

General terms and conditions of sale.

Our general terms and conditions of sale prevail in all circumstances over the possible terms and conditions of purchase of the buyer. This rule can only be waived in writing.

1. Products are delivered in accordance with the information detailed in the purchase order or invoice. An increase in prices does not entitle the buyer to cancel the order.
2. The company only accepts orders in writing (fax, email, eHealth). No order sent to our representatives shall be deemed definitive until it has been accepted. Orders are accepted by written confirmation and/or delivery.
We are not bound by promises made by our representatives.
3. The delivery period detailed in our quotes is provided as a rough guide, with no commitment on the part of the vendor. Late delivery shall not give rise to any penalty or order cancellation. In the event of force majeure, disruption to operations or any other situation which may lead to restrictions or interruptions to production or stock, the vendor is freed from the obligation to deliver the orders, as well as from any liability.
4. Complaints regarding delivered products must be sent in writing (fax, email, etc.) within 8 days.
The wholesaler/chemist promises only to return products which have not been delivered to patients/consumers.
A document shall be enclosed in the return package stating the reasons for the complaint, exchange or credit note.
Heel Belgium reserves the right to reject returns which do not respect the aforementioned rules and to send them back at the buyer's expense.

A credit note can only be provided for returned prescription medicines if the return is due to an error attributable to the company.
5. Our invoices are payable within 30 days from the date of invoice, unless otherwise stated on the invoice. No discount is given for cash payments.
6. If payment for the invoice is not received by the date due, interest of 1% per month, backdated to the start of the current month, is applied by operation of law and without formal notice.
In addition, without formal notice, the outstanding invoice amount will be increased by 10%, or by a minimum of 25€, as compensation for extra-judicial recovery costs and contractual damage, without prejudice to other applicable recovery costs.

7. From 01.11.2025 on the transport cost rates are:

Belgium	€ 6,70
Germany	€ 9,20
Luxembourg	€ 10,70
Netherlands	€ 10,70
Austria	€ 11,25

8. All our contracts are governed by Belgian law.