MEDIAHUIS BELGIE

General Terms and Conditions

Marketplace & Webshop

Purchases via shop.nieuwsblad.be, shop.standaard.be, shop.hbvl.be and shop.gva.be

Version: 27 May 2026

General Terms and Conditions Other Sellers
Mediahuis (marketplace)

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Article 1 - Definitions

These terms and conditions have been drawn up in Dutch. Translations are for informational purposes only and are not binding.

In these terms and conditions, the following definitions apply:

'Mediahuis': MEDIAHUIS NV, with registered office at Katwilgweg 2, 2050 Antwerp, with company number 0439.849.666, organises the marketplace as a technical facilitator;

'Webshop': the websites shop.nieuwsblad.be, shop.standaard.be, shop.hbvl.be and shop.gva.be (and associated domains) published by Mediahuis, in the desktop and mobile versions, from which the consumer has access to the marketplace.

'Marketplace': the shops-in-shops on the Mediahuis webshops; shop.nieuwsblad.be, shop.standaard.be, shop.hbvl.be and shop.gva.be (and associated domains) on which third parties can sell products to consumers.

'Shop-in-shop': a dedicated space within the marketplace made available by Mediahuis to the seller, of which the seller is the administrator, for the purpose of offering products for sale.

'Products': the products and/or services offered for sale by professional sellers on the marketplace.

'Seller': the professional legal entity that, in the context of a professional activity, offers products for sale on the marketplace.

'Consumer': any natural or legal person who visits the websites shop.nieuwsblad.be, shop.standaard.be, shop.hbvl.be and shop.gva.be (and the associated domains) and has access to and/or makes use of the marketplace

'Distance Agreement': an agreement whereby, in the context of a system organised by the seller for the distance sale of products and/or services, exclusively one or more means of distance communication are used;

'Means of Distance Communication': any means that may be used for concluding an agreement without the consumer and seller being simultaneously present in the same place;

'Durable Medium': any means that enables the consumer or seller to store information in a manner that allows future reference and unaltered reproduction of the stored information.

Article 2 - Applicability

1. These general terms and conditions apply to every offer made by the seller and to every distance agreement concluded between the seller and the consumer on the marketplace. The distance agreement on the marketplace is concluded between the consumer as buyer and the seller. Mediahuis is not a party to the distance agreement.
2. Prior to the conclusion of the distance agreement, the text of the 'TERMS OF USE FOR PURCHASES FROM OTHER SELLERS (MARKETPLACE)' shall be made available to the consumer electronically in such a manner that it can easily be stored by the consumer on a durable medium.
3. If, in addition to these general terms and conditions, specific terms of the seller also apply, the specific terms shall take precedence.

Article 3 - The Offer

1. If an offer by the seller to the consumer has a limited period of validity or is subject to conditions, this shall be expressly stated in the offer.
2. The seller's offer shall contain a complete and accurate description of the products offered. The description shall be sufficiently detailed to allow the consumer to properly assess the offer. If the seller uses images, these shall be a truthful representation of the products offered.
3. Every offer shall contain such information that the consumer is clearly informed of the rights and obligations associated with acceptance of the offer.

   This concerns in particular:

- the price inclusive of all taxes and levies;
- any delivery costs;
- whether or not the right of withdrawal applies;
- the method of payment, delivery, or performance of the agreement;
- the terms of use to which the seller has subscribed and the manner in which the consumer can consult these terms of use electronically;

  For questions or complaints regarding products sold by the seller, the consumer must contact the relevant seller directly. Neither the consumer nor the seller may appeal to Mediahuis. Mediahuis bears no liability whatsoever for the conduct of consumers, nor for defective or non-conforming delivery by the seller.

4. Mediahuis alone is entitled to determine which products, product categories and/or subcategories may be offered on the webshop and/or added to the

webshop, and from what point in time this becomes possible. Mediahuis is also entitled at any time to remove products, product categories and/or subcategories from the webshop's offering, without the seller being able to assert any claim against Mediahuis as a result. Mediahuis reserves the right to exclude certain Products from product categories and/or subcategories.

5. The seller grants Mediahuis the right to use, reproduce, and publicly disclose the (product) information obtained from the seller, without limitation in time, in communications and advertising in all media.

Article 4 - The Agreement

1. The agreement between the consumer and the seller is concluded at the moment the consumer accepts the offer and fulfils the conditions set out therein.
2. If the seller has reasonable grounds not to enter into an agreement with a consumer, the seller is entitled to refuse an order or request with stated reasons, or to attach special conditions to its performance.
3. The seller shall provide the consumer with the following information together with the product, in writing or in such a manner that it can be stored by the consumer in an accessible way:

- the visiting address of the seller's establishment where the consumer may submit complaints;
- the conditions under which and the manner in which the consumer may exercise the right of withdrawal, or a clear notice that the right of withdrawal is excluded;
- information on existing after-sales service and warranties;

4. Mediahuis is at all times entitled, without giving reasons, to refuse to grant a seller account, to impose additional requirements for the granting of a seller account, or to block or terminate with immediate effect an already created seller account.

