Consumer terms

Morvena | VDB Origin BV | 28 September 2026

Terms dated 28 September 2026. Services and work on customer-owned goods. Standalone consumer terms; the B2B terms do not apply.

C1 Parties and scope

C1.1 Morvena is the trading name of VDB Origin BV, BE0764.462.542, Register of Legal Entities Antwerp, Hasselt division, registered office Industrieweg-Zuid 1358, 3520 Zonhoven, Belgium. The workshop is at Industrieweg-Zuid 1360, 3520 Zonhoven. Contact and complaints: info@morvena.be. The contracting party is VDB Origin BV, which conducts the finishing activities covered by these terms under the trading name Morvena. In these terms, “Morvena” means VDB Origin BV in the context of those activities.

C1.2 These terms apply exclusively to individuals contracting mainly for private purposes. The Morvena B2B terms do not apply to this contract. Mandatory consumer rights remain unaffected.

C1.3 The contract comprises the accepted quotation, expressly agreed special arrangements, technical annexes and these consumer terms. An order confirmation changes an accepted quotation only with your agreement. Ambiguities are interpreted in the reasonable way most favourable to you.

C1.4 Morvena's normal activity is the provision of services and work on components entrusted by the customer. The quotation describes the treatment. Provisions concerning sales of goods apply only where the actual order falls within that legal classification; they do not turn an ordinary finishing service into a sale.

C1.5 These terms apply to orders agreed under the trading name Morvena. They do not automatically apply to orders within other activities of VDB Origin BV, whether or not conducted under another trading name. Such orders are governed by the terms separately communicated and accepted for them. For a combined order, the accepted quotation specifies the clearly distinct services to which each set of terms applies. An internal allocation of tasks or performance within another activity of VDB Origin BV does not change the agreed terms.

C1.6 A new version of these terms does not automatically apply to contracts already concluded. Each new order, including an order from an existing customer, is governed by the version then in force, provided it was communicated and accepted before that order was concluded. The version is identified by its date. A repeat order constituting a new contract is a new order; a variation to an existing order does not in itself change the applicable version of the terms.

C2 Information and order

C2.1 Before accepting, you receive the work’s characteristics and scope, VAT-inclusive price or calculation method, additional costs, scheduling, payment arrangements, these terms and applicable withdrawal information. The contract arises through unambiguous acceptance of the quotation or other demonstrable agreement on the essential terms. Acceptance subject to changes or reservations constitutes a new proposal requiring Morvena’s agreement. The order confirmation records the agreement. New or different terms in it require separate acceptance.

C2.2 Quotations remain valid for thirty calendar days unless the quotation states a different validity period. An acceptance received after that period binds Morvena only if Morvena nevertheless accepts it. A budget indication under C2.8 is not a quotation whose mere acceptance creates a finishing assignment.

C2.3 An agreed sample or technical performance is binding for the characteristics for which it was agreed and under the recorded application and assessment conditions. Approval of a sample for colour or appearance does not in itself constitute approval or a guarantee of adhesion, scratch resistance, chemical resistance, outdoor durability or other technical performance. Photographs and screen colours are not necessarily an exact colour reference. Natural material variations are acceptable only insofar as consistent with the contract and your reasonable expectations.

C2.4 The accepted quotation specifies the included finishing work. Dismantling, assembly, installation, substrate repair, degreasing, rough sanding, masking, special packaging, loading and unloading are included only where stated or necessarily part of the expressly agreed service. Additional work follows the variation procedure. Transport is not part of the finishing assignment. Collection of goods still to be treated is agreed separately in advance; transport of finished goods is agreed separately and specifically after the ready notice. The agreed finishing of the supplied substrate does not in itself include repairing, levelling or

correcting existing dents, joints, glue lines, pores or other substrate characteristics. Such work is included insofar as agreed or as a necessary part of the expressly agreed service.

C2.5 Before production, you and Morvena establish the relevant visible faces, uncoated areas, colour, gloss, texture and any reference. For a binding sample, the substrate, assessment lighting and, where relevant, viewing distance and direction are also determined. Visual assessment takes place on the substrate concerned and the agreed visible faces, taking account of those assessment conditions. Where no special assessment conditions are agreed, assessment takes place under conditions reasonably appropriate to the agreed application and normal use. A colour code alone does not promise perfect visual identity on different substrates or under every type of lighting. Exceptionally strict tolerances and measurement methods, including special requirements under raking light, for high gloss or for matching adjacent components, are agreed and priced beforehand. Natural or hand-worked variation accepted in writing within the agreed result is not a defect.

C2.6 Repeat orders and repair components may differ due to material or batch differences, ageing and changed circumstances. Morvena discusses reasonably foreseeable differences beforehand. An identical match to existing work is promised only where feasibility and the reference have been expressly confirmed. Reusing a colour code, formulation or product does not in itself promise an appearance identical to previously finished or aged components. This does not alter a quality characteristic already agreed.

