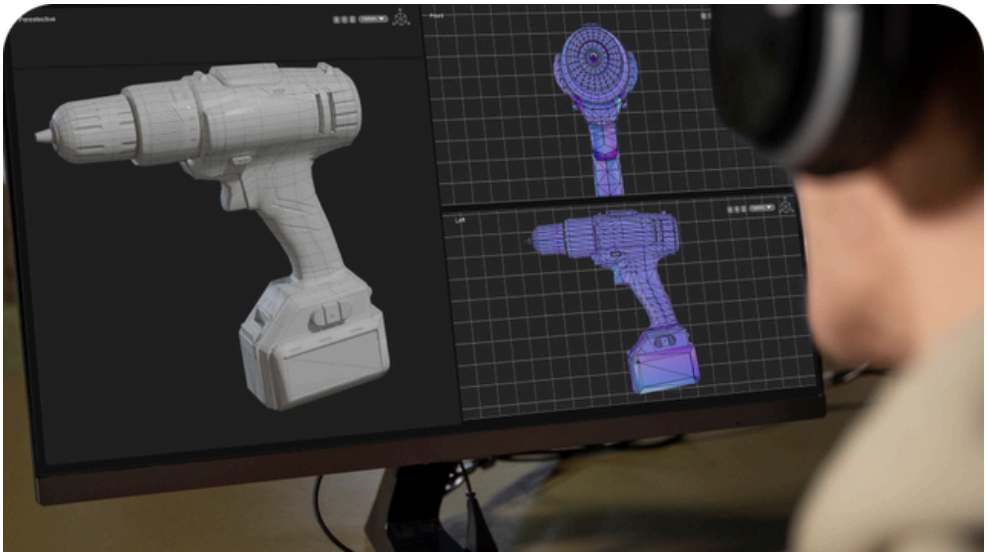
ONLINE 3D PRINTEN

General Terms and Conditions of Sale

3 August 2026



Nißlstraße 24 / 6 / 29
4040 Linz
Austria
FN 681431f, Regional Court Linz
VAT ID ATU83435436

Contents

§ 1 Scope and contracting party
§ 2 Definitions
§ 3 Seller identification
§ 4 Offer and product presentation
§ 5 Order process
§ 6 Formation of the contract
§ 7 Contract language and storage of the contract text
§ 8 Services and types of performance
§ 9 Customer files and cooperation duties
§ 10 Design approval
§ 11 Prices, taxes and shipping costs
§ 12 Payment
§ 13 Payment default
§ 14 Retention of title
§ 15 Manufacturing, tolerances and characteristics
§ 16 Delivery and delivery periods
§ 17 Transfer of risk
§ 18 Transport damage
§ 19 Right of withdrawal for consumers
§ 20 Exceptions to the right of withdrawal
§ 21 Electronic withdrawal function
§ 22 Legal guarantee of conformity (consumers)
§ 23 Guarantee towards business customers
§ 24 Liability
§ 25 Use notes and excluded uses
§ 26 Product safety (GPSR) and manufacturer information
§ 27 Customer warranties and indemnity
§ 28 Refusal, suspension and termination of orders
§ 29 Cancellation and changes by the Customer
§ 30 Intellectual property
§ 31 Confidentiality
§ 32 Storage and deletion of Customer files
§ 33 Reviews
§ 34 Complaints and customer service
§ 35 Force majeure
§ 36 Set-off and retention
§ 37 Consumer dispute resolution
§ 38 Data protection
§ 39 Applicable law
§ 40 Jurisdiction
§ 41 Changes to these Terms
§ 42 Final provisions
Annex 1 — Withdrawal instructions
Annex 2 — Manufacturing tolerances, process characteristics and material notes

§ 1 Scope and contracting party

These General Terms and Conditions of Sale (the "Terms") apply to all offers, orders, contracts and deliveries concluded between Online 3D Drucken e.U., trading under the commercial name Online 3D Printen (the "Seller", "we", "us"), and the customer (the "Customer", "you") through the webshop online-3d-printen.be.