Article 5 - Right of Withdrawal

The seller shall comply with the provisions of Belgian law.

The right of withdrawal shall be exercised exclusively with the seller, in accordance with the general terms of sale and the instructions provided by the seller.

The seller is solely responsible for the proper exercise of the consumer's right of withdrawal. Mediahuis is not involved in and bears no liability with respect to the right of withdrawal.

Although the right of withdrawal must be exercised with the seller, the Mediahuis 'customer service' department remains available for any questions about the procedure to be followed.

Should a dispute nonetheless arise between the consumer and a seller regarding the right of withdrawal and they are unable to reach a resolution together, Mediahuis will endeavour to contribute to finding a solution acceptable to both parties, without thereby assuming any form of responsibility or liability in the dispute or towards the parties.

To exercise the right of withdrawal and return a product, the consumer may contact the seller via the messaging interface accessible from the order tracking section of the webshop as follows: navigate to the section "Menu > My Orders", enter the order details, click the link "Contact seller" and then "I want to return an item". The consumer must follow the return procedure strictly.

Once the seller has received the returned product, it must be processed within two business days and the refund must be initiated in Mirakl.

Article 6 - The Price

1. During the period of validity stated in the offer, the prices of the products offered shall not be increased, except for price changes resulting from changes in VAT rates.
2. By way of exception to the foregoing, the seller may offer products or services whose prices are subject to fluctuations in the financial market over which the seller has no control, at variable prices. This link to market fluctuations and the fact that any prices quoted are indicative shall be stated in the offer.
3. Price increases within 3 months of the conclusion of the agreement are only permitted if they result from statutory regulations or provisions.
4. Price increases from 3 months after the conclusion of the agreement are only permitted if the seller has stipulated this and:

- they result from statutory regulations or provisions; or
- the consumer has the right to terminate the agreement as of the date on which the price increase takes effect.

5. The prices stated in the offer are inclusive of VAT.

Article 7 - Conformity and Warranty

1. The seller warrants that the products and/or services conform to the agreement, the specifications stated in the offer, the reasonable requirements of soundness

and/or fitness for purpose, and the statutory provisions and/or government regulations in force at the date of conclusion of the agreement.

2. Any arrangement offered by the seller, manufacturer, or importer as a commercial warranty does not affect the rights and claims the consumer may assert against the seller under the law and/or the distance agreement in the event of a failure to fulfil the seller's obligations.

Article 8 - Delivery and Performance

1. The seller shall exercise the utmost care in receiving and fulfilling orders for products.
2. The place of delivery shall be the address communicated by the consumer to the seller.
3. The seller shall deliver accepted orders with due dispatch, no later than the agreed ultimate delivery date. If delivery is delayed, or if an order cannot be delivered in whole or only in part, the consumer shall be notified accordingly. In such a case, the consumer has the right to dissolve the agreement at no cost, to request an equivalent replacement product, or to receive any applicable compensation for damages.
4. In the event of dissolution pursuant to the preceding paragraph, the seller shall ensure that the amount paid by the consumer can be refunded by Mediahuis as soon as possible, and no later than 2 business days after dissolution.
5. If delivery of an ordered product proves impossible, the seller shall endeavour to make a replacement item available. No later than at the time of delivery, it shall be clearly and comprehensibly communicated that a replacement product is being delivered. The right of withdrawal may not be excluded in the case of replacement products. The costs of returning replacement products shall be borne by the seller.
6. The risk of damage to and/or loss of products rests with the seller until the moment of delivery to the consumer, unless expressly agreed otherwise.

Article 9 - Payment

1. Payment by the consumer may only take place via Mediahuis. The consumer pays the price of the product purchased from the seller via the marketplace through Mediahuis. The consumer is not released from the obligation to pay through Mediahuis by making a direct payment to the seller.
2. The consumer may not assert any right before the agreed advance payment has actually been received through Mediahuis.

3. The consumer has a duty to notify the seller without delay of any inaccuracies in the payment details provided or specified. In the event of non-payment by the consumer, the seller shall be entitled, subject to statutory limitations, to charge the reasonable costs previously communicated to the consumer.

4. Amounts received by Mediahuis from consumers shall be transferred by Mediahuis, after deduction of commissions, to the bank account number specified by the seller. Payment of amounts received through Mediahuis shall in principle be made by Mediahuis on the last day of each month.

Article 10 - Complaints Procedure

1. The seller shall maintain a sufficiently publicised complaints procedure and shall handle complaints in accordance with that procedure.

2. Complaints regarding the performance of the agreement must be submitted to the seller fully and clearly described within a reasonable time after the consumer has identified the defects.

3. Complaints submitted to the seller shall be responded to within 14 days of the date of receipt. If a complaint requires a foreseeably longer processing time, the seller shall respond within 14 days with an acknowledgement of receipt and an indication of when the consumer can expect a more detailed response.

