

Terms & conditions

Last modified: July 2026 · Prisma BV · Hoge Buizen 45, 1980 Zemst · KBO/CBE 0465.180.128

1. General

1.1. These general terms and conditions apply to all offers, orders and agreements concluded between PRISMA BV (hereinafter "PRISMA"), with registered office at Hoge Buizen 45, 1980 Zemst, registered with the Crossroads Bank for Enterprises under number 0465.180.128 (judicial district of Halle-Vilvoorde), and the customer.

1.2. By handing over items or placing an order, the customer declares that they have read these general terms and conditions — available on PRISMA's website or consultable in the shop — and accept them in full. Any deviation requires prior written agreement.

1.3. PRISMA reserves the right to update, amend or revise these general terms and conditions at any time. Changes take effect on the date of their publication on the website. It is the customer's responsibility to check regularly for any changes.

1.4. Acceptance of these general terms and conditions means that the customer waives the application of their own general terms and conditions.

2. Prices, quotes and orders

2.1. The applicable prices are those in force at the time PRISMA processes the items. Rates are communicated in writing or available on request in the shop, by e-mail or by telephone. No right can be derived from obvious composition, printing or drafting errors in the price lists.

2.2. The final cost of each order is determined after careful inspection of the items. Variations from the price initially announced may occur depending on the service requested, the nature of the textiles, the treatments required, any repair work or a request for express delivery. For laundry invoiced by weight, the amount is rounded up to the next kilogram. The use of specific logistical supports (laundry bag, paper, covers, baskets, roll containers, etc.) may be invoiced separately.

2.3. PRISMA reserves the right to apply a minimum amount or a minimum quantity per order, in order to cover the administrative and operational costs associated with the services.

2.4. PRISMA reserves the right to revise its prices in the event of significant changes in market costs, materials used or wage costs. As a general rule, prices are adjusted annually according to the index of the Belgian Federation for Textile Care (www.fbt-online.be), without prior notice.

2.5. Any quote issued by PRISMA is valid for the period indicated. In the absence of an indication, the quote is valid for 30 calendar days from its date of issue.

3. Cancellation, withdrawal and customer status

3.1. These terms distinguish the professional customer (acting within the scope of their commercial or professional activity) from the consumer customer within the meaning of the Belgian Code of Economic Law. Certain provisions below apply exclusively to one or the other category.

3.2. Any confirmed order binds the customer. In the event of cancellation by the customer after the treatment of the items has begun, the services already provided and the costs incurred remain due. If

treatment has not yet begun, PRISMA reserves the right to charge a flat-rate administrative fee.

3.3. The statutory 14-day right of withdrawal provided for distance contracts does not apply to laundry, textile-care or textile-repair services once their performance has begun with the express consent of the consumer customer, in accordance with Article VI.53 of the Code of Economic Law.

3.4. For the professional customer, no cancellation is permitted after confirmation of the order, except with the prior written agreement of PRISMA.

4. Payment

4.1. Unless otherwise indicated, payment is made in advance or upon deposit of the items. The accepted means of payment are available in the shop.

4.2. Invoices are payable on the due date indicated. In the absence of an indication, they are payable no later than 30 days after their date of issue. The costs associated with payment are borne exclusively by the customer.

4.3. In the event of non-payment by the due date, default interest of 1% per month is due by operation of law and without prior notice of default. In addition, flat-rate compensation of 15% of the unpaid amount (with a minimum of €40) is due as a penalty clause. Partial payments are allocated first to interest, then to costs, and finally to the principal.

4.4. In the event of non-payment by the due date, all claims not yet due become immediately payable. PRISMA reserves the right to suspend its services without prior notice of default and without compensation for the customer.

4.5. In the event of repeated payment defaults, if PRISMA holds items belonging to the customer, the customer grants PRISMA an extended right of retention over their goods, until full payment of the sums due, without prior notice of default and without compensation.

4.6. In the event of repeated impossibility of delivery or manifest abandonment by the customer, unclaimed goods become the property of PRISMA 12 months after their deposit, without any consideration whatsoever.

4.7. Any change of contact details, billing address or legal situation of the customer must be notified to PRISMA in writing as soon as possible. In the event of a transfer of business or a change of legal personality, the contractual obligations remain enforceable against any entity succeeding the customer.

5. Delivery and performance times

5.1. The delivery and performance times communicated by PRISMA are indicative. PRISMA undertakes to meet them as far as possible. In the event of a delay of more than 3 weeks compared to the agreed indicative time, the customer has the right to terminate the contract in writing and without judicial intervention. Under no circumstances may a delay in delivery give rise to a claim for damages.