1. The Customer's contracting party is exclusively Online 3D Drucken e.U. "Online 3D Printen" is a commercial name of Online 3D Drucken e.U. and is not a separate company; it is not a Belgian company.
2. A consumer is any natural person acting mainly outside a trade, business, craft or profession. A business customer acts in the exercise of a trade, business or profession when concluding the contract.
3. The version of these Terms available on the website when the order is placed governs the contract.
4. Deviating, conflicting or supplementary terms of the Customer do not become part of the contract unless we have expressly agreed to them in writing.
5. Where a provision applies only to consumers or only to business customers, it applies only to that category; nothing in these Terms deprives a consumer of mandatory statutory protection.

§ 2 Definitions

In these Terms:
Standard product: a catalogue product not manufactured to the Customer’s specification.
Custom-made product: any product made to the Customer’s files, dimensions, material or colour specifications or other instructions, or clearly personalised; an individually configured catalogue variant also counts as custom-made.
Design service: the creation or revision of digital 3D models on the Customer’s instructions.
Scan service: the digitisation of physical objects into 3D data.
Customer file: any file, drawing, sketch, photograph or specification supplied by the Customer.
Digital content: files not supplied on a tangible medium, in particular the results of design and scan services.
Durable medium: any instrument enabling information to be stored and reproduced unchanged, in particular email.

§ 3 Seller identification

Online 3D Drucken e.U., trading under the commercial name Online 3D Printen
Nißlstraße 24 / 6 / 29, 4040 Linz, Austria
Owner: Marius Van Griensven
Companies register: Firmenbuch no. FN 681431f, Regional Court (Landesgericht) Linz
VAT identification number: ATU83435436
Email: [info@online-3d-printen.be]
Telephone: 00 31 085 8222 430

Online 3D Drucken e.U. is a sole trader registered in Austria. Online 3D Printen is not a Belgian company. Trade authority: Magistrat der Landeshauptstadt Linz; chamber: Wirtschaftskammer Oberösterreich; trade description: production of architectural and display-only models (Gewerbeordnung 1994).

§ 4 Offer and product presentation

1. The presentation of products and configuration options on the website is not a binding offer, but an invitation to the Customer to place an order.
2. Unless expressly stated otherwise, our products are decorative, architectural, presentation and display models, and non-functional demonstration objects.
3. Product images and details of dimensions, colour and weight are provided for description. The process-related characteristics and tolerances customary in additive manufacturing and set out in Annex 2 are permitted; in all other respects the goods must correspond to the agreed description. We do not apply any blanket statement that product images are non-binding.

§ 5 Order process

1. The Customer selects the products, places them in the basket and, where applicable, enters individual specifications or files.
2. Before submitting the order, the Customer can review the order data and correct input errors using the usual keyboard and mouse functions. The technical steps to conclude the contract are explained during the order process.
3. At the start of the order process, the Customer is shown the applicable delivery restrictions and the accepted means of payment.
4. By clicking the order button — labelled “order with obligation to pay” (Dutch: “Bestelling met betalingsverplichting”; French: “Commande avec obligation de paiement”) — the Customer places a binding order for the goods in the basket.
5. Before submitting the order, the consumer confirms, via a checkbox that is not pre-ticked, that he or she has read and accepts these Terms and the withdrawal instructions.

§ 6 Formation of the contract

1. The contract is not concluded merely by the Customer placing the order.
2. We confirm receipt of the order without delay by an automatic email. This acknowledgement of receipt does not yet constitute acceptance of the order.
3. The contract is concluded when we accept the order by a separate order confirmation or a dispatch confirmation, by dispatching the goods, or when we begin performance.
4. Prices shown by the price configurator are subject to a printability check under § 9; if that check reveals a materially different effort, we inform the Customer before production begins and the Customer may withdraw the order free of charge.
5. We may refuse an order on objective grounds, in particular technical infeasibility, unlawful or excluded orders (§ 25), or obvious pricing or presentation errors; any payments already made are refunded without delay. We do not reserve any right to cancel an accepted order without objective grounds.

§ 7 Contract language and storage of the contract text

1. The contract may be concluded in the languages offered during the sales journey for Belgium (in particular Dutch and French); the available languages are indicated during the order process.
2. We store the contract text and send the Customer the order data together with these Terms and the withdrawal instructions on a durable medium (normally by email). The model withdrawal form is provided as a separate document, permanently available on the website and sent with the order confirmation. The Terms can be viewed, saved and printed on the website at any time.
3. These Terms are published in Dutch and French. Each language version is authentic for the corresponding language region; in the event of any discrepancy, the version in the language in which the individual contract was concluded prevails for that contract. Any English text is a non-binding convenience translation for reference only.