4. A complaint about a product may also be submitted to BeCommerce via a complaints form (see Article 14).

5. Mediahuis may consult communications between the seller and the consumer sent via the Mirakl system to the extent necessary to handle the complaint. More information on the processing of personal data can be found in our privacy policy: https://www.mediahuis.be/nl/voorwaarden/privacy-beleid.

Article 11 - Disputes

Belgian law shall apply exclusively to agreements between the consumer and the seller.

Article 12 - Counterfeiting

The seller shall at all times offer only products purchased by the seller from the original manufacturers and their wholesalers. In case of doubt about the authenticity of products, the consumer can find more information and tips on the website https://www.eccbelgie.be. In the event of suspected counterfeiting, the consumer may at any time submit a complaint to the reporting point https://meldpunt.belgie.be/meldpunt.

Article 13 - Specific or Deviating Provisions

Specific or deviating provisions from these general terms and conditions may not be to the detriment of the consumer and must be recorded in writing in such a manner that the consumer can store them in an accessible way on a durable medium.

Article 14 - BeCommerce Code of Conduct

As a member of BeCommerce, the marketplace and consequently also the seller are bound by the BeCommerce code of conduct. This code of conduct can be consulted here.

Article 15 - DAC7

Mediahuis, as the operator of the digital platform 'marketplace', shall carry out the due diligence procedures prescribed by law and collect the required information in respect of each seller who is not an excluded seller, and shall report this information to FPS Finance with regard to the sellers and their income from activities conducted through the digital platform 'marketplace'.

Article 16 - Extended Producer Responsibility (EPR)

The seller is responsible for compliance with the applicable EPR obligations, including affiliation with a recognised collection system and the provision of correct consumer information regarding waste management. Mediahuis bears no responsibility in this regard, but may remove listings in the event of (suspected) non-compliance.

More information, for example, via: packaging fostplus.be | electrical equipment recupel.be | batteries bebat.be | textiles ovam.be

Article 17 - General Product Safety (GPSR)

The seller is responsible for compliance with Regulation (EU) 2023/988 (GPSR). This entails that only safe products are offered, accompanied by correct product information, and that procedures exist for reporting defects and recalls. Mediahuis bears no responsibility in this regard, but may remove listings in the event of (suspected) non-compliance.

More information: ec.europa.eu/safety-gate | economie.fgov.be

These general terms and conditions, the marketplace addendum, and the general terms and conditions for other sellers were last amended on 27 May 2026.

Annex 1 - Seller Service Levels

The seller shall comply with the following service levels with respect to the standard of service provided to the consumer:

- Accessible by telephone on working days between 09:00 and 17:00;
- Process and deliver orders within the stated delivery time;
- Return period for all items of at least 14 days
- Process consumer cancellation requests within 48 hours of receipt;
- Process returned products within 48 hours of receipt.

The seller commits to achieving maximum customer satisfaction. This is reflected in the following standards:

- Respond to customer enquiries within 48 hours of receipt;
- Late delivery ≤3% of total number of shipments
- Seller cancellations ≤2% of total number of orders
- Consumer enquiries ≤7% of total number of orders
- Returns ≤4% of total number of shipments *
- Refunds ≤3% of total number of shipments
- Overall review score Minimum 4.0 (out of 5) or higher
- Maximale verzendtijd ≤ 48 uur
- Track & trace code 100% of total number of shipments
- Answer the telephone ≥90% of cases within 1 minute
- Telefoon beantwoorden ≥ 90% opgenomen

*) This percentage is calculated based on returns with the following return reasons: incorrect item, damaged, defective, incomplete, or not received; product not as expected or excess quantity received.

Mediahuis shall administer and analyse the (seller's performance on the) aforementioned service levels on the basis of the data available to it. To the extent that a difference of opinion arises between the parties regarding the seller's performance on the various service levels, the (technical) systems and associated records of Mediahuis shall be decisive.

Failure to comply with the service levels may result in suspension and withholding of payment.

Mediahuis reserves the right to amend the service levels unilaterally and shall notify the seller of any such amendment by email. The amendment shall take effect immediately upon notification.

Marketing campaigns

1. Mediahuis and the Seller jointly select products to be featured in marketing campaigns across Mediahuis channels, including its news brands, websites, newsletters, and other media platforms.
2. Prior to the launch of a campaign, Mediahuis and the Seller will agree on the products to be promoted, the expected stock availability, the campaign pricing, and the campaign period.
3. The Seller shall maintain the agreed campaign price throughout the entire campaign period.
4. The Seller shall ensure that sufficient stock of the campaign products is available for the duration of the campaign. The agreed stock forecast serves as the minimum required availability.
5. If actual volumes or product availability differ from the agreed expectations during the campaign, or if the Seller is unable to maintain the agreed campaign price, the Seller shall immediately notify Mediahuis so that the impact on the campaign and any future cooperation can be assessed in a timely manner.
6. Mediahuis reserves the right to amend, suspend, or discontinue the marketing campaign at any time.