C2.7 Special performance, such as outdoor suitability, fire performance, chemical resistance or suitability for food contact, is specified beforehand with the relevant substrate, complete coating system, use conditions and any standard or class. A component's data sheet or certificate does not itself establish that performance for the entire finished component. Morvena confirms only performance promised for the agreed application.

C2.8 A document expressly designated as a non-binding budget indication serves solely to discuss a potential assignment and its estimated budget. It is not yet an offer to perform the finishing assignment and does not reserve production capacity. Stated amounts, quantities and periods are estimates based on the assumptions specified in that document. A finishing assignment arises only through acceptance of a subsequent quotation or other demonstrable agreement on the essential terms. This provision does not render a contract already concluded non-binding.

C2.9 Investigation, tests or preparation of a sample may be agreed as a separate assignment. The components concerned, operations to be performed, characteristics to be assessed, price or calculation method, scheduling and any permitted damage or irreversible treatment are defined in advance. Morvena undertakes to perform the agreed investigation or testing carefully; a favourable outcome or the feasibility of a subsequent finishing assignment is not promised unless expressly agreed otherwise. Such an assignment does not constitute an order or acceptance of the subsequent finishing assignment. The agreed fee remains payable where carefully performed investigation or testing produces an unfavourable outcome or does not lead to a finishing assignment. A credit against a subsequent assignment applies only if agreed. The agreed fee applies subject to the consumer’s statutory rights, including any applicable right of withdrawal.

C2.10 Before issuing a quotation or accepting an order, Morvena may request technical information, components, material samples, photographs or plans and propose a separate investigation or test assignment. An advance payment is agreed in the relevant assignment. Receipt of the advance, components and required information and approvals determines the commencement of performance under C5.2 to C5.12; their absence does not in itself prevent the contract from having already been concluded.

C2.11 To prepare the assignment technically, specify the goods, visible faces, colour, gloss, reference samples and intended conditions of use. Morvena requests missing technical information before the relevant production.

C2.12 Morvena carries out the agreed technical finishing work carefully, in accordance with good practice and with the care expected of a reasonably competent specialist in the same circumstances. Insofar as the nature of the service and applicable law permit, this is an obligation of reasonable care. The intended appearance, reference and agreed tolerances guide execution and assessment; they do not provide an unlimited guarantee against influences from the substrate, previous treatments, environment, materials or actions beyond Morvena’s control. Specific agreements on the work, products to be used and accepted characteristics remain binding. Merely stating a desired effect, product property or intended use does not create an additional absolute performance or durability guarantee. Morvena’s professional duties to investigate, inform and warn and the commercial warranty under Article C10 remain in force.

C2.13 Insofar as the choices of materials, process sequence, equipment and working method are not expressly fixed by contract, Morvena determines them within the agreed assignment and may adapt them where technically necessary. The accepted finishing characteristics and the agreed use and quality level remain preserved. Any change to expressly agreed products or characteristics requires your agreement.

C3 Delivery and examination

C3.1 You provide in good time the information you have or can reasonably obtain that may affect performance, including substrate composition, previous treatments, damage, moisture, glue, silicones, care products, intended use and necessary safety information. You also report when relevant information about composition or previous treatments is missing or uncertain and supply available product and treatment information. You disclose any exceptional value of the goods and confirm that you are authorised to have them treated. Morvena remains subject to its own professional duties to inform, warn and exercise care.

C3.2 Receipt, a receipt document or temporary storage of the goods does not in itself constitute technical approval of the substrate, its preparation or its suitability for the agreed finish. A technical examination or test has only the scope agreed or inherent in the nature of that examination or test. The fact that a substrate property or previous treatment only comes to light during the work does not mean that you provided incorrect or incomplete information beforehand. Morvena’s professional duties to investigate and warn remain applicable.

C3.3 Goods remain your property, except materials supplied by Morvena itself. Morvena takes proper care of entrusted goods. For exceptional value, feasibility and insurance are discussed before acceptance. Absence of a value declaration does not remove mandatory rights.

C3.4 You deliver the components at the agreed time, orderly, safe to handle, clean, dry and sufficiently cured. A component list and identifiable codes identify dismantled pieces; visible faces, mating surfaces and uncoated areas are marked. Preparation allocated to you in the accepted quotation must meet the specifications supplied beforehand.

C3.5 An ordinary visual receipt check does not include destructive testing and does not rule out hidden substrate problems or incompatibility with previous treatments. The scope, price and limits of adhesion, compatibility or colour tests agreed in advance are recorded. A paid test not included in the assignment requires your prior agreement. A test that may damage or irreversibly alter the customer’s goods requires prior agreement on the components concerned and the intervention permitted. A successful local test does not prove that every other location will behave identically. Morvena retains its professional duties to investigate and warn.

