

Terms and Conditions

Rules for using the website, contributing content, and purchasing services.



WEBSITE	EFFECTIVE DATE	CONTACT
ImportExportConnect.com	6 September 2026	info@importexportconnect.com

Purpose	This document explains the rules and commitments that apply when people visit, contribute to, or purchase services through ImportExportConnect.com.
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Document status

Publication-ready working policy. It should be reviewed whenever the website’s functions, suppliers, payment methods, or legal operating details change. Independent legal review is recommended before publication.

1. Acceptance and scope

These Terms and Conditions govern access to and use of ImportExportConnect.com, including its articles, newsletters, directories, member areas, comments, downloads, business-profile features, contribution facilities, bookings, workshops, consultancy, and related services. By using the website, a user agrees to these Terms. Additional written terms shown during a booking, quotation, or order form part of the agreement and prevail for that specific service if they conflict with these general Terms.

2. About the platform

ImportExportConnect.com provides information, practical resources, visibility, and connection opportunities relating to trade between the Netherlands and East Africa. Content is general information and education. It is not legal, tax, customs, investment, financial, certification, or other regulated professional advice. Users must verify current laws, duties, standards, counterparties, commercial terms, and official procedures before acting.

3. Eligibility and accounts

Users must have legal capacity to agree to these Terms. A business user confirms that it has authority to act for the relevant organisation. Registration information must be accurate and kept current. Login details must be protected, and suspected misuse should be reported promptly. We may restrict or suspend access where reasonably necessary for security, legal compliance, non-payment, or a material breach.

4. Acceptable use

Users must not:

- Use the website unlawfully, fraudulently, deceptively, or to infringe another person's rights.
- Upload malware, scrape at a disruptive scale, bypass security, interfere with operation, or attempt unauthorised access.
- Publish confidential, defamatory, discriminatory, misleading, infringing, or otherwise unlawful material.
- Impersonate another person or misrepresent a business, qualification, certification, product, price, or trade opportunity.
- Use contact or directory information for spam, harassment, or unlawful marketing.

5. User submissions and profiles

The person submitting material retains ownership of original content but grants the website operator a non-exclusive, worldwide, royalty-free licence to host, reproduce, format, edit for clarity, display, promote, and distribute the submitted material for the platform's purposes. The submitter confirms that it has the required rights and permissions. We may review, refuse, correct, unpublish, or remove material, but are not obliged to monitor everything. Publication does not amount to endorsement or verification.

6. Intellectual property

Except for identified third-party and user-submitted material, the website's design, branding, original text, templates, compilations, and graphics are protected by intellectual-property law. Users may view and download materials for personal or internal business use unless a different licence is stated. Republishing, resale, systematic extraction, or creation of competing databases requires prior written permission. Trade marks and logos may not be used in a way that implies endorsement.

7. Bookings, prices, and payment

The description, price, taxes, schedule, delivery method, and any specific requirements for a paid service are those shown or agreed at booking. An order is accepted when confirmation is issued. Payment must be made through the offered method and by the stated deadline. We may correct obvious pricing errors before performance and offer the customer the choice to accept the corrected price or cancel for a refund. Statutory consumer rights remain unaffected.

8. Changes, cancellation, and refunds

The separate Refund Policy forms part of these Terms. We may make reasonable operational changes to a service while preserving its essential nature. If we cancel a paid service and do not provide a suitable alternative accepted by the customer, amounts paid for the cancelled service will be refunded. Consumer withdrawal rights, including rules for services begun during a withdrawal period and digital content supplied immediately, apply where legally required.

9. External links and business contacts

Links, profiles, comments, and introductions may lead to independent third parties. Their content, conduct, availability, products, and privacy practices are outside our control. Users must perform their own due diligence before sharing confidential information, making payments, appointing an intermediary, or entering a trade relationship. We do not guarantee that a listed party is suitable, solvent, authorised, or trustworthy.

10. Availability and changes

We aim to keep the website useful and available but do not guarantee uninterrupted or error-free access. Content, features, or these Terms may be changed for operational, security, legal, or editorial reasons. Material changes will take effect prospectively and will be communicated where appropriate.

11. Responsibility and liability

Nothing in these Terms excludes liability that cannot lawfully be excluded, including mandatory consumer protections. To the extent permitted by law, the website operator is not responsible for indirect or consequential loss, loss of profit, trade opportunity, data, reputation, or loss caused by reliance on general information, third-party conduct, or events outside reasonable control. For paid services, any contractual liability cap must be assessed under applicable law and the specific service terms; no provision limits a consumer's mandatory rights.

12. Privacy

Personal data is handled according to the Privacy Policy and applicable law. Users who submit personal data about other people confirm they have a lawful basis and have provided any necessary information to those people.

13. Governing law and disputes

These Terms are governed by Dutch law. Parties should first try to resolve concerns by contacting the website operator. Where a user acts as a consumer, mandatory protections and competent courts available under applicable consumer law are preserved. Business disputes are subject to the competent courts of the Netherlands unless mandatory law or specific written terms provide otherwise.

14. Contact and updates

Questions about these Terms may be sent to info@importexportconnect.com. These Terms are effective from 6 September 2026. If a provision is unenforceable, the remaining provisions continue to apply.