Annex 2 - Commission Model

- There are **no** monthly subscription fees for sellers on the Mediahuis marketplace.
- A commission shall be deducted from every transaction carried out by the seller. The commission is calculated on the total selling price inclusive of VAT and the shipping costs inclusive of VAT.
- The applicable commission percentages are determined in the Mirakl system.
- These commission percentages vary depending on, among other things, the category, the assortment, and other criteria.
- Mediahuis reserves the right to adjust the criteria and commission percentages in the Mirakl system with immediate effect.
- In all other cases or cases not specified in Mirakl, the standard commission of 17% applies.
- Any deviating commission percentages, depending on the nature of the collaboration, must be specifically agreed upon in advance between Mediahuis and the seller and included in the written commercial agreements with the seller.

If the consumer's return is approved by the seller (meaning that the seller has received it and agreed to refund the consumer), the commission shall be refunded to the seller, without prejudice to Mediahuis's right to withhold or set off amounts in respect of chargebacks, reversals, fraud, corrections, or other outstanding claims against the seller, all in accordance with what is stipulated in the “Terms of Use for Purchases from Other Sellers (Marketplace)”.

This agreement is governed exclusively by Belgian law, to the exclusion of international treaties that would refer to another legal system and of international treaties on international contracts of sale.

Disputes shall be submitted to the competent courts of Antwerp.

Terms of Use for Purchases from Mediahuis (Webshop)

Pre-contractual information and general terms and conditions of the Mediahuis webshops

These terms and conditions have been drawn up in Dutch. Translations are for informational purposes only and are not binding.

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Article 1 - Identity of the Business

You are placing an order with Mediahuis NV, registered office at Katwilgweg 2, 2050 Antwerp, VAT/CBE 0439.849.666, tel.: 02/790.21.12 (every working day between 8:00 - 17:00, on Saturdays between 8:00 - 12:00), email shop@mediahuis.be, which is your point of contact for all questions, complaints, etc.

Article 2 - Ordering

To place an order, you must be of legal age. If you are still a minor, you may not place this order. It must then be placed by your parents or your legal representative.

For delivery outside Belgium, you must contact us in advance.

Article 3 - Right of Withdrawal

Pursuant to Article VI.47, § 1 of the CEL, without prejudice to Article VI.53, the consumer has a period of 14 days to withdraw from the distance agreement without giving reasons and without bearing any costs other than those referred to in Article VI.50, § 2, and Article VI.51.

Pursuant to Article VI.53 of the CEL, the consumer may NOT exercise the right of withdrawal provided for in Article VI.47 in respect of:

1. service agreements after full performance of the service, where performance has begun with the consumer's express prior consent and provided the consumer has acknowledged that the right of withdrawal is lost once the business has fully performed the agreement;
2. the supply or provision of goods or services whose price is subject to fluctuations in the financial market over which the company has no control and which may occur within the withdrawal period;
3. the supply of goods made to the consumer's specifications or clearly personalised;
4. the supply of goods that are liable to deteriorate or expire rapidly;
5. the supply of sealed goods that are not suitable for return on grounds of health protection or hygiene and whose seal has been broken after delivery;
6. the supply of goods which, after delivery, are by their nature inseparably mixed with other items;
7. the supply of alcoholic beverages whose price was agreed at the time of concluding the sales agreement, but whose delivery can only take place after 30 days, and whose actual value depends on market fluctuations over which the company has no control;
8. agreements where the consumer has specifically requested the business to visit for the purpose of carrying out urgent repairs or maintenance; however, where the business provides additional services not explicitly requested by the consumer, or supplies goods other than spare parts necessarily used to carry out the maintenance or repairs, the right of withdrawal shall apply to those additional services or goods;
9. the supply of sealed audio recordings, sealed video recordings, and sealed computer software whose seal has been broken after delivery;
10. the supply of newspapers, periodicals, or magazines, with the exception of subscription agreements for such publications;
11. agreements concluded at a public auction;
12. the provision of accommodation other than for residential purposes, the transport of goods, car rental services, catering, and services related to and services related to leisure activities, where the agreement provides for a specific date or period of performance;
13. the supply of digital content not supplied on a tangible medium, where performance has begun with the consumer's express prior consent and provided the consumer has acknowledged that the right of withdrawal is thereby lost;

14. agreements for betting and lottery services.

If you have a right of withdrawal in respect of the products you purchase, you may, within fourteen calendar days of the day of delivery, decide not to proceed with the purchase and return the products at your own expense. We request that you notify the Mediahuis customer service department of your intention to exercise the right of withdrawal within 14 days. You must return the products together with the delivery note within 14 days of notifying your return. Mediahuis will refund you within 14 days of receiving and inspecting the condition of all products. If your returned product is damaged or incomplete, Mediahuis may charge you compensation corresponding to the actual damage suffered by Mediahuis NV as a result of the damage to the product.

