

Please find below our general terms & conditions for Sea-Me-Diving stickers.

## 1. Contact details

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## 2. Products - what do you need to keep in mind?

- The delivery conditions for your digital files. See our website for more information.
- You should note that digital images printed on photographic paper must have a minimum pixel resolution. Sea-Me-Diving is not responsible if a submitted image with too low a resolution is printed anyway. Sea-Me-Diving is also not responsible if too low a resolution is not pointed out. You accept that you will be charged for any order for a print of an image, even if the resolution of the specified image is insufficient or of insufficient quality to produce a sharp, clear and/or colour-fast image. You receive a digital proof to approve before printing.
- The printing process is in CMYK. If Pantone® colours are used, we use the Pantone® matching system to convert the colours to CMYK. Please note that not all Pantone® colours can be converted exactly to CMYK.
- Both the thickness and format of the stickers may be slightly subjected to tolerances during the production process, due to temperature and humidity.
- Initially, the stickers provide protection for the front part of your backplate. The sticker will be glued by you onto that part. So you will possibly see an edge in the original colour of your backplate (mostly yellow or black). Keep this in mind when creating your design.
- The stickers consist of a scratch-resistant layer, but it is still possible to damage the sticker (or even the backplate itself in some cases). The sticker is a consumer good, so scratches, dents, ... in the sticker can still occur. (e.g. when diving into a wreck or cave system, during transport on a boat, ...) Once the sticker has been glued, applied and used, no guarantee can therefore be offered.
- If you want to remove the sticker, there is a chance you will damage it. There are three options for getting the sticker delivered: standard, extra adhesive and removable. Keep this in mind when ordering your sticker.
- We only supply stickers. We do not sell backplates.

## 3. Prices

All prices include VAT and exclude shipping costs.

We reserve the right to adjust our prices.

## 4. Order, delivery and payment

### Orders

Submit your order via our order form: <https://forms.gle/ATVGw8iCm2gHyTxU6>

### Delivery

The production takes a bit of time, due to e.g. the hardening of the material. Count on a production and delivery time of min. 14 working days after approving your digital proof.

### Payment

Payment by bank transfer or via payment code delivered to the buyer. We start with the design process after payment.

### Invoice

An invoice can be requested by using the order form or by sending us a request before your payment takes place. Any inaccuracies in invoicing should be reported by the customer immediately so that we can correct.

## 5. Shipment or pick-up

### EU shipment

Shipping is paid by the buyer and is calculated according the EU-country of shipment

### Outside of EU

Shipping outside of the EU is paid by the buyer and is calculated according the country of shipment

We make every effort to pack and ship or prepare the goods as well and safely as possible.

### Pick-up

Pick-up is free of charge after making a pick-up appointment by phone or e-mail.

## 6. Right of withdrawal

- When ordering, the customer receives a digital proof for approval. After approval, the customer is responsible for the result.

- All goods are manufactured according to the customer's specifications. The goods therefore have a personal character and cannot be taken back. As a result, cancelling an order is not possible. As we consider customer satisfaction very important, we obviously strive to find a suitable solution together.

## 7. Complaints

We try to describe the offered articles as accurately as possible and to clarify them by means of photos.

Should typographical errors (material errors, misspellings) occur, this is due to human, involuntary error and no rights can be derived from this. Colours in the photos (or digital proof) may also differ slightly from the real colours. Settings and quality of your monitor may influence this, as well as the incidence of light. Therefore, we cannot accept returns based on colour deviations.

If you have doubts about a certain product or would like further information, you can always contact us for more info.

We also make every effort to check our products as closely as possible for any errors or defects.

We make every effort to prevent or solve any complaints.

## 8. Privacy and cookies

Kimberly Nuyttens is Sea-Me-Diving's Data Protection Officer. She can be reached via the details above.

### Data we process

Because you use our services and/or because you provide this data to us yourself, Sea-Me-Diving processes personal data about you. These data are:

- First name & surname
- Address details
- Telephone number
- E-mail address
- Company name
- IP address
- Internet browser and device type
- Bank account number
- Other personal data that you actively provide, for example, in correspondence and by telephone

### Purposes of processing personal data

Sea-Me-Diving processes this data for the following purposes:

- Processing payment
- Sending the newsletter and/or advertisements
- Contacting you by telephone or e-mail
- Information about services that change
- To comply with legal obligations

### Data retention

Sea-Me-Diving retains data for as long as it is necessary to achieve its objectives

### Cookies, or similar techniques used

Sea-Me-Diving uses functional, analytical and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone the first time you visit the website. Sea-Me-Diving uses cookies with a purely technical functionality. These ensure that the website works properly and that, for example, your preferences are remembered. These cookies are also used to make the website work properly and to optimise it. In addition, we place cookies that track your browsing behaviour so that we can offer tailored content and advertisements. During your first visit to the website, we have already informed you about these cookies and asked your permission to place them. You can opt out of cookies by setting your internet browser to no longer store cookies. You can also delete any information previously stored via your browser settings.

*More information on how to do this can be found on the relevant website of the browser you are using.*

If you delete cookies, this can be detrimental to the user experience of this website.

### Third-party cookies are also set on this site.

Session ID from Google analytics (this too can be disabled, how to do this can be read on the Google analytics site)

An E-mail marketing link was provided to Mailchimp after newsletter subscription. This is protected by a double opt-in according to GDPR guidelines.

### View, modify or delete data

You have the right to view, correct or delete your personal data. Please contact Kimberly Nuyttens at [hello@sea-me-diving.com](mailto:hello@sea-me-diving.com)

## **Any questions?**

Contact us at [hello@sea-me-diving.com](mailto:hello@sea-me-diving.com)