Terms and conditions

Laser designs by Jori
Version: 3 October 2026

In the event of any discrepancy between the English and Dutch versions of these terms and conditions, the Dutch version prevails.

Article 1 – Definitions

1. **Laser designs by Jori:** the sole proprietorship Laser designs by Jori, based in Sassenheim, the Netherlands (mailing address: Rusthofflaan 13, 2171 ET Sassenheim, not a visiting address), registered with the Dutch Chamber of Commerce under number 91633117, and reachable at info@laserdesignsbyjori.nl.
2. **Customer:** the person who enters into, or wishes to enter into, an agreement with Laser designs by Jori.
3. **Consumer:** a Customer who is a natural person and who is not acting in the course of a profession or business.
4. **Parties:** Laser designs by Jori and the Customer together.
5. **Website:** www.laserdesignsbyjori.nl and all related (sub)pages.
6. **Product:** any product that Laser designs by Jori offers through the Website, including the Every Mile Frame.
7. **Personalised Product:** a Product made on the basis of the Customer's details, choices or specifications, such as the route, name, bib number, year, pace, finish time, colour, frame and units (kilometres or miles).
8. **Agreement:** the agreement between Laser designs by Jori and the Customer for the supply of Products.

Article 2 – Applicability

1. These terms and conditions apply to all offers, orders, agreements and deliveries of Laser designs by Jori.
2. These terms and conditions may only be deviated from if the Parties have agreed to this in writing (including by email).
3. The Customer's or third parties' general terms and conditions do not apply.
4. These terms and conditions are available on the Website, where they can be downloaded and saved.

Article 3 – Offer and formation of the Agreement

1. All offers on the Website are non-binding, unless expressly stated otherwise.
2. The Agreement is formed when the Customer has completed the order via the Website and Laser designs by Jori has confirmed the order by email.
3. Laser designs by Jori may refuse an order, for example if the details provided are incomplete, illegible or unusable for making the Product.
4. Images, examples and descriptions on the Website are as accurate as possible, but indicative. Because the Products are handmade and personalised, and because of the materials used and differences between screens, colour, texture and size may differ slightly. Such differences are not a defect.

Article 4 – Prices and costs

1. All prices on the Website are in euros and include VAT, unless stated otherwise.
2. Shipping costs are clearly shown before the order is completed and are payable by the Customer, unless agreed otherwise.

3. Laser designs by Jori may change the prices on the Website at any time. A price change does not affect Agreements that have already been formed.
4. For orders outside the Netherlands, additional costs such as import duties, taxes or customs charges may apply. These are payable by the Customer, unless stated otherwise before the order is completed.

Article 5 – Payment

1. The Customer pays the full amount when completing the order, using the payment methods offered on the Website.
2. Laser designs by Jori only starts production after payment has been received.
3. If the Customer does not pay, does not pay in full or does not pay on time, Laser designs by Jori may suspend performance of the Agreement and, after a written reminder allowing a reasonable period for payment, terminate the Agreement.
4. If the Customer is not a Consumer, the Customer is in default without further notice if payment is not made on time. In that case the Customer also owes statutory commercial interest and reasonable collection costs.

Article 6 – Personalised Products and details provided

1. Products such as the Every Mile Frame are made especially for the Customer, based on the options chosen and the details provided by the Customer.
2. The Customer is responsible for the accuracy and completeness of all details they provide or enter, including the spelling of names, bib number, times, years, chosen route and chosen options. The Customer must check these details carefully before completing the order.
3. Laser designs by Jori produces the Product exactly according to the details provided. Mistakes or inaccuracies in these details are not a defect in the Product and do not entitle the Customer to repair, replacement, a refund or compensation.
4. The Customer guarantees that they are entitled to use the details, images and files they provide (such as route data and photos) and that this does not infringe any third-party rights. The Customer indemnifies Laser designs by Jori against third-party claims in this respect.
5. Once the order has been completed, the details can no longer be changed, unless Laser designs by Jori expressly agrees and production has not yet started.
6. Laser designs by Jori may only use photos of the Products it has made for promotional purposes if the Customer has given express permission in advance.

Article 7 – Delivery and delivery time

1. Laser designs by Jori makes every Product to order. Production and delivery generally take [X] working days from the moment the order is confirmed and payment has been received. This period is also stated on the Website.
2. Laser designs by Jori delivers within 30 days of the Agreement being concluded at the latest, unless the Parties have agreed otherwise or this has been stated differently on the Website in advance.
3. Orders are shipped via PostNL or another carrier to the address provided by the Customer. The Customer receives a message as soon as the order has been shipped.
4. The Customer must make sure that the delivery address provided is correct and that the order can be delivered there. Costs of a failed delivery caused by an incorrect address or the Customer’s absence are payable by the Customer.
5. If Laser designs by Jori exceeds the agreed delivery time, the Customer will be informed as soon as possible. If the Customer is a Consumer, they may terminate the Agreement after giving Laser designs by Jori a reasonable additional period for delivery and the Product has still not been delivered within that period. For other Customers, the stated delivery times are indicative.

6. The risk of loss or damage passes to the Customer when the Product has been delivered to them or to a third party designated by them. For Consumers, the risk remains with Laser designs by Jori until that moment.

