# General terms and conditions

*Version: 22 October 2026*

## Article 1 – Who we are and to whom these terms apply

1.1 These terms apply to every purchase via the web shop www.meytec.eu, by consumers and by businesses. The web shop is operated by:

Meytec BV
Registered office and place of business (contact, complaints and returns): Poederleesteenweg 94/E3, 2460 Kasterlee, Belgium
Company number/VAT: BE 0747.687.975 – Register of Legal Entities (RPR) Antwerpen, division Turnhout
Tel. +32 3 377 83 23 – email: info@meytec.eu – www.meytec.eu

1.2 “Consumer” means any natural person who buys for purposes outside their trade, business, craft or profession. “Business” means any buyer who buys in the context of their professional or business activity. Articles that apply only to consumers or only to businesses state this expressly.

1.3 General terms or purchasing terms of a business do not apply, unless Meytec expressly accepts them in writing. Deviations from these terms only apply if they have been agreed in writing.

1.4 These terms exist in the languages of the web shop. All language versions have the same content. You can save and print them at any time.

## Article 2 – Ordering and conclusion of the contract

2.1 You order in the following steps: you place products in your basket, you enter your details, you choose the shipping and the payment method, you check the overview of your order and you confirm the order with the button by which you enter into an obligation to pay.

2.2 Up to that final confirmation, you can review your details and your basket and correct any input error, by going back to the previous step or adjusting the basket.

2.3 After your order, you will receive an acknowledgement of receipt by email as soon as possible with an overview of your order. The contract is concluded when we confirm your order. Before that confirmation, we may refuse an order, for example in the case of insufficient stock.

2.4 If the web shop contains an obvious error in price or description that you should reasonably have noticed, we may cancel the order even after confirmation. We will then notify you immediately and refund everything you have already paid within 14 days.

2.5 We keep the contract (order, confirmation and invoice). You will receive them by email. With a customer account, you can also view your orders in your account.

2.6 The contract can be concluded in the languages of the web shop. The language of the contract is the language in which you order.

## Article 3 – Prices and payment

3.1 All prices are in euros. For consumers, they include VAT. You will see the shipping costs and the total price before you confirm the order.

3.2 You pay in advance with one of the payment methods you see at checkout and that are listed on our Payment methods page. We do not charge a surcharge for any payment method.

3.3 The price of a confirmed order does not change.

3.4 For businesses that buy on invoice, the payment term on the invoice applies. In the event of late payment by a business, the statutory interest and the fixed recovery compensation laid down by Belgian law for commercial transactions are due by operation of law and without notice of default.

## Article 4 – Delivery

4.1 We deliver to the countries you can select at checkout.

4.2 We aim to ship your order within 48 hours of receiving payment. In any case, we deliver no later than 30 days after the conclusion of the contract, unless we agree on a different period together. If we cannot deliver on time, we will notify you. A consumer can then give us a reasonable additional period; if we still do not deliver, they can terminate the contract and we will refund everything within 14 days.

4.3 For consumers, the risk of loss or damage only passes when you, or a third party indicated by you and other than the carrier, has acquired physical possession of the goods. For businesses, the risk passes upon delivery at the delivery address.

4.4 Check the shipment on receipt. Report visible transport damage or an incomplete delivery as soon as possible to info@meytec.eu. For consumers, this does not affect the legal guarantee.

## Article 5 – Right of withdrawal for consumers

5.1 As a consumer, you can withdraw from the contract within 14 calendar days without giving any reason. The period expires 14 days after the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods. If you ordered several goods that are delivered separately, the period runs from receipt of the last item.

5.2 You withdraw in one of these ways, before the end of the period:

- online, with the “Withdraw from contract here” function at www.meytec.eu/en-gb/service/withdrawal/. We will then immediately send you an acknowledgement of receipt of the withdrawal by email, including its content and the date and time of its submission;
- with another unequivocal statement, for example by email to info@meytec.eu or by letter to Meytec BV, Poederleesteenweg 94/E3, 2460 Kasterlee, Belgium;
- with the model form in article 6. This is not mandatory.

5.3 You send the goods back without undue delay and no later than 14 days after your withdrawal to Meytec BV, Poederleesteenweg 94/E3, 2460 Kasterlee, Belgium. The deadline is met if you send the goods back before the end of those 14 days. The direct costs of returning the goods are borne by you.

