Terms and conditions of Laadruim

Version 1, in force from 1 November 2026.

1. Who and what for

1. Laadruim is a warehouse system that we provide as an online service, to businesses only, not to consumers. "We" or "the supplier" is Laadruim, a trade name of HeliQopter Services, Oder 20, Postbus E7710, 2491 DC Den Haag, the Netherlands, Chamber of Commerce number 56385404, VAT number NL002147396B80. If your proposal names another company as supplier, that company is "we". "You" or "the customer" is the company that takes Laadruim.
2. These terms apply to every request, free month, agreement and service of ours. Other arrangements apply only if they are recorded in writing; an email counts. Your own terms do not apply.
3. You can read and keep these terms before you request anything. Every version has a date, and you get the version that applies to you by mail.

2. The three ways to start

1. **Starting on your own:** you request Laadruim on the site. We check every request by hand and may refuse it. If we approve it, our agreement begins and you get an invitation. No start-up costs.
2. **Starting together:** we set up Laadruim with you, put your lists in and explain it. For this you pay one-off start-up costs according to the proposal.
3. **With custom work:** if you need a connection or something of your own. You get a fixed price in advance (article 5).
4. We come and see you, also if you start on your own: within 6 weeks after your first payment we would like to look around your warehouse floor, at no extra cost. Outside the Netherlands we arrange this together. This is an effort, not a firm commitment.

3. The free month

1. When you start on your own, the first month is free, with the Complete package. The month begins at your first sign-in. Each company gets one free month. No payment details are needed.
2. If you want to go on after that month, you choose "Go on with Laadruim" in Laadruim, with the package you want. If you say nothing, the free month stops by itself and you pay nothing. After that, article 8(5) applies.
3. In the free month too you can download everything and switch, as in article 8.
4. In the free month limits apply against abuse: mail to people outside Laadruim goes only once the recipient has confirmed it, and there is a ceiling on mail and on importing.
5. There is no free month on custom work.

4. The service

1. You use Laadruim over the internet. We take care of the server, daily backups, updates and security.
2. We may improve and renew Laadruim, as long as what you use keeps working. New functions of your package come to you by themselves.
3. Regular maintenance happens at night (Dutch time). We announce larger maintenance in advance.
4. Help is there on working days, in Laadruim with Ask for help or by email. We usually answer the same day (Dutch time).
5. We do our best to solve faults quickly. This is an effort, not a guarantee.

5. Custom work

1. You pay for custom work separately, always at a fixed price in advance, and only after your agreement.
2. A wish that helps everyone we share in the costs: you pay half, and after that it comes into Laadruim for everyone.
3. A wish for you alone you pay for yourself. We may later give it to others too, unless we agree in advance that it stays yours alone. Your data never goes along.
4. With custom work too, one month's notice applies (article 7). What you paid in advance for custom work already delivered, you do not get back when you cancel.

6. Prices and paying

1. The prices and what each package holds are on laadruim.nl or in your proposal. All prices exclude VAT. An extra site or a connection with a new kind of system costs extra, on request.
2. You pay the monthly amount every month in advance. For now you pay by invoice, with the iDEAL link on the invoice, within the term stated on the invoice. Payment runs through Mollie. Later we will move to direct debit: we tell you a month in advance and first ask you for a mandate. After that the invoice is the announcement and we collect about 2 days later. Other invoices (for example the start-up) you pay within 14 days.
3. Start-up costs (Starting together): half on agreement, half once Laadruim is in use.
4. We announce a new price at least 2 months in advance, so that you can cancel in time if you want to.
5. If you do not pay on time, you get two reminders. If payment is still open after 14 days, we may set Laadruim to read only for your company. Your data stays stored and you can keep downloading it.

7. Term and cancelling

1. Laadruim runs per month. There is no minimum.
2. You can always cancel, by email or in Laadruim itself. Laadruim then runs on up to and including exactly one month later. You pay the last month pro rata: what you paid too much in advance, you get back.

3. Switching to another system costs nothing.
4. We may end the agreement at once if you go bankrupt, if you seriously misuse Laadruim, or if you have still not paid 2 months after the first reminder. You may end the agreement at once if we go bankrupt or seriously and lastingly fail to keep our agreements. Article 8 then keeps applying.

