FlexThis - B2B Customer Agreement

B2B Customer Terms and Conditions

Preamble

These Terms and Conditions set out the rules and requirements governing the purchase of goods or use of services listed by Suppliers on the online platform located at www.bflex.io (hereinafter, the "Website" or "Platform"), which is operated by the company FlexThis IKE (hereinafter referred to as "FlexThis" or the "Company"), VAT No. 802391110.

The products available for sale through the Platform are not owned by FlexThis. They are offered directly by independent Suppliers contracted with FlexThis who choose to list their products on the Platform. FlexThis bears no responsibility or liability for these products.

Order Placement

Placing an order via the Platform constitutes a binding purchase offer by the Business Customer for the selected product(s) at the listed price. The price includes VAT (if applicable), packaging and shipping costs, and any other applicable charges or discounts at the time of order submission.

The sales contract is considered concluded only when the Supplier confirms both the availability and pricing of the products, and the Business Customer receives a written confirmation via email. The contract becomes valid only upon full payment for the product or service.

To place an order, the Business Customer must log into an existing account or create a new one. After selecting the desired products and adding them to the Shopping Cart, the total order cost will be displayed. The Business Customer must review and confirm all details before completing the purchase.

Before finalizing any order, it is the sole responsibility of the Business Customer to ensure the correct product selection, quantity, pricing, and Supplier choice.

The order is completed once the Supplier accepts the order in writing by sending a confirmation email to the address provided by the Business Customer. The Supplier reserves the right to decline any order without justification.

Payment Method

Payments must be completed securely by the Business Customer via:

- Credit, debit, or prepaid card, or
- Bank transfer to the designated account.

Cash on delivery is not available.

Shipping Method, Delivery Time & Cost

Once the order is submitted and processed, the Supplier is responsible for shipping the product to the Business Customer at the delivery address indicated during checkout, within the estimated delivery window communicated at the time of ordering.

The applicable invoice will either be included in the package or sent electronically.

Delivery times depend on product availability at the Supplier's warehouse and may vary due to force majeure events, such as adverse weather, strikes, or disruptions in courier or logistics services. The indicated shipping timeline is an estimate and not binding.

Order Cancellation, Returns & Liability

Order Cancellation

Both the Supplier and the Business Customer reserve the right to cancel all or part of an order that has been submitted but not yet delivered.

The Business Customer may cancel the order through their account or by email.

The Supplier may cancel all or part of an order in case of issues or technical problems that make delivery impossible. In such cases, the Supplier will inform the Business Customer in writing and refund any amount paid for undeliverable items.

Returns

This is a B2B transaction. Therefore, the Business Customer does not have the right of withdrawal.

Upon delivery, the Business Customer is required to inspect the goods immediately.

Any claims regarding defects, damage, or incorrect items must be reported at the moment of delivery.

Returns will only be accepted if agreed upon in writing between the Supplier and the Business Customer.

If the return is due to a Supplier error (e.g. defective or wrong product), the Supplier will bear the cost of the replacement product and its shipping. In the event of repeated order errors, FlexThis reserves the right to suspend the Supplier's access to the platform, either temporarily or permanently.

Liability

The Supplier is fully responsible for the quality, condition, and legality of the products it offers through the platform. FlexThis only facilitates the transaction and does not assume any liability for the products, their condition, or any contractual obligations between Supplier and Buyer.

Personal Data

In accordance with the obligations of the Supplier under the General Data Protection Regulation (GDPR), any personal data that comes into the Supplier's possession with the Buyer's consent shall be used exclusively for the purposes agreed upon under this agreement, and in compliance with the Supplier's legal obligations, such as contract formation and performance of contractual duties.

Further processing of the Buyer's personal data by the Supplier may be carried out for promotional and marketing purposes, including but not limited to email campaigns, phone or SMS contact, postal mailings, and customer analysis for the purpose of segmentation and targeting of marketing communications. Such use is permitted only where the Buyer has accepted these terms.

The Buyer has the right to:

- Be informed about the processing of their personal data
- Access their personal data
- Request the correction of incorrect, inaccurate, or incomplete data
- Request the deletion of data no longer necessary or processed unlawfully
- Object to the processing of data for marketing purposes or based on particular circumstances
- Request the restriction of processing in specific situations
- Receive their data in a machine-readable format and transmit them to another controller (data portability)
- Request that decisions based solely on automated processing, which significantly affect them, are made by natural persons rather than solely by automated systems.

To exercise any of the above rights, the Buyer must contact the Supplier, who in this context is the "Data Controller" at [Supplier's contact email].

During the provision of services, we may also collect and process the following personal data, depending on the features used:

- Identification information: full name, ID details, photo, birthdate, email, gender
- Contact information: email, postal address, phone number, social media handles
- Order information: order number and date, delivery status, total cost, shipping cost, return/change/cancellation info
- Payment information: IBAN and account holder name (and any supporting documents), name on card, expiry date, pseudonymized card number (e.g., 123456XXXXXX7899) – Full card details are never stored or visible
- Review-related content: product/service reviews, ratings, comments, uploaded images, receipts, order numbers, surveys, questions/responses, suggestions for improvement

- Usage and technical data: cookies and local storage activity (e.g., searches, filters, product views, purchases, browsing behavior), device and browser type, IP address, OS or app version, advertising identifiers, crash or security reports
- Recorded calls (where applicable) with customer service, and
- Proof of transactions (payments, refunds, returns) in cases of suspected fraud.

The Supplier is obligated under law to cooperate with the appropriate authorities to combat suspected fraudulent activity, unauthorized use, or theft of payment information.

Final Provisions

The Supplier reserves the right to amend or update these terms and conditions without prior notice. Any changes shall take effect from the date they are published on the Website. Business Buyers are responsible for reviewing the applicable terms. Continued use of the platform constitutes full acceptance of the modified terms. If the Buyer does not agree with the updated terms, they must cease using the platform.

Unless otherwise stated, all content on the Website, excluding third-party intellectual property (products/services), is the intellectual property of FlexThis.

Failure to enforce any part of these terms shall not be considered a waiver of rights.

If any clause in these terms is deemed unlawful or invalid, it shall be severed from the agreement without affecting the validity of the remaining terms.

Any disputes arising between the Supplier and the Buyer in relation to the use of the Website shall be governed by Greek law, with exclusive jurisdiction granted to the competent courts of Athens.

For any inquiries regarding these terms of use, please contact: info@bflex.io.