Article 4 - Model Withdrawal Form

For the withdrawal, the consumer may use the model form in Annex 2 to Book VI of the CEL:

I hereby notify you, [name], that I withdraw from our agreement concerning the sale of the following goods (product) / provision of the following service (service).

Ordered on (date), received on (date).

Name of consumer, address of consumer(s), date, signature of consumer.

Only complete and send this model withdrawal form if you wish to withdraw from the agreement:

To De Standaard Shop

Katwilgweg 2

2050 Antwerpen

Article 5 - Terms and Conditions

In addition to this right of withdrawal, the following terms and conditions apply to the order you will place via this webshop. Please read them carefully before agreeing to them, and do so each time you place a new order. We may amend these terms and conditions, and the new terms will apply to new orders. The current terms apply to the order you are about to place. You may print this text or save it to your computer's hard drive.

Article 6 - Corrections

Mediahuis does everything possible to provide correct information and to state the correct prices, but cannot rule out errors. Mediahuis has the right to correct errors, even where an order has already been confirmed. In such a case, you have the right to choose whether to cancel the purchase or confirm it at the corrected price or under the

corrected condition. If you do not notify us within one week that you wish to confirm the purchase, Mediahuis may assume that you have cancelled it.

Article 7 - Prices - Payment

The prices on the webshop are stated in euro and are inclusive of VAT; the Recupel and Bebat contributions are included, subject to price changes and typographical errors.

Not included in the price are surcharges such as delivery costs. These additional costs are in any case expressly stated on the order form before you submit your order. Please read this carefully.

Card Reader/Digipass: For each of the payment methods listed below, you will need a card reader/digipass. Please have this to hand.

Visa, MasterCard: Paying by credit card is secure. This is done via an SSL-secured server that transmits your credit card details in encrypted form.

Bancontact, Mister Cash: Via almost 90% of all banks, you can pay safely online through Bancontact, now Mister Cash, thanks to 3-D Secure. You can complete the payment using your card number, expiry date, and digipass.

Home Banking: Mediahuis also offers Home Banking for KBC customers. After confirming your order, you will be automatically redirected to the trusted website of your bank, where you can complete the payment.

Mollie: For all online payments, Mediahuis works together with Mollie, one of the market leaders in Europe in online payment processing. For more information about Mollie, visit www.mollie.com

Gift Voucher, Discount Coupon: Redeeming your gift voucher or discount coupon is very simple. In the first step of the ordering process 'Your Shopping Cart' a field is provided where you can enter the code. You must then click 'Confirm'. The system checks the code and processes the gift voucher automatically

Article 8 - Stock - Delivery

It is possible that you may still have received a confirmation for a product that is out of stock. It is also possible that delivery may be delayed due to circumstances for which Mediahuis is not at fault. If Mediahuis does not deliver within the agreed delivery period, or – where no delivery date was agreed – within thirty days following your order, you have the right to cancel the purchase and receive a refund, unless the product is already on its way to you.

When the delivery arrives, it is advisable to inspect it immediately. Any damage to the package should be reported to Mediahuis as quickly as possible so that contact can be made with the carrier. Multimedia and/or electrical products should preferably be tested immediately.

Article 9 - Warranty

In the event of a lack of conformity within the meaning of Art. 1649ter of the Civil Code that is present at the time of delivery and manifests itself within a period of two years from delivery, and that is reported within two months from the day following the day on which you identified the defect, and unless the defect is minor or repair, replacement, or price reduction would be disproportionate, Mediahuis will either repair or replace the delivered product. If repair or replacement is not possible, Mediahuis will refund the price, taking into account the use you have been able to make of the product.

Mediahuis may deliver purchased products through a channel of its choosing, such as delivery or postal dispatch.

Article 10 - Liability / Rights

Mediahuis may never be held liable, except in the case of deliberate or gross errors on its own part or on the part of its employees or agents.

Should any part of these terms and conditions, which constitute the agreement between the parties, be unlawful or void for any reason, this shall not affect the validity of the other parts of the agreement, unless the agreement could not subsist without that void provision.

Electronic communications and back-ups may be used as valid evidence.

This agreement is governed exclusively by Belgian law, to the exclusion of international treaties that would refer to another legal system and of international treaties on international contracts of sale.

Article 11 - Ordering

The next step in the order is acceptance of the terms and conditions. You must then complete the order form fully and correctly. Before the order is placed, you will be shown an overview and can still make corrections. This confirmation contains a link to the text of these terms and conditions, which you can read again and print. You are then asked to “confirm order” and it will be placed with Mediahuis. You may print this confirmation yourself if you wish. The contract is concluded once we have sent a confirmation email to the mailbox you have provided.

> General Terms and Conditions save / print <

Article 12 - DSA

A DSA Officer has been appointed as the central point of contact with respect to EU Regulation 2022/2065 on a Single Market for Digital Services (the Digital Services Act or “DSA”). Communications must be conducted in Dutch. The DSA Officer can be contacted at DSA-webshopcontact@Mediahuis.be

To ensure the quality of our services, we apply standards to content posted by users on our platforms (e.g. product reviews, etc.).