§ 8 Services and types of performance

1. We provide additive-manufacturing services using the FDM and SLA processes, as well as design and scan services.
2. For standard products, we owe delivery of a product having the characteristics described in the catalogue.
3. For custom-made products, we owe manufacture according to the geometry supplied by the Customer and the agreed parameters (material, process, layer height, colour), but not the suitability of the product for any particular purpose not expressly agreed in writing.
4. For design services, we owe the creation of a printable digital model according to the agreed requirements, not any particular aesthetic or commercial result; unless otherwise agreed, the scope includes two revision rounds.
5. Small production runs are offered separately; for series production we reserve process-related variations between individual pieces within the limits of § 15 and Annex 2.

§ 9 Customer files and cooperation duties

1. Customer files must be supplied in the formats stated on the website and in millimetres; the geometry must be closed (watertight), correctly oriented and free of self-intersecting surfaces.
2. The Customer is responsible for the dimensional accuracy, wall thicknesses, tolerances, fits, strength and functional suitability of the geometry supplied.
3. We check Customer files solely for obvious printability in the chosen process; we do not owe, and do not carry out, any check of suitability for the intended purpose, of structural correctness or of lawfulness.
4. If a Customer file is not printable, we inform the Customer; preparation, repair or reconstruction is carried out only on separate instruction and for separate payment.
5. If an order cannot be carried out because of unresolvable non-printability, we may claim reimbursement of the reasonable checking and preparation costs already incurred, provided we informed the Customer of those costs in advance.
6. When the Customer uploads files, logos, photographs, text or other content, the Customer warrants that it holds the necessary rights and that the content is lawful and does not infringe third-party rights (§ 27).
7. We may refuse unlawful or technically unsuitable orders and are not obliged to check content transmitted by the Customer for infringements.

§ 10 Design approval

1. For custom orders, we may submit a draft, preview or rendering to the Customer for approval before production begins.
2. The Customer checks the draft for correctness, in particular dimensions, inscriptions and design; production begins after approval has been given.
3. The approved specifications become part of the contract; approval does not affect the Customer’s rights where the delivered product differs from the approved design.

§ 11 Prices, taxes and shipping costs

1. For consumers, all prices are total prices in euros including statutory VAT and all other price components; for business customers, prices may be stated net, which is indicated separately.
2. Shipping, packaging and other additional costs are shown separately and allocated to the price during the order process before the order is submitted; no paid extras are pre-selected.
3. For individually calculated orders, the price is communicated before conclusion of the contract, with the offer’s validity period stated; offers for design services are binding for 14 days from receipt unless stated otherwise.
4. For announced price reductions, we comply with the applicable rules on indicating the lowest prior price.

§ 12 Payment

1. The means of payment offered during the order process are processed through the payment service provider Mollie.
2. Payment is due in advance via the means of payment offered, unless expressly agreed otherwise; production begins after receipt of payment in full, unless otherwise agreed. For business customers, purchase on account (invoice) may be agreed separately.
3. The Customer normally enters payment data directly into the secured interface of the payment service provider.
4. Invoices are transmitted electronically on a durable medium; the Customer consents to electronic invoicing.

§ 13 Payment default

1. Consumers. If a consumer is in default of payment, we comply with the mandatory Belgian rules on the recovery of consumer debts (Book XIX of the Code of Economic Law): the first reminder is free of charge; a period of at least 14 calendar days is allowed (running from the third working day after a non-electronic reminder, or the calendar day after an electronic reminder) before any default interest or lump-sum compensation becomes due; default interest does not exceed the statutory reference rate under the Belgian late-payment legislation; and lump-sum compensation does not exceed the statutory caps, namely EUR 20 where the balance is EUR 150 or less, EUR 30 plus 10% of the amount between EUR 150.01 and EUR 500, and EUR 65 plus 5% of the amount above EUR 500, up to an overall maximum of EUR 2,000. Any clause exceeding these limits is deemed unwritten to that extent.
2. Business customers. If a business customer is in default of payment, default interest of 9.2 percentage points above the reference rate applies, together with a lump sum of EUR 40 for recovery costs and reimbursement of further reasonable recovery and collection costs.
3. In the event of payment default, we are entitled to hold back open orders until payment is made.