C3.6 Where the condition of the goods prevents safe or proper work, Morvena may pause the affected work, safely segregate the goods and propose adjustment or investigation. It communicates its findings, necessary measures, price and scheduling consequences. Paid additional work begins only after the required agreement, except damage mitigation under C4.3. Unsafe performance may be refused. Scheduling consequences are assessed under C5. C3.8 applies to technical unfeasibility or a serious safety risk discovered after acceptance.

C3.7 Before acceptance, disclose any exceptional repair or replacement value and historical, artistic or irreplaceable character. Before contracting, Morvena may require a separate technical assessment, test, insurance agreement or adjusted scope, or decline the order. Recording a value is not a promise that Morvena's own insurance covers it.

C3.8 If examination or execution after acceptance reveals objective technical infeasibility or a serious safety risk that Morvena could not reasonably have identified before acceptance using normal professional care, Morvena suspends only the affected work and promptly notifies the specific reason and consequences in writing. It first discusses a technically responsible variation, test or limited performance, with prior agreement on price and timing. If no responsible solution is possible or none is agreed within a reasonable written period of at least fourteen calendar days, either party may terminate the unperformable part in writing. Morvena returns the goods and refunds sums received for unperformed services within fourteen calendar days of termination. Only tests agreed in advance and carefully performed and separately usable services remain payable insofar as legally permitted; no compensation for the cancelled remainder or lost profit. Morvena cannot invoke this for mere scheduling problems, an incorrect price estimate or circumstances it should have identified. Its own faults, unnecessary damage and accrued statutory claims remain assessed under the contract and law.

C3.9 Unknown previous coatings, oils, waxes, silicones, plasticisers, moisture, glue residues, resins, salts, corrosion, contamination, insufficient curing and internal stresses may affect adhesion, drying, colour and appearance. A finishing problem arising solely from such a substrate condition and not from a breach by Morvena is not a workmanship defect by Morvena. Additional paid services follow C3.6 and C4.3.

C3.10 You are responsible for the authority, rights and permissions needed to commission the work, have the goods treated and have the supplied designs, trademarks, images and instructions executed. Morvena does not undertake legal checks of ownership, intellectual property rights or licences and need not routinely

investigate your statements about them. If an attributable breach by you leads to a third-party claim, you compensate the resulting proven loss reasonably attributable to you and reasonable, substantiated defence costs, insofar as legally recoverable. You do not bear the share resulting from Morvena's own fault. Morvena informs you of a claim in good time and gives you a reasonable opportunity to participate in the defence; without your prior agreement it does not settle a claim in a way that increases your compensation obligation. In the event of a specific claim or concrete indications of lack of authority or infringement, Morvena may suspend the affected work and request appropriate explanations or evidence. This creates no general duty to investigate and does not affect its own professional duties of care or your mandatory rights.

C4 Price and additional work

C4.1 All prices communicated to you include VAT. Packaging, transport, installation, storage and other additional services are chargeable only where their price or calculation method was clearly communicated and accepted beforehand.

C4.2 A fixed total price may only be changed with your agreement or on a statutory basis. For time-and-materials or measured work, quantities actually performed are charged at the units and rates agreed in advance. The measurement rules accepted in advance determine which visible faces, edges, components, hours and materials are charged and which minimums and rounding apply. A quantity or estimate expressly identified as provisional is not a fixed total price. An agreed maximum price or budget limit may not be exceeded without your prior agreement, except on an applicable statutory basis.

C4.3 Additional work is agreed in writing before execution, stating the price or calculation method and scheduling consequences. An additional-work form, email or other retainable written communication is sufficient where it shows your express agreement to the additional work and its price or calculation method. Without agreement, Morvena may only take strictly necessary and proportionate action to prevent immediate damage where consultation is reasonably impossible. It reports and explains that action without delay.

C4.4 The price is based on the agreed characteristics, quantities, condition on arrival and finishing services. If the goods actually supplied or the services you request differ from these, Morvena may propose an adjusted price and schedule. Quantity differences within the agreed scope are charged under the measurement rules and rates accepted in advance, subject to any agreed maximum price or budget limit. Other additional services or changes in rates require your prior agreement.

C4.5 An amount expressly identified as an estimate is charged according to the calculation method accepted in advance and is not a maximum price, unless a maximum price or budget limit has expressly been agreed. As soon as Morvena reasonably foresees a substantial overrun of the estimate, it communicates the cause and expected financial consequences and the parties discuss further performance. Your prior agreement remains required for additional services, changes in rates or exceeding an agreed maximum price or budget limit.