We reserve the right to remove user-posted content from our platforms when it does not comply with our standards and terms. Following notification by users of the service or on our own initiative, our moderators may proceed to remove user-posted content whenever they deem this necessary.

Removal of user-posted content may occur on the following grounds, among others:

The posted content is too short or contains barely any information

The posted content originates from a user who has not actually used or purchased the product

The posted content is in an unintelligible language

The posted content is offensive, discriminatory, or otherwise needlessly harmful

The posted content is unlawful

If you disagree with the decision to remove your posted content, you may contact our internal complaints handling system. You can reach it at DSA-webshopklachten@mediahuis.be. Our internal complaints handling system will handle this complaint and, taking your observations into account, the following decisions may be taken:

The decision to remove your content is reversed;

The decision to remove your content is upheld.

This decision following your complaint is final on our part. You naturally have the right to subsequently challenge this decision before the ordinary courts or through proceedings before the designated out-of-court dispute resolution bodies.

If you repeatedly post content on our platform that violates the terms and standards set out above or that is manifestly contrary to statutory provisions, then we reserve the right to temporarily deny you access to our platform for a period of two weeks or to permanently close your access to our platform.

This also applies if you repeatedly submit manifestly unfounded or erroneous complaints to our internal complaints handling system.

Annex 1 – Terms of Use for Purchases from Mediahuis (Marketplace)

Purchases from Other Sellers (Marketplace)

These terms and conditions have been drawn up in Dutch. Translations are for informational purposes only and are not binding.

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Article 19 - Applicable Law

Mediahuis NV, Katwilgweg 2, 2050 Antwerp, with company number 0439.849.666 organises, as a technical facilitator on its websites shop.nieuwsblad.be, shop.standaard.be, shop.hbvl.be and shop.gva.be (and associated domains), a platform ('the marketplace') through which consumers can purchase products and/or services directly from professional sellers.

Article 1 – Definitions

- 'Shop-in-shop': a dedicated space within the marketplace made available by Mediahuis to the seller, of which the seller is the administrator, for the purpose of offering products for sale.
- 'Consumer': any natural or legal person who visits the websites shop.nieuwsblad.be, shop.standaard.be, shop.hbvl.be and shop.gva.be (en and the associated domains) and has access to and/or makes use of the marketplace.
- 'Products': the products and/or services offered for sale by professional sellers on the marketplace.
- 'Seller': the professional legal entity that, in the context of a professional activity, offers products for sale on the marketplace.
- 'Webshop': the websites shop.nieuwsblad.be, shop.standaard.be, shop.hbvl.be and shop.gva.be (and associated domains) published by Mediahuis, in the desktop and mobile versions, from which the consumer has access to the marketplace.

Article 2 - Application of the General Terms of Use of the Marketplace

The purpose of these general terms of use (hereinafter the 'Marketplace Terms of Use') is to set out the terms governing use of the marketplace. The terms of use apply to the use of the marketplace and to the purchase of products from sellers in specialised shops-in-shops (hereinafter 'the service').

The Marketplace Terms of Use apply to the consumer who wishes to access and/or make use of the service.

Any use of the service by the consumer requires acceptance of the Marketplace Terms of Use.

Article 3 - The Role of Mediahuis as Technical Facilitator

Mediahuis is the technical facilitator of the marketplace and is merely a host of the shops-in-shops. By placing an order on the marketplace, the consumer purchases from a professional seller on the marketplace. Mediahuis is therefore not a party to the relationship between the consumer and the seller. An agreement is only concluded between the consumer and the seller when the consumer purchases a product from the seller on the marketplace. Mediahuis is not involved in the content of the shops-in-shops and/or the presentation of the products. Mediahuis is therefore not responsible or liable for the product offers proposed by the sellers and the resulting orders and their handling.

Mediahuis therefore does not act on behalf of sellers or consumers and accepts no liability whatsoever for the obligations or actions of sellers and/or consumers. Should a

dispute nonetheless arise between a seller and a consumer, and they are unable to reach a resolution together, Mediahuis will endeavour to contribute to finding a solution acceptable to both parties, without thereby assuming any form of responsibility for the dispute and/or the parties.

Article 4 - Access, Description, and Price of the Service

Access to the Service

The consumer gains access to the marketplace as soon as he/she visits the webshops. This can be done directly, or via banners on the Mediahuis news sites and apps, or via Mediahuis newsletters.

Description of the Service

On the marketplace, sellers have a shop-in-shop where their products are described and illustrated directly by those sellers.

For each product offered for sale by the seller, the consumer can view:

- the essential features on the product description page,
- the price,
- the available delivery methods,
- the amount of the delivery costs,
- the delivery time,
- the return conditions of the seller,
- the identity and contact details of the seller,
- the general terms and conditions of sale of the Mediahuis webshop.