Article 8 – Right of withdrawal and exception for Personalised Products

1. When buying products at a distance, a Consumer normally has the right to cancel the agreement within 14 days of receipt without giving a reason.
2. This right of withdrawal does not apply to products that are not prefabricated and that are made according to the Consumer's individual choice or decision, or that are clearly tailored to the Consumer personally.
3. All Products of Laser designs by Jori, including the Every Mile Frame, are Personalised Products as referred to in paragraph 2. The right of withdrawal therefore does not apply. Personalised Products cannot be returned or exchanged.
4. Laser designs by Jori expressly draws the Consumer's attention to this on the Website before the order is completed. By completing the order, the Customer confirms that they are aware that the right of withdrawal does not apply.
5. The Consumer's statutory right to a product that conforms to the agreement (Article 10) remains unaffected.

Article 9 – Changes and cancellation

1. Because production starts quickly after the order is confirmed, the Customer cannot cancel or change an order.
2. If the Customer nevertheless wants a change or cancellation, they should contact info@laserdesignsbyjori.nl as soon as possible. Laser designs by Jori will assess whether this is still possible. There is no right to this. Any costs already incurred may be charged.

Article 10 – Conformity, complaints and defects

1. Laser designs by Jori guarantees that the Product delivered conforms to the Agreement. The Consumer's statutory rights regarding a product that does not conform to the agreement remain unaffected.
2. The Customer must inspect the Product as soon as possible after receipt. If the Product is damaged or has a defect, the Customer must report this as soon as possible via info@laserdesignsbyjori.nl, preferably within 14 days of receipt and with photos of the Product and the packaging. A Consumer who discovers a defect later must report it no later than 2 months after discovering it. Other Customers must report defects within 1 month of discovering them.
3. If the complaint is justified, Laser designs by Jori will repair the Product, supply a new Product or refund (part of) the purchase price, depending on what is reasonable and legally permitted.
4. The following do not count as a defect:
    - a mistake resulting from the details provided or entered by the Customer (see Article 6);
    - slight differences in colour, texture or size resulting from the material, the production process or screen differences;
    - normal wear and tear, incorrect use, or damage caused by accidents or modifications to the Product.
5. Laser designs by Jori responds to a report within a reasonable period, generally within 5 working days.

Article 11 – Liability

1. Laser designs by Jori is only liable for direct damage resulting from an attributable failure or a wrongful act of Laser designs by Jori.
2. Laser designs by Jori is not liable for indirect damage, such as consequential damage, loss of profit or missed savings.

3. The liability of Laser designs by Jori is limited to the purchase price of the Product concerned, unless the damage results from intent or deliberate recklessness, or unless the law mandatorily prescribes higher liability.
4. Nothing in these terms and conditions limits liability for death or personal injury, and nothing limits the statutory rights that a Consumer is mandatorily entitled to.

Article 12 – Force majeure

1. Laser designs by Jori is not obliged to perform the Agreement if this is the result of force majeure, such as illness, disruptions at suppliers or carriers, power or internet outages, government measures, extreme weather or other circumstances beyond its control.
2. In the event of force majeure, the obligations are suspended. If the force majeure lasts longer than 30 days, either Party may terminate the Agreement in writing. Amounts already paid for Products not yet delivered will then be refunded.

Article 13 – Retention of title

1. Laser designs by Jori remains the owner of the delivered Products until the Customer has paid the full amount.

Article 14 – Intellectual property

1. All intellectual property rights in designs, images, texts, layout, the design of the Every Mile Frame and other materials of Laser designs by Jori belong to Laser designs by Jori.
2. The Customer only acquires ownership of the physical Product delivered. It is not permitted to copy, imitate, reproduce or commercially use designs or Products without prior written permission.

Article 15 – Personal data

1. Laser designs by Jori processes the personal data needed to fulfil the order, such as name, address, contact details and the details provided for the Product (such as name, bib number, time and route).
2. Laser designs by Jori handles this data with care and uses it only for performing the Agreement, for administration and for handling questions, unless the Customer has given permission for other use or the law requires it.
3. More information can be found in the privacy statement on the Website.

Article 16 – Complaints handling

1. Complaints about the performance of the Agreement can be submitted via info@laserdesignsbyjori.nl.
2. Laser designs by Jori aims to respond to a complaint in substance within 14 days. If this takes longer, the Customer will receive a message within that period indicating when they can expect an answer.
3. If the Parties cannot resolve the matter together, the dispute may be submitted to the competent court (Article 19).

Article 17 – Changes to these terms

1. Laser designs by Jori may change these terms and conditions. The change does not apply to Agreements already concluded; an Agreement is governed by the terms and conditions as they applied at the time of the order.
2. The current terms and conditions can always be found on the Website.

Article 18 – Invalidity

1. If any provision of these terms and conditions is void or voidable, the remaining provisions remain fully in force.
2. The void or voidable provision will be replaced by a provision that comes as close as possible to the intent of the original provision.

Article 19 – Governing law and competent court

1. These terms and conditions and all agreements between Laser designs by Jori and the Customer are governed by Dutch law. The Vienna Sales Convention (CISG) is excluded.
2. A Consumer who lives in another country keeps the protection of the mandatory consumer provisions of the country where they live.
3. Disputes will be submitted to the competent court in the district where Laser designs by Jori is established. A Consumer may also choose to submit a dispute to the court that has jurisdiction under the law.