

Terms & Conditions

Amsterdam Camera Repairs

Last updated: March 2026

1. Definitions

Customer means any individual or legal entity submitting equipment for repair.

Equipment means any camera, lens, or related photographic apparatus submitted for repair.

Services means inspection, diagnosis, repair, servicing, replacement of parts, and testing carried out by Amsterdam Camera Repairs.

Quote means a written quotation issued following inspection of the Equipment.

Contract means the agreement formed upon submission of Equipment for repair under these Terms & Conditions.

2. Business Details

Amsterdam Camera Repairs is a sole trader operating under Dutch law with its principal place of business at Ferdinand Bolstraat 52-1, 1072LL Amsterdam, The Netherlands ("we", "us", "our"). These Terms & Conditions apply to all Services we provide.

3. Scope of Services & Standard of Care

We provide camera repair and diagnostic services only. All Services are performed with reasonable skill and care in accordance with industry standards, taking into account the age, condition, and technical limitations of the Equipment.

4. Formation of Contract

A Contract is formed when Equipment is submitted for repair, whether in person, by post, or by courier. Submission of Equipment constitutes acceptance of these Terms & Conditions.

5. Quotes & Pricing

Formal Quotes are usually issued within ten (10) days of receipt of the Equipment. This timeframe is indicative only. Prices are clearly shown including and excluding VAT (BTW) where applicable. Quotes are based on visible and reasonably discoverable faults. If additional defects are discovered, we reserve the right to revise the Quote, subject to Customer approval before continuing work.

6. Payment Terms

Payment is due upon completion of the Services and before release or shipment of the Equipment. Accepted payment methods are bank transfer and cash on collection. We reserve the right to retain possession of the Equipment until full payment has been received (right of retention / *retentierecht*).

7. Uncollected Equipment

Equipment must be collected within three (3) months of notification that it is ready. We will make reasonable efforts to contact the Customer. Equipment not collected within this period may, to the extent permitted by law, be disposed of or retained to offset costs, and the Customer waives any claim to such Equipment.

8. Delivery, Performance & Timeframes

All completion and delivery dates are estimates only and not guaranteed. We shall not be liable for delays caused by factors beyond our reasonable control. We may use third-party couriers and specialist contractors where necessary, following consultation with the Customer. Risk transfers to the Customer upon handover to a courier.

9. Cancellations

Customers may cancel free of charge at any time before a Quote is issued. Cancellations within one (1) month after a Quote is issued are subject to a €35 cancellation fee representing diagnostic and administrative costs. Return shipping costs are borne by the Customer.

10. Returns, Refunds & Shipping

As Services are performed on Equipment supplied by the Customer, no general right to refunds applies once Services have been carried out, except where required by mandatory law. Refunds may be issued only in exceptional circumstances at our discretion. All shipping costs are the Customer's responsibility. Separate Shipping Terms & Conditions apply and are incorporated by reference.

11. Customer Obligations & Acceptable Use

The Customer must provide accurate and complete information regarding the Equipment and reported faults. Repaired Equipment must be used in accordance with manufacturer guidelines. Damage caused by misuse, impact, modification, or use outside intended conditions is the Customer's responsibility. We reserve the right to refuse or terminate Services at our discretion.

12. Warranty

A twelve (12) month warranty applies to repair work performed and parts supplied, unless stated otherwise in writing. The warranty excludes misuse, impact damage, environmental exposure, use outside manufacturer recommendations, and third-party repairs or modifications. Warranty remedies are limited to repair or replacement at our discretion.

13. Vintage & High-Risk Equipment

Older or vintage equipment may contain fragile, stressed, or deteriorated components and may suffer from limited availability of spare parts. Due to these factors, such Equipment carries an increased risk of failure during or after repair. All work on vintage or high-risk Equipment is undertaken at the Customer's risk, subject to statutory consumer rights.

14. Custody, Risk of Loss & Insurance

While Equipment is in our possession, we will take reasonable care of it. However, to the maximum extent permitted by law, Equipment is held at the Customer's risk. We are not an insurer of the Equipment. Customers are responsible for maintaining appropriate insurance coverage for loss, theft, fire, water damage, or total loss. Our liability for loss of or damage to Equipment while in our possession shall be limited in accordance with Section 15 and shall not exceed the amount paid for the specific repair giving rise to the claim, except where such loss or damage is caused by intent or gross negligence on our part.

15. Liability & Risk Allocation

To the maximum extent permitted by law, our total liability is strictly limited to the amount paid for the specific repair giving rise to the claim. We are not liable for indirect, incidental, or consequential losses, loss of income, loss of business, or data loss. Nothing in these Terms limits liability for intent, gross negligence, or personal injury where prohibited by law.

16. Disclaimers & Professional Boundaries

We do not provide professional or technical advice beyond the scope of repair services. Equipment is guaranteed to be functional at the time it leaves our facility, subject to the warranty provisions set out above.

17. Intellectual Property

All content, branding, documentation, and materials remain our exclusive intellectual property. No licence or right is granted without prior written consent.

18. Privacy & Data Protection

We collect personal data only as necessary for communication, invoicing, and shipping purposes. Data is processed in accordance with applicable data protection laws and our Privacy Policy. Personal data is deleted upon termination, subject to legal retention obligations.

19. Termination

We may terminate Services at our discretion. Outstanding payments remain due upon termination. Termination does not affect rights accrued prior to termination.

20. Complaints

If the Customer is dissatisfied with the Services, complaints should be submitted in writing. We will investigate and respond within a reasonable timeframe and aim to resolve matters amicably.

21. Force Majeure

Neither party shall be liable for failure or delay in performing its obligations due to events beyond reasonable control, including but not limited to acts of God, fire, flood, war, strikes,

pandemics, supply shortages, failure of utilities, or transport disruption. Obligations shall be suspended for the duration of such events.

22. Dispute Resolution

The parties shall attempt to resolve disputes through good-faith negotiation before initiating legal proceedings. Each party shall bear its own legal costs, subject to mandatory law and court determination.

23. Governing Law & Jurisdiction

These Terms & Conditions are governed by Dutch law. Any disputes shall be submitted to the competent courts of Amsterdam, unless mandatory consumer protection laws provide otherwise.

24. Changes to Terms

We may amend these Terms & Conditions at any time by publishing an updated version on our website. Continued submission of Equipment constitutes acceptance of the current Terms. Changes do not apply retroactively unless permitted by law.

25. Final Provisions

If any provision of these Terms is held invalid or unenforceable, the remaining provisions shall remain in full force and effect. These Terms constitute the entire agreement between the parties.