C4.6 Where a change or additional service proves necessary for safe or proper performance of the work concerned and no agreement has yet been reached, Morvena may suspend that work. It communicates the reason and proposed solution without undue delay. Unaffected work continues insofar as this is reasonably possible technically and organisationally. The consequences for scheduling, costs and any termination are assessed under the applicable provisions of this agreement; suspension does not itself constitute agreement to additional work.

C5 Payment and scheduling

C5.1 The advance payment, its receipt date and any interim payments are set out in the accepted quotation. An expressly agreed payment period takes precedence. Without such agreement, the due balance must be received no later than the end of the collection period under C9.1 and in any event before earlier collection, dispatch or other release. Failure to collect does not postpone that due date. Morvena states the actual due date in the readiness notice and invoice. In the event of a justified dispute, you retain the statutory right to withhold a proportionate amount; the undisputed balance remains payable.

C5.2 The accepted quotation or planning annex accepted by both parties states either a target period alone or a target period and a maximum period, expressed in working days. For these performance periods only, working days are Monday to Friday excluding Belgian statutory public holidays and collectively fixed replacement holidays, construction holidays, sectoral working-time-reduction days, rest days and bridge days under the PC 124 construction calendar for Limburg for the relevant year. The calendar is available through the Bouwunie homepage (https://www.bouwunie.be), under construction holidays and rest days. Days freely chosen individually or at company level count as working days. The periods end upon notification that the agreed finish is technically complete and the components are genuinely available for inspection and

collection at the workshop. Transport never forms part of these periods or the finishing assignment. Collection of goods still to be treated is agreed separately in advance; transport of finished goods is agreed separately and specifically after the readiness notice.

C5.3 The periods start on the first working day after the latest of: (1) receipt of the last component to be supplied for the assignment, (2) receipt of the full agreed advance payment, and (3) the latest order or order variation confirmed by both parties. If no advance payment is agreed, the second condition is deemed fulfilled. Morvena need not order materials, definitively reserve production capacity or start work until the full requested advance has been irrevocably credited to its account and the required information, goods and approvals have been supplied correctly and on time. The performance periods ending at the ready notice start only once all these requirements have been met. Any other conditions for commencement are specifically agreed beforehand.

C5.4 Partial invoicing and delivery occur only under previously agreed stages or with your agreement and without unreasonable disadvantage.

C5.5 Check the component list, visible faces and colour and finishing choices submitted to you, and provide necessary production approvals in writing, for example by email. Silence is not approval. Morvena need not start the affected work without approval and reports the consequences under C5.3 and C5.10. Appoint a contact person and clearly specify the decisions they may make on your behalf.

C5.6 An order variation restarts the periods for the affected part once the commencement requirements for that part are met. The periods restart for the entire assignment if the variation affects its performance as a whole. An administrative correction without an effect on performance does not restart the periods. Commencement and periods are applied separately to separately agreed batches or sub-assignments.

C5.7 Calendar dates stated by Morvena to illustrate the planning are examples. For calculating performance time, the agreed working-day periods and their commencement rules take precedence over those dates.

C5.8 Where only a target period is agreed, it is an estimate. Merely exceeding it does not automatically give rise to compensation or termination. Morvena remains obliged to perform within a reasonable period. If an overrun is anticipated or occurs, the parties discuss a binding maximum period taking account of customary reasonable periods for the nature, extent and circumstances of the assignment. Failure to agree does not suspend the obligation to perform within a reasonable period. Drying, curing, tests, remedial work, weather and environmental conditions, material availability and third-party performance can affect planning.

C5.9 Where a target and maximum period are agreed, the target is a planning estimate and the maximum is the contractual limit for performance. Merely exceeding the target does not give rise to compensation or termination if the maximum is met. The circumstances listed for the target period may affect planning within that allowance but do not automatically extend the maximum. Extension requires agreement or an applicable contractual or statutory ground for suspension.

C5.10 As soon as Morvena reasonably anticipates that a target or maximum period cannot be met, it informs the customer without undue delay of the cause, expected consequences and possible measures. This may be oral or written. The parties discuss a reasonable solution, such as rescheduling or agreed partial performance. A proposed change to a maximum period takes effect only with the customer's agreement, which may also be inferred from silence in circumstances demonstrating acceptance.

C5.11 If the applicable maximum period or, in its absence, a reasonable performance period is exceeded, the customer first gives Morvena written notice, for example by email, and grants an appropriate additional performance period. This takes account of the remaining work and the technically necessary performance time. Claims arising from delay may be exercised only once that additional period has expired without performance and the other applicable requirements are met. Non-excludable statutory rights remain unaffected. The cure provisions of C7.2 apply to fixed compensation.

