

General terms & conditions of payment

Our invoices must be paid within 15 calendar days starting from the date of sending the invoice. Payment must be made by bank transfer and include the references on the transfer details appended to the invoice.

For any amount that remains unpaid after the aforementioned 15 calendar days, a payment reminder shall be sent to you without fees.

If the debt has not been cleared after a period of 14 calendar days starting from the third working day after the reminder was sent, the following shall automatically be added to the principal amount:

- A lump-sum compensation fee, depending on the amount unpaid¹, of:
- Interest at the reference rate plus eight percentage points as referred to in Article 5, paragraph 2 of the Law of 2 August 2002 to combat late payments in commercial transactions.

Pursuant to the legal rules governing payment allocation, any payment received shall first be used to cover the extra charges (compensation fee and interest) and then to the principal amount.

Moreover, if payment has not been made by the aforementioned 14-day deadline, we may appoint a debt collection agency to recover all unpaid amounts. The debt collection agency may proceed through the courts.

Any complaint must be made in writing within 15 days following the date on which the invoice was sent. A complaint does not suspend the invoice due date period. The courts of the district of Brussels (justice of the peace of the 4th Canton and the Court of First Instance) have sole competence for any dispute relating to our invoices.

Should the Clinic fail to meet its own financial commitments to a consumer, it shall be liable for a lump-sum compensation of 12% of the amount owed, with a minimum of €20.

These terms & conditions of payment apply to all of the Clinic's current and future invoices.

¹ a) 20 euros if the remainder due is 150 euros or less;

b) 30 euros plus 10% of the amount due for the portion between 150.01 and 500 euros if the amount that remains due is between 150.01 and 500 euros;

c) 65 euros plus 5% of the amount due for the portion above 500 euros, up to a maximum of 2000 euros, if the amount that remains due is over 500 euros.