Terms and Conditions - v2

tbh-business 10-06-2026

Orders
All orders placed with TBH Business are binding. Once an order has been placed or confirmed, cancellation, modification, or reduction of quantities is not possible unless otherwise agreed in writing. The customer declares that they are acting in the course of a business or professional activity. Consumer laws and consumer protection therefore do not apply. The products supplied by TBH Business are intended exclusively for business resale. The customer declares that they are acting in the exercise of a profession or business and that the products are purchased for resale, distribution, or business use. A minimum order value of €250 excluding VAT and shipping costs applies to all orders.

TBH Business does not supply consumers through its B2B platform. By placing an order, the customer confirms that they are acting as a business and not as a consumer. The customer remains fully responsible at all times for complying with all applicable laws and regulations regarding the sale of products supplied by TBH Business. It is the customer's responsibility to present, store, and sell the products correctly. TBH Business is not liable for any damage, claims, or costs arising from the way in which the customer resells or uses the products.

Payment
Unless agreed otherwise in writing, all orders must be paid in full in advance. Orders will only be processed after full payment has been received.

Prices
All stated prices are exclusive of VAT and shipping costs unless indicated otherwise.

Prices are based on current purchase prices, exchange rates, and market conditions. If these factors change before an order has been fully paid, TBH Business reserves the right to adjust the selling price accordingly.

Pre-orders
Pre-orders relate to products that have not yet been officially released or are not yet available for immediate delivery. Pre-orders are binding and cannot be cancelled, modified, returned, or revoked. By placing a pre-order, the customer agrees to these terms.

Delivery times
All stated delivery dates and ETAs (Estimated Time of Arrival) are indicative and based on information from suppliers and distributors. Delays caused by production issues, transport, customs procedures, allocations, or other circumstances beyond the control of TBH Business do not entitle the customer to cancellation, compensation, or termination of the agreement. For TCG products, delivery may in some cases take place up to approximately one month after the official release date. TBH Business is not liable for indirect damage, consequential loss, loss of profit, loss of revenue, missed sales opportunities, or damage resulting from delayed delivery.

Cancellations
All orders placed through TBH Business are binding. After placing an order, cancellation, modification, or reduction of quantities is not possible. If TBH Business, at its own discretion, decides to make an exception and agrees to a cancellation, the customer will be charged a cancellation fee of 30% of the total order value. TBH Business reserves the right to reject any cancellation request without stating reasons. Any costs already incurred by TBH Business, including but not limited to payment costs, administrative costs, transport costs, reservation costs, or purchasing obligations, may be charged to the customer in addition to the cancellation fee.

Availability
All offers and orders are subject to availability. Suppliers may reduce quantities, allocate stock, or cancel deliveries. If this occurs, TBH Business will inform the customer as soon as possible and refund any amounts already paid for products that cannot be delivered. For certain products, including but not limited to Trading Card Games (TCG), collectibles, limited editions, and pre-orders, allocation may apply. This means that the final deliverable quantity depends on the stock allocated to us by our suppliers. TBH Business reserves the right to reduce ordered quantities in whole or in part if availability requires it. TBH Business also reserves the right to refuse, adjust, or cancel orders in whole or in part in the event of obvious errors in prices, product information, stock levels, or other administrative inaccuracies.

Shipping
Shipping costs are calculated based on weight, volume, destination, and any additional transport requirements. Orders are shipped insured once all products are available, unless agreed otherwise. As soon as a product is ready for shipment, TBH Business will request payment of the shipping costs. The risk of loss or damage transfers to the customer at the moment of delivery to the specified delivery address.

Complaints and returns
Business purchases are excluded from the statutory right of withdrawal. Returns are only accepted if products are damaged, defective, or demonstrably delivered incorrectly. The customer is required to inspect the delivered goods immediately upon receipt for visible defects, transport damage, deviations, and quantities. Any complaints must be submitted in writing within 48 hours of receipt, including clear photos and a description of the identified issue. Complaints reported after this period may be disregarded by TBH Business.

If a shipment is visibly damaged upon delivery, the customer must report this immediately to the carrier, have it recorded on the delivery documents, and inform TBH Business as soon as possible. Refusing a severely damaged shipment is recommended. After processing, resale, opening sealed products, or putting the goods into use, any claim regarding visible defects that could reasonably have been identified upon receipt will lapse.

Force majeure
TBH Business is not liable for delays or failures resulting from force majeure, including but not limited to strikes, natural disasters, war, government measures, transport issues, cyber incidents, pandemics, supplier delivery problems, or other circumstances beyond the reasonable control of TBH Business.

Limitation of liability
Any liability of TBH Business is limited to the invoice value of the relevant delivery. TBH Business provides no guarantees regarding future market value, availability, price developments, or investment returns of products.

Governing law
All agreements, offers, and deliveries of TBH Business are exclusively governed by Dutch law.

Acceptance
By placing an order, the customer declares that they have read, understood, and fully accepted these terms and conditions.