Every consumer with access to the service may:

- place an order with the seller,
- follow their order via the section "Menu > My Orders",
- contact the seller via a messaging interface,
- access the invoice made available by the seller in the "Menu > My Orders" section or, failing that, contact the seller directly in the same section, stating "I would like my invoice" as the reason for contact.

The consumer may add products from different sellers to the shopping cart in the webshop.
Mediahuis reserves the right to remove products from the marketplace if those products are, under applicable law or the terms of third parties, not suitable for sale, or if restrictions apply, either to Mediahuis specifically or generally, to the sale of such products.

Article 5 - How to Order Products from Sellers

To place an order with a seller on the marketplace, the consumer must:

- Add the products of his/her choice from the shop-in-shop to the shopping cart.
- Select the delivery address of his choice.
- Expressly accept the general terms and conditions of sale of the marketplace.
- Choose the payment method from the offered payment methods and complete the order and pay for the order.

In the event of partial or complete unavailability of the products forming part of the order, the consumer shall receive, as applicable:

- An email confirming part of the order or,
- An email confirming a refund for the order.

If the seller is unable to fulfil the order in whole or in part, the seller shall cancel the order in whole or in part and shall charge the consumer nothing or only part of the amount, as the case may be.

Once the order has been placed, the consumer may no longer cancel or modify it. If the consumer wishes to add another product to the shopping cart, a new purchase must be made. If, on the other hand, the consumer wishes to cancel the order, he/she may refuse the package at the time of delivery or return it to the seller, exercising the right of withdrawal in accordance with the provisions below. In case of doubt, the consumer may also contact the seller.

The seller is solely responsible for the availability of the products offered for sale. In the event of cancellation of the purchase and/or if the products cannot be delivered to the consumer, only the seller – and not Mediahuis – is liable towards the consumer, even though Mediahuis will endeavour as much as possible to find a solution acceptable to both parties.

The consumer can at any time check the status of an order on the webshop via "My Profile" > "My Orders".

The consumer may request the invoice made available by the seller in the "My Profile > My Orders" section, or failing that, contact the seller directly in the same section, stating "invoice" as the reason for contact.

Article 6 - Product Prices and Payment of Orders

It is noted that Mediahuis acts solely as a technical facilitator in the relationship between the consumer and the sellers.

Seller Product Prices

The selling price of the products on the marketplace is freely determined by the sellers. The selling price is stated in euro and is inclusive of VAT and other applicable taxes.

The price of products may be changed at any time. However, products shall be invoiced to the consumer at the price advertised at the time the consumer makes the purchase.

Mediahuis shall not be liable if, due to an unintentional error, a product is published at a selling price that is clearly lower than the market price at the time of sale, provided the existence of such an error is evident. Mediahuis shall also not be liable for sales in which the final amount is clearly incorrect due to technical errors.

The selling price of products is exclusive of delivery costs, which are stated in the description of each product. These costs are specifically stated at the time of payment, as indicated below.

Payment of Orders by the Consumer to the Seller

Payment of the selling price of the products and the delivery costs by the consumer to the seller takes place via the webshop.

The consumer may pay for the order and delivery costs with a valid credit or debit card. The credit and debit cards currently accepted in the webshop are: Bancontact/payconiq, KBC, Belfius, Credit card (Visa, Mastercard), PayPal, Riverty (secure buy now pay later).

The consumer may not pay for an order from a seller using a gift voucher or discount code.

For each order validated by the seller, a debit request is sent to the consumer's bank. If the debit is not validated by the bank, Mediahuis may, at the seller's explicit request, technically block the order.

Payment for the products and the delivery costs takes place at the moment the seller verifies the order and confirms that the products are available, as stated in Article 5 above.

It is the consumer's responsibility to save and print the proof of payment if he/she wishes to retain the banking and transaction details.

The consumer shall notify Mediahuis as soon as possible of any unauthorised or fraudulent debit of the card used for purchases on the webshop through the marketplace, so that Mediahuis can take the measures it deems appropriate.

Mediahuis reserves the right to request information, confirmations, and/or documents from consumers, even after they have made one or more purchases through the marketplace, by phone or email to the number or email address provided by the consumer, in order to confirm that the consumer actually made and approved

the purchase and/or that the delivery or return thereof was correctly executed, and thus to assess the transaction between the consumer and the seller. Mediahuis undertakes to secure this information and documents with the highest security measures at its disposal, in accordance with the provisions of applicable data protection legislation.

Article 7 - Delivery of Products

Delivery Conditions

Each seller has its own delivery conditions, which can be viewed on the Product Description page by clicking on the seller's name (where it reads "Sold and delivered by"), in the "Delivery/Returns" section.

The purchased products are delivered to the address specified by the consumer when placing the order, and in accordance with the seller's delivery conditions.

Depending on the product sold, each seller will offer the consumer various delivery methods on the webshop.

Delivery of the products is carried out directly by the seller or by carriers appointed by the seller, with the seller being responsible for the dispatch of the product to the delivery point.

If the consumer has purchased items from different sellers in the same order, the consumer will receive separate packages.