§ 14 Retention of title

1. The goods delivered remain our property until the purchase price has been paid in full.
2. Towards business customers, the goods remain our property until all claims arising from the ongoing business relationship have been settled; the business customer hereby assigns to us its claims arising from any resale of the goods subject to retention of title.

§ 15 Manufacturing, tolerances and characteristics

1. Manufacture is carried out by additive manufacturing (3D printing) in the FDM and SLA processes.
2. The agreed characteristics are determined by the order confirmation and by the manufacturing tolerances set out in Annex 2, which forms part of the contract.
3. Unless expressly agreed otherwise in writing, the following dimensional tolerances apply: FDM ± 0.5 % of the nominal dimensions, at least ± 0.5 mm; SLA ± 0.3 % of the nominal dimensions, at least ± 0.2 mm.
4. Process-related phenomena do not constitute a defect, including visible layer lines, seam points and support-structure marks, minor warping, shrinkage, elephant’s foot, slight layer shifts and surface roughness as delivered, and colour variations between batches; FDM parts have direction-dependent (anisotropic) strength.
5. A material deviation from the agreed characteristics is not treated as a normal process-related characteristic and remains a defect.

§ 16 Delivery and delivery periods

1. Delivery is made to the delivery address stated by the Customer or, where agreed, by collection; the countries served are shown during the order process.
2. We state a production and delivery period or a delivery date. Where none is agreed, delivery to consumers is made without undue delay and in any event within 30 days of conclusion of the contract; if we do not deliver on time, the consumer may set a reasonable additional period and, if it expires without delivery, withdraw from the contract.
3. Dispatch is carried out through shipping service providers selected case by case; partial deliveries are permitted where reasonable for the Customer and give rise to no additional shipping cost for the Customer.
4. Delays due to incorrect delivery details provided by the Customer are borne by the Customer; otherwise the statutory provisions apply to late delivery.

§ 17 Transfer of risk

1. For sales to consumers, the risk of accidental loss of or damage to the goods passes to the consumer only when the goods are physically received by the consumer or by a third party designated by the consumer (other than the carrier); where the consumer itself commissions a carrier not offered by us, the risk passes on handover to that carrier.
2. For sales to business customers, the risk passes on handover of the goods to the carrier.

§ 18 Transport damage

1. The Customer is asked to report obvious transport damage as promptly as possible and to contact us.
2. For consumers, a failure to report or a late report has no effect on the consumer’s statutory rights in respect of defects; prompt reporting merely helps us to pursue our own claims against the carrier.

§ 19 Right of withdrawal for consumers

1. For distance contracts, consumers have a statutory right to withdraw within 14 days without giving any reason, unless the right is excluded under § 20.
2. The details are set out in the withdrawal instructions in Annex 1. The model withdrawal form is provided as a separate document, permanently available on the website; we transmit both to the consumer on a durable medium at the latest with the order confirmation.
3. If we fail to provide the required information on the right of withdrawal, the withdrawal period is extended in accordance with the statutory provisions.
4. This right of withdrawal applies to consumers only; business customers have no right of withdrawal (cancellation by business customers is governed by § 29).

§ 20 Exceptions to the right of withdrawal

1. The right of withdrawal does not apply to contracts for: (a) goods made to the consumer’s specifications or clearly personalised, including any custom-made product within the meaning of § 2 (in particular any print based on geometry supplied or individually configured by the Customer); (b) services fully performed, where performance began with the consumer’s express prior consent and acknowledgement that the right is lost once the contract is fully performed; (c) the supply of digital content not on a tangible medium, under the same conditions; (d) sealed goods not suitable for return for reasons of health protection or hygiene that were unsealed after delivery.
2. The consent and acknowledgement under (b) and (c) are obtained during the order process by a separate statement to be actively confirmed; without that statement we do not begin performance before the withdrawal period expires.
3. The exclusion is not applied on a blanket basis to every product manufactured after ordering; a standard catalogue model for whose manufacture no material individual determination by the consumer is made remains subject to the right of withdrawal.
4. The exclusion is clearly indicated before the order is submitted, on the product page and during the order process.
5. The exclusion of the right of withdrawal does not affect the statutory legal guarantee of conformity.

