlement by the Courts of the Legal District of Antwerp, Division Hasselt, without prejudice to the right of CONNECT SOLUTIONS to initiate legal proceedings before the courts of law of the legal district of the Client.

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