5.2. The customer is required to provide PRISMA with all information useful for the proper performance of the delivery (access, hours, contact person, etc.) and to provide the premises and equipment necessary for receiving the items.

5.3. PRISMA reserves the right to make partial deliveries. A partial delivery cannot justify either a refusal of payment for the items delivered or a claim for damages.

6. Liability

6.1. PRISMA undertakes to provide quality services in accordance with the professional standards of professional laundering. Its obligation is a best-efforts obligation and not an obligation of result.

6.2. The customer undertakes to ensure that all items bear a care label compliant with the applicable standards. Failing this, PRISMA declines all liability for damage related to the treatment.

6.3. The customer is asked to report any defect, stain, wear or fragility existing at the time of deposit. In the absence of any statement to the contrary, the items are deemed free of apparent defects. PRISMA may, without being obliged to do so, document the condition of an item (photograph, annotation); the absence of such documentation cannot engage its liability.

6.4. Any visible defect or missing item must be reported to PRISMA in writing and in detail within 72 hours of delivery or collection in the shop. After this period, no complaint will be accepted.

6.5. Any repair or modification carried out by the customer or a third party on an item that is the subject of a dispute results in the immediate loss of the right to complain. The right to complain is also lost if the damage results from non-compliance with professional standards, care instructions or misuse of the textile.

6.6. PRISMA is not responsible for forgotten objects or accessories attached to the items (buttons, fasteners, buckles, jewellery, zips, belts, trimmings, keys, pens, coins, banknotes, etc.). Any loss or damage related to these objects is not covered by PRISMA.

6.7. PRISMA is not responsible for pre-existing defects or damage, nor for inherent weaknesses of the materials resulting from their normal wear, weather conditions, inadequate storage, a manufacturing defect or intensive use.

6.8. PRISMA is not responsible for damage or deformation that occurs when the customer has expressly authorised, orally or in writing, the treatment of a sensitive or delicate item.

6.9. When PRISMA's liability is established, it undertakes to propose a second treatment, a repair or financial compensation. For a lost or damaged item, compensation is calculated in proportion to the market value of the item, taking into account its age. The amount of compensation is limited to 10 times the price paid for the treatment of the item concerned. For items invoiced by the kilo, the weight of the item serves as the basis for calculation.

6.10. When only one part of a set is entrusted for treatment (e.g. the jacket of a two-piece suit), compensation relates only to the damaged or lost part, and not to the whole set.

6.11. PRISMA's liability is discharged if the customer does not return the item concerned for analysis within 7 days of notification of the dispute.

6.12. In the event of persistent disagreement over the restoration, replacement or compensation, the parties undertake to have recourse exclusively to the "CACET" Arbitration Commission (Brusselsesteenweg 478, 1731 Zellik), in accordance with the specific procedures and form provided for this purpose.

7. Protection of personal data (GDPR)

7.1. In the course of providing its services, PRISMA collects and processes personal data concerning its customers (name, contact details, order history, etc.). This processing is carried out in accordance with Regulation (EU) 2016/679 (GDPR) and the applicable Belgian legislation.

7.2. Personal data is collected for the purposes of order management, invoicing, commercial communication and compliance with legal obligations. It is not transferred to third parties for commercial purposes without the customer's prior consent.

7.3. The customer has a right of access, rectification, erasure, restriction, objection and portability of their data, which they may exercise by contacting PRISMA by e-mail or post. In the event of disagreement, the customer may lodge a complaint with the Data Protection Authority (DPA).

8. Force majeure

8.1. PRISMA cannot be held liable for a failure to meet its contractual obligations resulting from a case of force majeure, as defined by Belgian law: an unforeseeable, irresistible event beyond its control (natural disaster, general strike, pandemic, failure of energy supply, fire, etc.).

8.2. In the event of force majeure, PRISMA informs the customer as soon as possible. Obligations are suspended for the duration of the event. If the force majeure continues beyond 60 days, either party may terminate the contract without compensation.

9. Severability of clauses

9.1. If a provision (or part thereof) of these terms is declared inapplicable or contrary to mandatory law, this does not affect the validity and enforceability of the other provisions. The parties will negotiate in good faith a replacement provision as close as possible to the original intention.

10. Applicable law and competent jurisdiction

10.1. These general terms and conditions are governed by Belgian law.

10.2. Any dispute relating to the interpretation or performance of these general terms and conditions will be subject to the exclusive jurisdiction of the courts of the judicial district of Halle-Vilvoorde, unless otherwise provided by law.