§ 21 Electronic withdrawal function

1. For contracts concluded through our online interface for which a statutory right of withdrawal exists, we provide an electronic withdrawal function in accordance with the applicable EU requirements (Article 11a of Directive 2011/83/EU, as introduced by Directive (EU) 2023/2673).
2. The function is continuously available throughout the withdrawal period, prominently placed, easily accessible and clearly labelled “Withdraw from contract” (Dutch: “Overeenkomst herroepen”; French: “Rétracter le contrat”); no account login is required and it is usable on all common devices.
3. After clicking, the consumer reaches an electronic form to provide or confirm name, information identifying the contract (order or invoice number) and an electronic means of communication for confirmation of receipt; withdrawal of only part of the contract is possible.
4. Withdrawal takes place in two steps: after entering the required information, the consumer confirms via a separate button “Confirm withdrawal” (Dutch: “Herroeping bevestigen”; French: “Confirmer la rétractation”).
5. It is sufficient to submit the online statement before the period expires; the withdrawal process is not more burdensome than concluding the contract.
6. We confirm receipt without delay on a durable medium, stating the content, date and time of the withdrawal.
7. The function does not replace the withdrawal instructions, the model form or withdrawal by another unequivocal statement; it is not provided for contracts without a statutory right of withdrawal (§ 20).

§ 22 Legal guarantee of conformity (consumers)

1. Consumers have the statutory legal guarantee of conformity; we are liable, in accordance with the statutory provisions, where the goods do not conform to the contract.
2. The legal guarantee period is two years from delivery of the goods; where a lack of conformity becomes apparent within one year of delivery, it is presumed to have existed at delivery, unless proven otherwise or unless incompatible with the nature of the goods or the lack of conformity.
3. The consumer is entitled, under the statutory conditions, to have the goods brought into conformity (repair or replacement), to an appropriate reduction of the price, or to termination of the contract with a refund, together with damages where applicable; we are responsible for handling the claim.
4. For custom-made products, replacement may be refused where impossible or disproportionate; the right to repair remains. A defect does not exist to the extent the deviation results from a faulty or unsuitable Customer file, a Customer-specified manufacturing parameter, or the process-related phenomena described in § 15 and Annex 2.
5. The consumer’s rights under this section cannot be excluded or limited before a lack of conformity is brought to our attention; the legal guarantee applies in addition to, and is not restricted by, any commercial guarantee, which exists only where expressly given.
6. The legal guarantee is without prejudice to any other statutory remedies available under Belgian law, including rights concerning hidden defects and general contractual non-performance.

§ 23 Guarantee towards business customers

1. The business customer must inspect the goods without delay after delivery and give notice, in text form with a precise description, of apparent defects within seven working days and of hidden defects within seven working days of discovery; if timely notice is not given, the goods are deemed approved.
2. The guarantee period towards business customers is twelve months from delivery.
3. The presumption that a defect appearing within a given period after delivery already existed at delivery is excluded towards business customers; the business customer must prove that the defect existed at the time of delivery.
4. The choice between repair and replacement lies with us.
5. This section applies to business customers only and does not affect the mandatory rights of consumers under § 22.

§ 24 Liability

1. We are liable without limitation for personal injury (harm to life, body or health) and for damage caused intentionally or by gross negligence, for the fraudulent concealment of a defect, where a guarantee has been assumed, and under mandatory product-liability law.
2. Towards consumers, we are liable for damage to property caused by slight negligence in accordance with the statutory provisions; mandatory consumer rights and mandatory statutory heads of liability remain unaffected.
3. Towards business customers, liability for slight and gross negligence is excluded except in respect of personal injury; liability for indirect damage, consequential damage, loss of profit, production and business interruption, loss of data, recall costs and third-party claims is excluded; and liability is in any event limited in amount to the value of the order concerned.
4. We are not liable for damage arising because the Customer uses a product contrary to § 25, modifies it, provides incorrect measurements or unlawful files, or fails to take account of the manufacturing tolerances under § 15; mandatory liability remains unaffected.
5. These provisions do not replace product classification under mandatory product-safety law.