C5.12 If the requested advance is not received in full by the agreed date or within the agreed period, or the components are not received within the agreed supply period, Morvena may require revision of the affected target and maximum periods even if commencement already shifts under the commencement provisions. The revision takes account of demonstrable effects on the provisional production slot, the next reasonably available production capacity and changed lead times for necessary materials. The affected provisional slot need not be kept available. This also applies to performance dates described as binding. Morvena informs the customer of the effects without undue delay. Following receipt of the advance and components, the assignment is rescheduled according to the next reasonably available capacity. The parties agree revised periods and any resulting illustrative dates, or cancellation and its settlement. Failure to agree does not confer a right to indefinite postponement; applicable contractual and statutory remedies remain available.

C5.13 For payment by bank transfer, the relevant date is the date the amount is received in Morvena's account. A payment instruction or proof of payment does not replace receipt. A partial payment does not postpone the due date of the remaining due balance. A payment arrangement only changes the original payment conditions insofar as the parties have expressly agreed to that change.

C6 Withdrawal for distance or off-premises contracts

C6.1 For a distance or off-premises contract, you generally have fourteen calendar days to withdraw without giving a reason. For services, the period starts after the contract is concluded; for goods, after physical receipt by you or your designated third party other than the carrier. For several separately delivered goods or parts, statutory rules on the final receipt apply.

C6.2 Withdraw by an unambiguous statement to info@morvena.be or VDB Origin BV, Industrieweg-Zuid 1358, 3520 Zonhoven. The accompanying model form is optional. Sending your notice before expiry is sufficient. Where legally required for online contracting, Morvena also provides a withdrawal function.

C6.3 For a service to start during the withdrawal period, Morvena requests your separate express request. The right is lost on full performance only if the legally required prior consent and acknowledgement of that loss were obtained. If you withdraw earlier, you pay only the legally due proportionate part already supplied, provided information and request requirements were met.

C6.4 The statutory bespoke-goods exception may apply to goods made to your specifications or clearly personalised. Morvena identifies beforehand the specific goods and statutory exception relied on. Processing an existing customer-owned item is not excluded merely by calling it bespoke.

C6.5 Following valid withdrawal, Morvena refunds payments received, including applicable standard delivery costs, promptly and within fourteen days of notification, using the same payment method unless you agree otherwise without charge. A statutory deduction of a proportionate service charge remains possible. For sales, refund may be withheld until goods or evidence of return are received, unless Morvena collects them.

C6.6 Returnable sold goods must be sent back within fourteen days of your withdrawal notice. Direct return costs are yours only if correctly disclosed beforehand. For goods not normally returnable by post, the quotation states return costs or a legally permissible estimate beforehand. You are liable for diminished value from handling beyond what is necessary to establish nature, characteristics and functioning only under statutory conditions. Practical return arrangements for your own goods entrusted for processing are agreed separately.

C6.7 Missing withdrawal information triggers statutory extension and other consequences. Contracts made at the workshop carry no general statutory withdrawal right, except under special applicable rules or an expressly granted right.

C7 Cancellation outside withdrawal

C7.1 Outside a statutory right of withdrawal or termination for breach or a separate termination arrangement under this agreement, you may cancel fully or partially in writing. For the cancelled part, Morvena charges for work usefully performed, specially ordered non-recoverable materials, unavoidable commitments to third parties and reasonable demonstrable loss, including lost profit caused by the cancellation insofar as legally recoverable. Saved costs, recoveries and replacement use of released capacity are deducted insofar as they reduce the loss; loss is not compensated twice. Amounts already paid are credited and any excess over the lawfully due final settlement is refunded. The B2B fixed allowance of 30 percent does not apply.

C7.2 For delay or non-performance of its principal service attributable to Morvena, you are entitled to the following fixed compensation. Unless the law dispenses with notice or an opportunity to cure, you give written notice allowing Morvena at least fourteen calendar days after receipt to perform; a longer agreed period acceptable to you is respected. If the breach continues after that period, compensation is EUR 20 for the affected service price up to EUR 150; EUR 30 plus 10 per cent of the portion above EUR 150 for a price from EUR 150.01 to EUR 500; and EUR 65 plus 5 per cent of the portion above EUR 500 for a higher price, capped at EUR 2,000. The basis is the agreed VAT-inclusive price of the delayed or unperformed part. You need not prove the amount of loss for this fixed sum. The EUR 2,000 maximum applies only to this fixed compensation. The consumer's statutory rights remain unaffected. The fixed sum is credited against compensation for the same damage.

C8 Delivery, transport and inspection

C8.1 Transport is not part of the finishing assignment and is not included in its performance periods. Collection of goods still to be treated is agreed separately in advance; transport of finished goods is agreed separately and specifically after the readiness notice. For collection and delivery of your existing goods in connection with our finishing service, we agree in advance who transports, loads, secures and unloads them and what packaging and insurance are provided. Where you commission transport yourself from a carrier not offered by Morvena, you conclude the transport contract yourself. Where transport is provided by Morvena or a carrier it engages in its own name, Morvena bears the statutory obligations corresponding to its actual role. Liability for loss, damage and delay is assessed according to that role, the cause of the damage and applicable law, preserving the statutory rules of evidence. A normal transport agreement does not relieve Morvena of its own duty of care or liability it may not exclude.