8. Your data is yours

1. What you put in Laadruim stays yours. We use it only to provide the service, and give it only to the parties named in the data processing agreement, for that work. How Laadruim is used we count added up and never per person, to make it better.
2. **At any moment** you can download everything with the button "Export everything", up to 3 times a day, in common files (Excel, CSV and text).
3. **This is what you can take with you:**
   - your company details and sites;
   - the users (name, email, level) and open invitations;
   - your relations, with their roles and addresses;
   - articles;
   - stock with location and batch;
   - inbounds and outbounds with their lines (including expected and received shipments: those are inbounds in another state);
   - the raw messages from connections (up to 13 months after receipt; after that the inbound or outbound that came from them stays), the orders from connections, and the settings of your connections (name, kind, IP addresses, translations), without the key;
   - your import history (file, counts, date) with the remembered columns;
   - your setup;
   - the settings and recipients of your reports (you can make every report again from the data);
   - your company's log, without IP addresses.

   Not included: passkeys and keys of connections (for security), the added-up usage measurement across all companies together (it does not belong to one company), and the software itself and how it works inside.
4. **Switching:** if you ask, we help you switch within 30 days to another system or to your own computer. We give you all the information you need for it. During that time Laadruim keeps working, security stays the same, and we tell you if we see a risk to your work. You pay only your normal monthly amount. If you need more time, you may extend that period once, for as long as you need. If 30 days is technically not possible on our side, we say so within 14 working days, with the reason and another term of at most 7 months. Once the switch is done, your agreement ends and we let you know.
5. **After the end** of your agreement or free month you can still view and download everything for 3 months; nothing can be changed any more. After that we erase everything of your company and confirm this by mail. If you want us to erase sooner, ask us. We keep only what belongs to our

agreement itself: which terms you accepted, when and by whom, up to 7 years after the end of the agreement, and the invoices and our books up to 7 years after the end of the year, because the law requires it. Your data disappears from the backups within 40 days after erasure, and from the emergency copies of our hosting party within 90 days.

6. For personal data the data processing agreement applies. It is part of these terms.
7. In the event of a data breach we tell you as soon as possible, and in any case within 24 hours (data processing agreement).
8. laadruim.nl/en/your-data sets out how switching works, which files and formats you get, which law our servers fall under, and how we protect your data against governments outside the EU.

9. Satisfied or your start-up back

1. If you start together with us and within 60 days after the start you are not satisfied, you get your start-up costs back.
2. This is possible once per company. You then stop with Laadruim and take your data with you (article 8). We ask you why, but you do not have to say.
3. This does not apply to custom work.

10. What you do yourself

1. You take care of correct data, your own phones or computers, and internet at the workplace.
2. You keep your sign-in private.
3. You remain responsible for what you enter and for your own stock counts.
4. In a demo you do not put real data of your customers.

11. What is not allowed in Laadruim

1. You put in Laadruim only data you need for your warehouse and may use. No unlawful content, and no sensitive data such as about health.
2. We do not look at what you put in Laadruim of our own accord, and we use no software that judges content. If someone sees something in Laadruim that they believe is unlawful, they report it to support@laadruim.nl. A person looks at it. We say what we do and why, and remove it only if it really is unlawful. We talk to you first, unless the law does not allow that.
3. For authorities and users, support@laadruim.nl is also the contact point, in Dutch and English.

12. The software

1. Laadruim, the designs and the manuals stay ours. You may use Laadruim for your own company for as long as your agreement runs. You do not resell it.
2. Your data never goes to others, also not if something built for you comes into Laadruim for everyone.

13. If we stop

If we stop with Laadruim, we announce that at least 6 months in advance and help you switch (article 8).

14. Liability

1. If damage arises from a mistake of ours, we compensate only the direct damage, up to the higher of these two amounts: what you paid us in the 12 months before, or € 1,000.
2. Indirect damage is excluded, such as lost turnover, downtime or fines from others.
3. This limit does not apply in the case of intent or conscious recklessness.
4. You report damage within 30 days after you discover it, in writing.

15. Force majeure

We are not liable for faults beyond our control, such as faults in internet, power, the hosting party, or systems of others you are connected with. What we promise in the data processing agreement keeps applying.

16. Confidentiality

We keep each other's confidential information secret, also after the end of the agreement.

17. Changes

We may change these terms and announce that at least 30 days in advance. If a change is clearly to your disadvantage, you may cancel as of the day it takes effect, without notice period.

18. Transfer to another supplier

You give advance consent to us transferring this agreement to the BV (private limited company) that Wilfred Boerendans and Chris van Dijk set up together for Laadruim. We announce this at least one month in advance by email, together with the BV. Nothing else changes for you: the same price, the same terms, and your data stays yours. We then ask you again for a new direct debit mandate.

19. Law, language and disputes

1. Dutch law applies to these terms. In a disagreement we first look for a solution together. If that fails, the competent court where the supplier is established decides.
2. These terms exist in Dutch and English. If they differ, the Dutch text prevails.