§ 25 Use notes and excluded uses

1. Unless expressly agreed otherwise, the products are intended for decorative purposes and as architectural, presentation and display models; material-specific notes are set out in Annex 2. The products should not be exposed permanently to high heat, direct sunlight, mechanical load or aggressive chemicals.
2. The products are not intended, in particular, as load-bearing or safety-relevant components, mechanical replacement parts, medical devices or implants, personal protective equipment, electrical components, food-contact products, toys, vehicle components, weapon parts, or other regulated technical components.
3. The Customer may not place orders for products, components, files or applications connected with: weapons, weapon parts, ammunition or explosives; items intended to cause harm; enabling criminal acts or circumventing security systems; infringing third-party rights; medical applications, implants or medical devices; safety-critical, load-bearing or mechanically stressed applications (in particular aerospace, automotive, lifting and climbing equipment, pressure vessels); products subject to conformity assessment (toys, personal protective equipment, machinery, construction products); contact with food, drinking water or prolonged skin contact; or applications requiring official authorisation, unless the Customer demonstrates it is in place. Such orders are permissible only after prior express and separate written agreement setting out the technical requirements and the allocation of responsibility.
4. The Customer must disclose the intended use where it touches on any of these areas.

§ 26 Product safety (GPSR) and manufacturer information

1. We comply with Regulation (EU) 2023/988 on general product safety (GPSR).
2. For standard products from our own catalogue, the manufacturer within the meaning of these provisions is Online 3D Drucken e.U., Nißlstraße 24 / 6 / 29, 4040 Linz, Austria, email [info@online-3d-printen.be]; product identification, warnings, safety information and traceability information are provided in the offer and, where necessary, on or with the product.
3. For custom-made products manufactured to a Customer file, we perform a manufacturing service to the Customer’s specification; where the Customer places such a product on the market, the Customer bears the obligations of a manufacturer to that extent, in particular risk analysis, marking, creation of safety information and reporting duties.
4. Reports of safety incidents and product-safety complaints are to be sent to [info@online-3d-printen.be]; we operate a procedure for handling such reports and for carrying out corrective action and recalls. “Not a toy” statements do not determine legal classification where a product is objectively a toy.

§ 27 Customer warranties and indemnity

1. The Customer warrants that it holds all necessary rights in the Customer files transmitted and that the order, product, design and intended use do not infringe legal provisions, public order, morality, safety rules or the rights of third parties.
2. Where the Customer culpably infringes third-party rights through the content it provides, the Customer shall indemnify us, within the statutory limits, against justified third-party claims based on such infringement; no unlimited or disproportionate indemnity is agreed, and towards consumers the obligation arises only in the event of fault on the part of the consumer.

§ 28 Refusal, suspension and termination of orders

1. We are entitled to refuse, suspend or terminate an order where: there is reasonable suspicion of an excluded application under § 25 or of unlawful use; the Customer file is technically not printable under § 9; manufacturing capacity fails for reasons beyond our control; the Customer is in default of payment; the legal position regarding the Customer file is unclear; or the Customer breaches material contractual obligations despite a request to remedy.
2. Where an order is refused or terminated for a reason attributable to the Customer, we may claim reimbursement of the reasonable costs already incurred; in all other cases, payments already made are refunded in full without delay. We do not reserve any right to cancel an accepted order without objective grounds.

§ 29 Cancellation and changes by the Customer

1. The Customer may cancel an order free of charge until production begins; production begins when the print job is handed over to a manufacturing machine.
2. After production has begun, the Customer may cancel but must reimburse the material, machine and labour costs already incurred; products already completed will be delivered and must be paid for in full.
3. Changes to geometry, material or manufacturing parameters are possible only until production begins and require a new price calculation.
4. This section does not affect the consumer’s right of withdrawal under § 19.

