
SHIPPING POLICY HART 4 TECHNOLOGY

Version 2.0

Due to busy delivery services, shipments may be delayed. We have no influence on this and ask for your understanding.

ORDER AND SHIPPING OR PICKUP

After you have completed your order and met all the conditions set in it, you will receive an order confirmation by e-mail or text message. If a product is out of stock, you will be notified and the product will be back-ordered. We reserve the right to postpone shipment until your order is complete.

After your order is prepared for shipment by us, you will receive the track-and-trace code by email.

Email order confirmations and track-and-trace codes may end up in your junk mailbox. If you do not find these messages in there either, please contact us.

In some cases it is possible to pick up your order by appointment at our location in Eibergen (the Netherlands). If you have agreed with us that you will pick up your order while shipping costs have already been calculated, these will be waived.

DELIVERY TIME

Delivery of orders within the Netherlands is usually within one to two business days. Different delivery times apply for orders to be delivered outside the Netherlands. These differ per country.

In some cases, delivery of software takes a little longer because we may still have questions for registration and completion.

The supply of high-quality crypto equipment, such as Viasat ECLYPT en DARC, may take longer due to sales authorization. We will contact you for this if necessary.

EXCEPTIONAL DELIVERY TIMES

If we need to reorder products from your order from our supplier, or if the products need to be custom manufactured, the delivery time may increase to three to six weeks.

The "Smart Keeper PRO" products has an average delivery time of three to six weeks and in busy periods four to eight weeks. For the Viasat ECLYPT- and Viasat DARC-600-products you should expect a delivery time of four to twelve weeks. Whether your organization receives an X-ref code from the NCSC in the United Kingdom depends on this. The X-ref code is your ticket to purchase a number of products.

Due to unforeseen external circumstances, there may always be a delay in production, delivery to our warehouse and/or delivery to our customers. Therefore, we can never guarantee a delivery time.

SHIPPING METHOD

We work with several delivery services, namely PostNL, DHL, DHL Express and FedEx.

By default, we ship packages via PostNL, which by default engages DPD for international shipments. Sometimes we choose to use on DHL or another delivery service.

You can also choose to make use of DHL's pick-up service point when you do not expect to be present at the time of delivery and/or when you want to determine your own pick-up time. You are responsible for picking up the package within the set time frame. If the package remains lying around too long, it can be returned to us and you will have to pay the shipping costs again.

PAYMENT

Unless expressly agreed otherwise, payment must be made prior to delivery of the products. Our payment methods are: iDeal, Bancontact, bank transfer, credit card, PayPal and cash, where payment by credit card and PayPal is only available to our partners.

Payments by credit card and PayPal are subject to additional charges. In case of payment by credit card you will receive an additional charge of 2.9% of the order amount + € 0.25 variable costs. In case of payment via PayPal you will receive an additional charge of 5.5% of the order amount + € 0.10 variable costs. For payments with a non-Dutch credit card, delivery can sometimes be delayed by one or two days due to a standard fraud score procedure.

SHIPPING COSTS

Any shipping costs will be visible once the address details have been added to your order and the first steps of the checkout have been completed.

The cost of standard shipping is €8.00 in the Netherlands, including tracking and packaging materials. For orders over € 500,- to be delivered within the Netherlands, no shipping costs will be charged, with the exception of large sizes and urgent deliveries. These exceptional cases for shipping costs for deliveries in abroad is variable and some will be discussed with you, after which the shipping costs will be invoiced separately after placing the order.

If you would like to insure shipping, please feel free to contact us for a custom quote.

ADDRESS INFORMATION

It is your responsibility to enter and verify the delivery address correctly. We will never be liable for damages resulting from incorrect or incomplete data provided by you, and any resulting additional costs, such as additional shipping costs, may be charged to you.

RECEIPT OF PRODUCTS

You are responsible for receiving the shipment. Any additional shipping costs to be incurred will be at your expense and billed separately.

For deliveries in or outside the EU, we have registered all our products and are a Registered Exporter and will also make this known on our shipments to the customs of the relevant country. This ensures that our REX registration is also recognized and customs clearance goes smoothly. However, we ship our products under Delivery term: ICC Incoterms® 2020 ExW Ex Works.

SHIPMENT DELAYED OR LOST

If you report to us that an order has not been delivered to you, we will initiate an investigation. This investigation may take approximately two weeks.

If our investigation shows that the delivery service has made a mistake, we will notify you and it is your responsibility to resolve the problem with the delivery service, unless you are a consumer; in the latter case, the shipment is at our risk and we are obligated to resolve it. If you are not a consumer, delivery is at your risk because we have agreed Ex Works delivery with you.

If our investigation shows that we have made a mistake, we will notify you and fix the problem.

If, as a business customer, you need to file a claim with the delivery service, we will provide you with all necessary information upon request to the extent that it is reasonable for us to do so. If you have paid via credit card or PayPal, you may be entitled to purchase protection from this payment service. Please check the terms and conditions of the respective payment service.

SAFETY OF THE PRODUCTS

As importers and exporters, we must comply with European legislation (EU) 2019/1020.

In order to ensure the free movement of products within the Union, it is necessary to ensure that products comply with Union harmonization legislation and consequently with regulations that provide a high level of protection for public interests, such as health and safety (all of our products are CE and UKCA labeled and we can also provide the Declaration of Conformity CE letter and related technical documents upon request) in general, the protection of consumers, the protection of the environment (disposal of electronics through the Open Foundation), public safety and the protection of other public interests (home copy levy through the Home Copy Foundation) protected and complied with by that legislation. This includes monthly and annual administration and audits to comply with these legislations.

HOME COPYING LEVY / REMITTANCE OF COPYRIGHT

With respect to the sale of storage media, we charge Home Copy Levy to our customers unless:

- a) a professionally acting client who is based in the Netherlands is also a contractor of Stichting de Thuis kopie, in which case we do not charge the Home Copy levy and the client himself is responsible for declaring and paying the Home Copy levy to Stichting de Thuis kopie;
- b) it concerns a client acting professionally who is established outside the Netherlands, in which case we do not charge the Home Copying levy and the client himself is responsible for any locally required declaration and payment in respect of comparable (copyright) rights.