5.4 We will reimburse all payments received from you, including the costs of standard delivery, without undue delay and no later than 14 days after we received your withdrawal. If you chose a more expensive delivery method than our cheapest standard delivery, we will not refund the difference. We will reimburse you using the same means of payment you used, unless you

expressly agree to another means of payment; in any event, you will not incur any fees as a result. We may withhold reimbursement until we have received the goods back, or until you have supplied evidence of having sent them back, whichever is the earliest.

5.5 You may handle the goods as you would in a shop, to establish their nature, characteristics and functioning. You are liable for any diminished value resulting from handling beyond that. Solutions and sachets are sealed: if you break a seal, open a bottle or open a sachet, the diminished value may amount to the full price of that product, because we cannot resell it. The same applies to an electrode or sensor that has been used in a sample medium.

5.6 After a timely withdrawal, the contract lapses for the withdrawn goods. We only use your withdrawal to process it.

## Article 6 – Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

To: Meytec BV, Poederleesteenweg 94/E3, 2460 Kasterlee, Belgium – info@meytec.eu

I/We (*) hereby give notice that I/we (*) withdraw from my/our (*) contract of sale of the following goods:

Ordered on (*) / Received on (*):

Order number:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper):

Date:

(*) Delete as appropriate.

## Article 7 – Returns for businesses

Businesses do not have a statutory right of withdrawal. A return is only possible with our prior written consent, without prejudice to the rights under article 9.

## Article 8 – Legal guarantee for consumers

8.1 **Legal guarantee.** Belgian law applies to your purchase. As a consumer, you are entitled to the legal guarantee of 2 years from delivery: Meytec is liable for any lack of conformity that exists at the time of delivery and becomes apparent within that period. This does not affect the mandatory protection you enjoy under the law of your country of residence. Meytec does not provide any additional commercial guarantee. Your legal rights are summarised in the EU notice on the legal guarantee.

8.2 **Proof.** If a lack of conformity becomes apparent within 2 years of delivery, it is presumed to have existed at the time of delivery, unless Meytec proves otherwise or this presumption is incompatible with the nature of the product or of the lack of conformity. After that period, you must prove that the lack of conformity already existed at the time of delivery. This does not affect the mandatory protection you enjoy under the law of your country of residence.

8.3 **Your rights.** In the event of a lack of conformity, you choose between free repair and free replacement, unless your choice is impossible or would entail disproportionate costs. After repair or replacement, the statutory rules on the legal guarantee period apply. If repair or replacement

is not possible or does not succeed, you are entitled to a proportionate reduction in the price or to terminate the contract for lack of conformity. Free means: without costs for shipping, labour or materials. Before Meytec repairs or replaces the product, we will point out to you your choice between repair and replacement.

8.4 **Products with a limited service life.**
a) Glass pH and redox electrodes, pH, redox and EC sensors and calibration, storage and cleaning solutions are consumables with a limited service life. Meters and testers are not consumables, but contain wearing parts, such as batteries, cables, connectors and, in some testers, a replaceable sensor.
b) An electrode or sensor ages by its nature, even with correct use. How long it lasts depends on the sample medium, the temperature, the frequency of use, cleaning, calibration and above all storage. The indicative service life is stated in the product information.
c) Solutions have an expiry date on the label. On delivery, calibration solutions still have a shelf life of at least 6 months in unopened packaging. After opening, usability depends on use and storage. A lack of conformity that already existed at the time of delivery is covered by the legal guarantee, even if it only becomes visible after opening (for example a deviating value on first use). Contamination or incorrect storage after opening is not covered.
d) Gradual deterioration with normal use within the normal service life is not a lack of conformity, such as a lower slope, a slower response, a zero-point shift or the depletion of reference electrolyte or gel.
e) The legal guarantee continues to apply in full to any lack of conformity that already existed at the time of delivery. This also includes abnormally rapid deterioration due to a manufacturing defect and a solution that is already out of specification before its expiry date.