C8.2 Where the order legally constitutes a consumer sale of goods, risk normally passes only on physical receipt by you or your designated third party other than the carrier. If you independently choose and book a carrier not offered by Morvena, the statutory exception on handover to that carrier applies. This sales rule is not applied to an ordinary finishing service on existing customer goods merely because transport occurs. Mandatory transport and consumer rules always remain applicable. Calling transport a favour or ancillary service does not change them.

C8.3 Before collection, Morvena offers a reasonable opportunity to inspect the finished pieces in the workshop, with sufficient time, light and access to the relevant visible faces and agreed references. Even where Morvena or a third party provides transport, you are advised to inspect personally in advance or appoint an authorised expert. Visible damage, missing pieces and deviations should preferably be reported in writing before loading, by component, location and nature. A specific finding or express agreement concerning a known deviation is recorded separately. A signature confirming receipt only, failure to inspect or departure from the workshop does not itself waive your statutory rights.

C8.4 Morvena gives specific curing, handling, storage and care instructions. Damage demonstrably resulting from failure to follow them may fall outside its responsibility; this does not restrict rights for a cause for which Morvena is liable.

C8.5 Collection by a third party requires advance notification of their identity and authority. Morvena may request suitable evidence of authorisation. Pass use, curing and care instructions to your carrier, installer and users as well.

C8.6 For agreed collection, delivery or on-site work, you provide correct information about weight, dimensions, accessibility and special circumstances. The parties determine who provides the vehicle, packaging, protection and loading and unloading equipment and the agreed collection or delivery location. Carrying on stairs, lifting, disassembly, assembly and movement within buildings are only included where agreed or a necessary part of the expressly promised service. You provide the agreed accessibility, parking and access facilities and permits required for your location. Morvena may refuse or interrupt an unsafe operation. Changed performance and additional services follow C4. Wasted journeys and waiting time are only chargeable at rates accepted in advance and insofar as their cause is attributable to you; the risk allocation in C8.1-C8.2 remains applicable.

C8.7 Ready for handling or transport does not mean fully cured. For each order, Morvena states the relevant waiting periods and restrictions for stacking, spacers, tape, film, installation, cleaning, loading, moisture and heat. Keep these instructions. A request for earlier collection is assessed for technical feasibility. Morvena communicates the reasonably foreseeable consequences; damage caused by the agreed earlier collection is assessed under C8.4 and C10.6.

C9 Collection and storage

C9.1 The collection period is five working days after provable notice that the technically finished pieces are actually available, unless otherwise agreed. The first working day is the working day after dispatch; Saturdays, Sundays and Belgian statutory public holidays are excluded. Morvena states the goods concerned, the collection deadline, the practical inspection opportunity, the payment due date under C5.1 and the start of the storage price accepted in advance. For partial collection agreed under C5.4, the period applies separately to the pieces concerned. A separate payment period does not automatically extend the collection period.

C9.2 From the sixth working day after the ready notice, or another date agreed in advance, storage charges are due only under a VAT-inclusive price or calculation accepted before contracting. The order confirmation states the daily rate, measurement method, start date and any extras. No hidden minimum or new monthly fee arises on a calendar-month change. Storage pays for actual additional safekeeping and is not an extra

non-payment penalty; the same costs are not charged twice. Justified refusal to accept because of Morvena's breach is not treated as ordinary late collection.

C9.3 In the event of continued failure to collect, Morvena gives you written formal notice and a reasonable final collection period. It may announce a necessary move to suitable external storage, stating the reason, intended date and costs or calculation method agreed in advance. After that period expires without collection, it may arrange such storage insofar as necessary and reasonable. Only costs accepted in advance and lawfully due are charged. External storage does not remove Morvena's responsibility for its own breaches. Sale, removal or destruction of your goods only takes place on an applicable statutory basis or under an enforceable court decision.

C10 Defects and warranty

C10.1 Services or work on your existing goods are governed by the statutory rules applicable to that contract. Sales of consumer goods, including legally equivalent cases, attract statutory conformity rights. New consumer goods generally have a two-year statutory guarantee from delivery. The assignment's actual content, not merely its title, determines classification.

C10.2 Report a defect as soon as possible with project number, description and, where possible, photographs. B2B periods of five working days or twelve months do not limit your statutory rights. Morvena gets a reasonable opportunity to examine without obstructing your statutory remedies.

C10.3 Where the statutory conformity guarantee applies, repair or replacement is free, within a reasonable time and without significant inconvenience, under statutory conditions. Necessary transport, labour and material costs are not transferred to you. Price reduction or termination remains possible in statutory cases.