§ 30 Intellectual property

1. All rights in the website, catalogue presentations, texts, images and other content of the Seller remain with the Seller or its licensors.
2. The Customer remains the holder of the rights in the Customer files it transmits and grants us a simple, non-transferable licence, limited to the duration of the order, to use the files for the purpose of checking, preparation, manufacture, quality assurance and storage.
3. In the results of a design service, we grant the Customer, after payment in full, a non-exclusive right of use unlimited in time, territory and content, including the right to manufacture and modify the model itself or through third parties; this does not include resale, sub-licensing or publication of the model file as such.
4. The purchase of a physical product does not automatically transfer copyright, design rights or reproduction rights in the underlying STL or CAD files; we may depict manufactured products for reference purposes only with the Customer’s prior consent.

§ 31 Confidentiality

1. Both parties treat as confidential all non-public information of the other party obtained in the course of the business relationship, in particular design data, drawings, technical specifications, prototypes and project information.
2. The obligation applies for the duration of the business relationship and for three years thereafter; excepted is information that is public, was lawfully known to the recipient without a duty of confidentiality, or whose disclosure is required by law or by an authority. Disclosure to subcontractors takes place only where necessary for performance and only under an equivalent confidentiality obligation.

§ 32 Storage and deletion of Customer files

1. We store Customer files for twelve months after completion of the order, in order to handle repeat orders and guarantee cases, and delete them thereafter; the Customer may request earlier deletion at any time.
2. We do not owe any archiving; the Customer must keep its own backup copies of its files. Liability for the loss of Customer files is governed by § 24. Data-protection aspects are governed by the Privacy Policy (§ 38).

§ 33 Reviews

1. Where we publish reviews, we inform users whether and how we ensure that reviews come from consumers who actually purchased the goods.
2. Reviews are not obtained in exchange for consideration unless this is expressly disclosed, and are not published selectively only where positive; publication is under name or pseudonym in accordance with the relevant review form. Reviews are processed through Trustpilot and Google (Google Reviews).

§ 34 Complaints and customer service

1. Please address complaints and enquiries to: Online 3D Drucken e.U., Nißlstraße 24 / 6 / 29, 4040 Linz, Austria, email [info@online-3d-printen.be].
2. To help us deal with a complaint quickly, please provide the order number, a description of the matter and, where applicable, photographs; this information makes handling easier and is not a condition for asserting statutory rights. We do not impose formalities that unlawfully restrict consumer rights.

§ 35 Force majeure

1. Force majeure is any unforeseeable event beyond the parties’ control that prevents performance, in particular natural disasters, fire, war, epidemics and pandemics, strikes, official measures, failure of energy or data networks and supply-chain interruptions.
2. For the duration of the force majeure, the affected obligations are suspended and the periods are extended accordingly; if the impediment lasts longer than 30 days, either party may withdraw from the contract, and payments already made for services not rendered are refunded without delay.

§ 36 Set-off and retention

1. Towards business customers, set-off is permitted only with undisputed or legally established counterclaims.
2. A consumer may in any event set off where we are insolvent or where the counterclaim is legally connected with the consumer’s liability, has been established by a court or has been acknowledged by us; mandatory consumer rights of retention remain unaffected.

§ 37 Consumer dispute resolution

1. We are willing in principle to seek an amicable resolution of complaints directly with the Customer; please contact us first at [info@online-3d-printen.be].
2. Because Online 3D Drucken e.U. is established in Austria, the Belgian Consumer Mediation Service is not automatically competent; for cross-border disputes with a trader in another EU Member State, Belgian consumers may contact the European Consumer Centre Belgium (ECC Belgium), https://www.eccbelgium.be.
3. We do not commit to participation in any specific alternative-dispute-resolution body unless that body is competent and we have accepted, or are required, to participate. The EU Online Dispute Resolution platform was discontinued on 20 July 2025 and is therefore not referenced as a complaint channel.

§ 38 Data protection

The processing of personal data is governed by our Privacy Policy and Cookie Policy, available at online-3d-printen.be. These Terms contain no separate data-protection rules.

§ 39 Applicable law

1. Austrian law applies, to the exclusion of the UN Convention on Contracts for the International Sale of Goods and of the referral rules of private international law.
2. Towards consumers, this choice of law applies only in so far as it does not deprive the consumer of the protection afforded by the mandatory provisions of the law of the consumer’s country of habitual residence (Article 6 of the Rome I Regulation); for a consumer habitually resident in Belgium, the mandatory provisions of Belgian consumer law therefore remain available.