8.5 **What is not a lack of conformity at the time of delivery.** The legal guarantee covers any lack of conformity that existed at the time of delivery. A problem that arises solely from one of the following causes after delivery is not a lack of conformity at the time of delivery. Meytec may then refuse a claim, to the extent that the problem was caused by that cause. If the problem becomes apparent within 2 years of delivery, Meytec will demonstrate that cause (see 8.2).
a) Normal wear and ageing: gradual deterioration within the normal service life as described in 8.4, a battery that runs down through use, and signs of use such as scratches or discolouration that do not affect measurement.
b) Mechanical damage after delivery: including from dropping, knocking, pinching or bending, such as a broken or cracked glass membrane or glass body, a damaged or blocked diaphragm (junction), a crushed or kinked cable, a broken-off connector, or a cracked housing or display.
c) Temperature: exposure outside the temperature range in the manual, including through freezing, overheating, autoclaving, the dishwasher or cleaning with hot water, unless the product is intended for this.
d) Moisture and water: immersion or ingress of water beyond the degree of protection (IP rating) or immersion depth specified for the product, or with an open or poorly closed battery compartment or cover.
e) Electrical: damage from leaking, incorrectly inserted or non-specified batteries, from a non-specified adapter, charger or power supply, or from overvoltage.
f) Chemical: attack, poisoning or clogging of the membrane, the diaphragm or the reference system by substances for which the product is not intended according to the product information, including solvents, oils, strong oxidants, or protein- and fat-rich media without the cleaning prescribed in the manual, or by measurements outside the specified pH, temperature or measuring range.
g) Storage and maintenance: storage, cleaning or calibration that deviates from the supplied manual, including drying out of the electrode, storage without a protective cap or storage

solution, storage in distilled or demineralised water, or a non-specified cleaning agent. Measurement deviations that disappear after the calibration or cleaning described in the manual are not a lack of conformity.
h) Solutions: use after the expiry date, or deterioration after opening due to contamination (such as pouring back or reusing used solution), by leaving it open, or by storage in light, heat or cold outside the label instructions.
i) Use outside the intended purpose or specifications: use outside the specified specifications or the purpose of the product, or misuse.
j) Interventions: opening, modifying or repairing the product, or having it repaired by someone not designated by Meytec, if that intervention caused the problem.
k) Combination with other products: use with electrodes, sensors, cables, power supplies or solutions that are not compatible according to the product information, if that caused the problem.

Damage that was already present at the time of delivery, such as transport damage, is covered by the legal guarantee. Report it as soon as possible. Loss or theft after delivery is not covered by the legal guarantee, because it is not a lack of conformity of the product. A lack of conformity that only becomes apparent after the statutory period of 2 years is not covered by the legal guarantee. A deviation that was expressly communicated to you at the time of purchase and that you expressly and separately accepted is not a lack of conformity. For a product you bought from another seller, contact that seller.

8.6 **Notification.** Report a lack of conformity as soon as possible after discovering it, and in any case within 2 months. A later notification may result in you losing your rights, to the extent that Belgian law so provides. Your legal claim becomes time-barred in accordance with Belgian law. This does not affect the mandatory protection you enjoy under the law of your country of residence.

8.7 **Procedure and determination of the cause.**
a) You report the problem to info@meytec.eu, with your invoice or other proof of purchase and delivery date, the type and, if present, the lot number, a description of the problem and, where possible, photos or a short video.
b) On request, you describe how the product was used, cleaned, calibrated and stored, and you send the product in for examination. Do not send back any product without the return address you receive from us.
c) If the claim is covered by the legal guarantee, shipping, examination, repair or replacement and return shipping are free of charge for you.
d) Meytec examines the product and communicates its reasoned position. You can dispute that position and submit evidence yourself. Whether the lack of conformity existed at the time of delivery is assessed in accordance with the statutory rules on proof (see 8.2).
e) If the problem is not covered by the legal guarantee, Meytec will not charge you for the examination. You will receive a quotation for any paid repair or replacement; Meytec will only carry this out with your agreement. If you do not want a repair, we will send the product back. The costs of that return shipment will be communicated to you in advance and are only payable if you agree to them.

8.8 **Your statutory rights.** Nothing in these terms limits or excludes the rights you have as a consumer under the law. A provision that would conflict with this does not apply to the extent that it would limit those rights.

## Article 9 – Warranty for businesses

*Only for buyers acting in the context of their professional or business activity. For consumers, article 8 applies.*

9.1 **Scope and period.** Meytec supplies products that conform to the contract at the time of delivery. Meytec is liable for defects in material or workmanship that existed at the time of delivery and that the buyer reports within 12 months of delivery by Meytec. For solutions, that period runs until the expiry date on the label, and at most 12 months after delivery. After that period, any claim for defects lapses, except in the case of fraud, intent or gross negligence on the part of Meytec, or to the extent that mandatory law provides otherwise. If Meytec is regarded as a specialised seller for a latent defect, the limitations of this article do not apply unless Meytec proves that the defect was undetectable at the time of delivery. Meytec does not provide any additional commercial guarantee.

9.2 **Service life.** Glass pH and redox electrodes, sensors and solutions are consumables with a limited service life. A service life stated in the product information is indicative and not a guarantee. Gradual deterioration within the normal service life (lower slope, slower response, zero-point shift, depletion of reference electrolyte or gel) is not a defect.