C10.4 Morvena, the trading name of VDB Origin BV (BE0764.462.542), Industrieweg-Zuid 1360, 3520 Zonhoven, also grants private orders a 12-month commercial warranty from release at the workshop. This warranty forms an integral part of these consumer terms.

C10.5 The warranty covers demonstrable workmanship defects in our own finishing within the agreed coating system and conditions of use, including abnormal loss of adhesion, blistering, flaking or a substantial deviation from the binding written reference caused by a workmanship defect attributable to Morvena. It covers our finishing wherever the components are used, within the agreed use.

C10.6 The warranty does not cover substrate movement, customer design or preparation errors, unknown pre-existing products, contamination, wear, scratches, unsuitable use or care, unsuitable storage, transport, installation, use before full curing or alterations by third parties, insofar as these caused the defect. Agreed variations or variations inherent in the finish are not workmanship defects.

C10.7 Report a defect as soon as possible to info@morvena.be or in writing to the workshop address, with your project reference, the affected component, a description and, if possible, photos. We investigate the report and repair or re-perform the finishing of the affected component free of charge for a covered workmanship defect. Agree inspection and any transport arrangements with us first.

C10.8 Your statutory rights remain fully unaffected. Where the statutory conformity guarantee applies, you retain your statutory remedies against the seller free of charge. B2B reporting deadlines, liability caps and permanent warranty forfeiture after five working days do not apply to this private warranty.

C10.9 For this commercial warranty, the release date is the date stated in the written readiness notice on which the agreed finishing is technically complete and actually available for inspection and handover. A merely planned production date does not constitute release. Later collection at your request does not postpone that date. For partial release, the date applies to the components concerned. The covered workmanship defect must become apparent during the warranty period and be reported as soon as possible under C10.7. This does not limit statutory rights or time limits.

C10.10 Commercial warranty repair or re-finishing concerns the component affected by the covered workmanship defect. It does not automatically require replacement of the substrate, renewal of the whole order or re-finishing of unaffected components. Morvena nevertheless assesses what is necessary to properly restore the agreed finish of the affected component. Any necessary wider statutory remedy remains available.

C10.11 Before repair, agree where inspection and re-finishing will take place and who will dismantle, pack, transport and reinstall the component. These ancillary services are not automatically included in the voluntary commercial warranty; Morvena states beforehand which it will undertake and any charges submitted for your agreement. Costs that Morvena must bear under a statutory remedy remain its responsibility. C10.3 remains fully applicable where the statutory conformity guarantee applies.

C10.12 Investigation outside a covered warranty or statutory remedy may incur only reasonable charges expressly agreed beforehand. Before that investigation, you receive the price or calculation method and decide whether to order the paid service. Rejection of a complaint alone does not make investigation charges payable.

C10.13 Preserve the affected component, relevant photographs and the circumstances in which the defect appeared. Give Morvena a reasonable opportunity to inspect before non-urgent dismantling, destruction or third-party repair. Agree in advance any intervention at Morvena's expense, except necessary urgent damage mitigation or an applicable statutory right. In that case record the condition, urgency and costs and notify Morvena as soon as possible.

C10.14 Repair under the voluntary commercial warranty does not change the original expiry date for other components. The remaining commercial period continues for the repaired component unless a longer period is promised in writing. Statutory rules on suspension, extension or a new period, and liability for the repair itself, remain unaffected.

C11 Liability and suspension

C11.1 Morvena is liable under applicable law. It does not exclude liability for intentional misconduct, its own or its agents' gross negligence, injury, death or non-performance of an essential obligation. B2B caps and consequential-loss exclusions do not apply.

C11.2 You take reasonable measures to limit avoidable damage. Only damage meeting the statutory causal-link requirement qualifies for compensation.

C11.3 In the event of a material breach, Morvena may suspend performance proportionately after clear notice and, if necessary, a reasonable opportunity to remedy it. To the extent permitted by law, it may retain the goods concerned until payment of due amounts relating to the work on those goods. An agreed payment period and legally justified withholding by the consumer remain applicable. For a minor, seriously disputed debt, goods are not retained disproportionately where appropriate security has been offered.

C12 Late payment

C12.1 For an overdue unpaid debt, Morvena first sends a free reminder with the legally required information and a payment period of at least fourteen calendar days. For electronic sending, the period starts the following calendar day; for post, on the third working day after sending. A longer stated period is honoured.

C12.2 If payment is not made within the waiting period, simple default interest is due on the remaining due principal at the ordinary statutory civil interest rate, without exceeding the maximum under Book XIX of the Belgian Code of Economic Law. If Morvena meets the statutory SME criteria and expressly states this in the first reminder, interest, where payment is not made within that period, is calculated from the calendar day after dispatch of the reminder. Otherwise it starts after the waiting period. No interest or compensation is demanded during that period. Any expressly granted more favourable period is respected; payments reduce the calculation basis on receipt.