§ 40 Jurisdiction

1. Towards consumers, the statutory rules on jurisdiction apply; a consumer may in particular bring proceedings before, and may only be sued before, the courts of the consumer’s place of domicile. Nothing in these Terms requires a Belgian consumer to litigate only in Austria.
2. For disputes with business customers, the exclusive place of jurisdiction is the court having subject-matter competence in Linz, Austria.

§ 41 Changes to these Terms

1. We may change these Terms with effect for future contracts; the version applicable at the time a contract is concluded always applies to that contract, and changes do not apply retroactively to orders already concluded.
2. Silence on the part of the Customer does not constitute acceptance of amended Terms.

§ 42 Final provisions

1. Should any provision of these Terms be or become invalid, the validity of the remaining provisions is unaffected; the invalid provision is replaced by the applicable statutory rule.
2. The transfer of rights and obligations under the contract to third parties requires the Customer’s consent; this does not apply to the involvement of subcontractors in performance.
3. Statements in connection with performance of the contract require text form.

Annex 1 — Withdrawal instructions

Right of withdrawal. You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period is 14 days from the day on which you, or a third party other than the carrier and indicated by you, acquire physical possession of the goods; where you ordered several goods in one order that are delivered separately, the period runs from the day on which you acquire physical possession of the last item.
To exercise the right of withdrawal, you must inform us — Online 3D Drucken e.U., Nißlstraße 24 / 6 / 29, 4040 Linz, Austria, email [info@online-3d-printen.be] — of your decision to withdraw by an unequivocal statement (for example a letter sent by post or an email). You may use the model withdrawal form (provided as a separate document), but this is not obligatory. You may also use the electronic withdrawal function “Withdraw from contract” on our website; if you use it, we will send you an acknowledgement of receipt on a durable medium without delay. To meet the withdrawal deadline, it is sufficient that you send your communication concerning the exercise of the right of withdrawal before the withdrawal period has expired.

Annex 1 — Withdrawal instructions (continued)

Effects of withdrawal. If you withdraw from this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event within 14 days of the day on which we are informed of your decision to withdraw. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You must send back the goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal. The deadline is met if you send back the goods before the period of 14 days has expired. You will have to bear the direct cost of returning the goods. You are only liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

Exceptions. The right of withdrawal does not exist for goods made to your specifications or clearly personalised, or in the other cases set out in § 20 of these Terms.

Annex 2 — Manufacturing tolerances and process characteristics

Dimensional tolerances. FDM: ± 0.5 % of the nominal dimensions, at least ± 0.5 mm. SLA: ± 0.3 % of the nominal dimensions, at least ± 0.2 mm. Tolerances apply per axis and refer to the nominal dimension of the Customer geometry. For parts over 200 mm edge length, the tolerance may increase for process reasons.
Layer heights and surfaces. FDM standard: 0.20 mm, visible layer structure, Ra approx. 12–25 µm. FDM fine: 0.12 mm, reduced layer structure, Ra approx. 8–15 µm. SLA: 0.05 mm, smooth surface, Ra approx. 1–5 µm.
Process-related characteristics (not defects). Visible layer and seam lines; contact points and residues of removed support structures; minor warping (in particular with ABS and ASA); shrinkage on cooling, material-dependent 0.2–0.8 %; “elephant’s foot” in the first layer; colour and gloss variations between filament or resin batches; direction-dependent (anisotropic) strength, with tensile strength in the Z direction significantly lower than in X/Y; bores and fits come out smaller than designed for process reasons, and rework should be expected.

Annex 2 — Material notes

PLA (FDM): dimensionally stable at room temperature, softens from approx. 55 °C, not UV-resistant.
PETG (FDM): tough, more chemically resistant, tends to string.
ABS (FDM): more temperature-resistant, marked shrinkage and warping tendency.
ASA (FDM): UV-resistant, suitable for outdoor use.
TPU / TPE (FDM): flexible, limited dimensional accuracy, wider tolerances.
Resin (SLA): high level of detail, more brittle, limited UV resistance.
No material and no process is food-safe, sterilisable or suitable for prolonged skin contact. Small parts can be swallowed; the products are not toys and do not belong in the hands of small children. Recommended cleaning: a soft, slightly damp cloth; not dishwasher-safe.