9.3 **Exclusions.** Not covered are problems caused after delivery or by the buyer or third parties, including: normal wear and ageing; mechanical, thermal, electrical or chemical damage (dropping, knocking, freezing, overheating, water beyond the degree of protection, incorrect or leaking batteries or power supply, incompatible or aggressive media); storage, cleaning, calibration or use that deviates from the instructions or specifications, including drying out and storage in distilled or demineralised water; interventions by parties other than Meytec; solutions used after the expiry date or contaminated or incorrectly stored after opening; transport damage not reported in accordance with 9.4.

9.4 **Complaint periods.** The buyer inspects the goods on delivery. Visible defects, shortages and transport damage must be reported in writing within 8 days of delivery. Latent defects must be reported in writing within 2 months of discovery, and in any case within the period of 9.1. In the case of a later notification, any claim lapses. Use, processing or resale of a product with a visible defect counts as acceptance of that defect.

9.5 **Proof and examination.** The buyer proves that the defect existed at the time of delivery by Meytec. On request, the buyer demonstrates that the product was used, maintained, stored and calibrated in accordance with the instructions, and sends the product in for examination. Shipping costs to Meytec are borne by the buyer. Meytec provides the buyer with a written examination report. The buyer may request a joint examination within 14 days; the costs are borne by the party found to be in the wrong. If the complaint is unfounded, Meytec may charge the costs of examination and return shipping at a rate communicated in advance.

9.6 **Remedy.** In the case of a covered defect, Meytec repairs or replaces the product, or credits its invoice value, at Meytec’s option, and sends it back at its own expense. Article 10.2 applies.

9.7 **Resale to consumers.** The buyer is itself responsible for its statutory obligations towards its customers, including consumers. It does not give any warranty on behalf of Meytec. The periods and limitations of this article and of article 10 are without prejudice to the buyer’s mandatory statutory rights of recourse where it is itself liable towards a consumer for a defect attributable to Meytec. In that case, the buyer notifies Meytec without delay and gives it the opportunity to examine the product.

## Article 10 – Liability

10.1 **Consumers.** Towards consumers, Meytec is liable in accordance with the law. These terms do not exclude or limit that liability.

10.2 **Businesses.** Meytec's total liability per order is limited to the invoice value (excl. VAT) of the products concerned. Meytec is not liable for indirect or consequential damage, such as loss of production, loss of profit, damage to other property or incorrect measurement results. These limitations do not apply in the case of fraud, intent or gross negligence on the part of Meytec, in the case of damage to the life or the physical or mental integrity of a person, in the case of non-performance of an essential obligation, or to the extent that mandatory law (including product liability) provides otherwise.

## Article 11 – Retention of title

The goods remain the property of Meytec until the full price has been paid. The risk passes in accordance with article 4.3.

## Article 12 – Force majeure

In the event of force majeure, Meytec is not obliged to perform for as long as the force majeure lasts. If the force majeure lasts longer than 60 days, or if performance becomes permanently impossible, either party may terminate the contract in writing for the unperformed part, without compensation. Anything already paid for that part will be refunded by us. The statutory rights of consumers remain unaffected.

## Article 13 – Privacy

We process personal data as described in our privacy policy, which you will find at the bottom of every page of www.meytec.eu.

## Article 14 – Complaints

If you have a complaint, email info@meytec.eu or call +32 3 377 83 23 (Monday to Friday, 9 to 17 hrs). We reply on working days, usually within 24 hours, and look for a solution together with you. A consumer can also contact the Belgian Consumer Mediation Service (Consumentenombudsdienst, www.consumentenombudsdienst.be).

## Article 15 – Applicable law and competent court

15.1 These terms and every contract with Meytec are governed exclusively by Belgian law.

15.2 **Consumers.** For consumers, this choice of law does not affect the mandatory protection you enjoy under the law of your country of residence. A dispute is submitted to the court that has jurisdiction by law; in any event, you can also bring proceedings before the court of your place of residence where the law provides for this.

15.3 **Businesses.** For businesses, the Vienna Sales Convention (CISG) is excluded. Disputes fall under the exclusive jurisdiction of the courts of Antwerpen, division Turnhout.

## Article 16 – Final provisions

16.1 If a provision of these terms is void, the other provisions remain in force. In case of doubt about the meaning of a provision, the interpretation most favourable to consumers applies to them.

16.2 We may amend these terms for future orders. Your order is governed by the terms as they appeared on the web shop at the time of your order.