C12.3 After the waiting period, one fixed sum for amicable recovery is also due on the remaining due principal: EUR 20 up to EUR 150; EUR 30 plus 10 per cent of the portion above EUR 150 for a balance from EUR 150.01 to EUR 500; EUR 65 plus 5 per cent of the portion above EUR 500 for a higher balance, capped at EUR 2,000. This covers all own administrative and amicable recovery costs for the same debt. No separate surcharge per reminder, case stage, collection agency or bailiff's amicable intervention is added. A lower statutory maximum and judicial review remain applicable. Legally recoverable court and enforcement costs follow their own statutory rules without an additional own litigation fee. Reciprocal compensation for a breach attributable to Morvena is set out in C7.2.

C12.4 You may dispute the debt with reasons via info@morvena.be and request evidence. Payments, credits and disputed items are processed before costs are calculated. B2B recovery costs and warranty forfeiture do not apply.

C13 Force majeure and termination

C13.1 Where performance is impossible for a reason not attributable to the affected party, the affected obligation and its running target and maximum periods are suspended for as long as and to the extent that force majeure prevents performance. The unforeseeable and unavoidable nature of the impediment is taken into account. The affected party informs the other without undue delay, explains the specific impediment and expected duration and takes reasonable measures to limit its effects. Once the impediment ends, the remaining portion of the period resumes.

C13.2 If temporary force majeure lasts longer than sixty calendar days, either party may terminate the affected unperformed part in writing without compensation for that termination. Useful completed work and demonstrable costs due under law or contract are settled; advances for services not due are refunded. Statutory consequences of definitive impossibility and non-excludable rights to earlier termination remain unaffected. This provision does not cover a party's own intentional misconduct or gross negligence and does not extinguish liability already incurred.

C13.3 If an unforeseen change makes performance excessively onerous, either party may request renegotiation when the statutory conditions are met. A request alone does not confer an unrestricted right to suspend performance or payment. If no agreement is reached, the statutory remedies apply.

C13.4 On termination, settlement follows the applicable provisions. Advances for services not due are refunded.

C13.5 Morvena may terminate the agreement fully or partially for a material breach attributable to you, after written formal notice specifying the breach and a reasonable period to remedy it. Termination is communicated in writing with its reason and scope. Immediate termination is only possible where the seriousness or definitive nature of the breach justifies it under the law. Lawfully due services and demonstrable loss are settled after deduction of saved costs and payments already received, without double compensation. This does not give Morvena an unrestricted right to cancel an accepted order for commercial reasons; C3.8 and C13.1 to C13.4 retain their own conditions of application.

C14 Images and personal data

C14.1 Morvena uses personal data for necessary quotation, performance, payment and file follow-up and legal obligations under the supplied privacy information. Marketing consent is not a condition of the order.

C14.2 Your name, recognisable home, exact location or targeted images of people are published only with required separate consent or another demonstrably valid legal basis. The publication form states purpose, images, channels and period. Consent is voluntary and withdrawable prospectively via info@morvena.be. Refusal does not affect price or performance.

C14.3 Recipes, process descriptions, test developments and other technical knowledge developed by Morvena remain with Morvena. The price pays for the agreed finish and does not include transfer or disclosure of that knowledge unless separately agreed. You may normally use, maintain and have the finished goods repaired; necessary use and safety information is provided. Use of confidential Morvena documentation for reproduction by third parties requires its consent.

C14.4 The parties use project and technical information reasonably identifiable as confidential only for performance and follow-up and share it only where needed. This does not cover information lawfully public, independently obtained or legally required to be disclosed. Morvena may engage specialist partners and remains your contractual contact for its obligations.

C14.5 Morvena may record and retain necessary project images and technical findings for performance, quality control, handover and handling or evidencing complaints and claims, in accordance with applicable privacy rules.

C15 Complaints and disputes

C15.1 Send complaints to info@morvena.be. Morvena investigates the complaint and communicates the appropriate further handling and expected investigation or repair period.

C15.2 After first complaining to Morvena, you may approach the Consumer Mediation Service via www.consumentenombudsdienst.be.

C15.3 Belgian law applies while preserving mandatory protection under applicable international law. You retain access to the legally competent court. An invalid term is not applied; the remainder of the contract continues where legally possible.

C15.4 For changes solely to a maximum period, the special agreement arrangement under C5.10 applies. For other changes and technical approvals, the following applies. Confirm changes and technical approvals by letter, email or other retainable written communication with sufficiently clear content. The parties report changes to contact details in good time. Quotations, order confirmations, emails, production records, measurements, work orders, collection records, photographs, digital logs and durable digital copies may serve as evidence, preserving your statutory means and rights of evidence. They do not constitute conclusive evidence against the consumer.