Delivery Costs

The amount of the delivery costs is communicated to the consumer on the product description page.

Delivery costs may be determined, among other things, based on the weight and/or size of the package.

The total amount of applicable delivery costs is communicated to the consumer in the order summary at the time of payment, before the consumer validates the order.

The delivery costs are deemed to have been accepted by the consumer at the time of purchase.

Delivery Times

The seller undertakes to deliver the products to the consumer within the period indicated at the time of ordering.

Mediahuis is not liable for any delay in delivery by a seller.

In the event of late delivery by the seller, the consumer should contact only the seller of the relevant products via the messaging interface accessible from the "My Orders" section.

If the consumer has purchased an electronic or electrical appliance from a seller through the marketplace, the consumer should contact the seller directly to find out how the seller will fulfil its obligations with regard to the reuse and recycling of its electrical and electronic equipment.

Article 8 - Right of Withdrawal and Return Costs

The return conditions and costs can be viewed on the Product Description page by clicking on the seller's name (where it reads "Sold and delivered by"), under the "Delivery/Returns" section.

The seller shall comply with the provisions of Belgian law.

The right of withdrawal shall be exercised exclusively with the seller, in accordance with the general terms of sale and the instructions provided by the seller.

The seller is solely responsible for the proper exercise of the consumer's right of withdrawal. Mediahuis is not involved in and bears no liability with respect to the right of withdrawal.

Although the right of withdrawal must be exercised with the seller, the Mediahuis 'customer service' department, the contact details of which are set out in Article 14 below, remains available for any questions about the procedure to be followed.

Should a dispute nonetheless arise between the consumer and a seller regarding the right of withdrawal and they are unable to reach a resolution together, Mediahuis will endeavour to contribute to finding a solution acceptable to both parties, without thereby assuming any form of responsibility or liability in the dispute or towards the parties.

To exercise the right of withdrawal and return a product, the consumer may contact the seller via the messaging interface accessible from the order tracking section of the webshop as follows: navigate to the section "My Profile" > "My Orders" and click "Request Return". The consumer must follow the return procedure strictly.

Once the seller has received the returned product and approved the refund, the refund will be processed within three (3) to seven (7) business days, using the same payment method as was used for the purchase.

Without prejudice to the foregoing, products that do not meet quality standards or that exhibit defects or irregularities that may affect their correct use by the consumer may be returned to the seller, who assumes responsibility for this in accordance with applicable consumer legislation.

Article 9 - Product Warranty

In the event of a problem with a product, the consumer must retain the purchase invoice and contact the seller.

Statutory Product Warranties

The seller is responsible for delivering the products in conformity with the sales agreement and provides consumers with the statutory warranty on the products in accordance with the provisions of Belgian law.

This right to statutory warranties is exercised exclusively with the seller and in accordance with the general terms of sale. The consumer may contact the seller for this purpose via the messaging interface accessible from the "Mijn bestellingen".

Commercial Warranty

Furthermore, certain products may give rise to a commercial warranty to be provided by the seller. In such cases, this is indicated by the seller in the description of the relevant product at the time of sale on the marketplace.

Mediahuis further invites consumers to consult the seller's warranty instructions that are generally provided with the products, and the exact terms of the commercial warranties.

Although the warranty must be exercised with the seller, the Mediahuis 'customer service' department, the contact details of which are set out in Article 14 below, remains available for any questions about the procedure to be followed.

Should a dispute nonetheless arise between the consumer and a seller regarding the warranty and they are unable to reach a resolution together, Mediahuis will endeavour to contribute to finding a solution acceptable to both parties, without thereby assuming any form of responsibility or liability in the dispute or towards the parties. Mediahuis shall not be liable if the seller refuses to fulfil its warranty obligation.

Article 10 - Liability

Mediahuis notes that, on the marketplace, the conclusion of the agreement for the sale and delivery of products relates exclusively to the relationship between the consumer and the seller.

Each seller acts as the administrator of their own shop-in-shop. As such, the seller alone is liable for its products, the promotion thereof, and the content published in its selling space on the marketplace.

As a technical facilitator, Mediahuis does everything possible to make the service available twenty-four (24) hours a day, seven (7) days a week, except for scheduled maintenance work, subject to the provisions of this article. Mediahuis cannot be held liable for any damage inherent in the use of the internet, in particular resulting from

an interruption or suspension of the service, an external intrusion, or the presence of viruses originating from means of communication.

Access to the service is granted on an 'as is' basis with all reservations and may be used subject to availability.

Mediahuis gives no express or implied warranties with regard to, among other things, the quality, fitness of the service for a specific purpose, and compliance by consumers with the rules of use of the service.

Mediahuis acts solely as a technical facilitator. As such, it performs only technical operations on the webshop and the marketplace, so that consumers can make use of the service under the best possible conditions.

Mediahuis cannot under any circumstances be held liable in the event of use of the service by a consumer who does not comply with the present terms and conditions, and/or for the liability of sellers in their capacity as administrators of the shop-in-shop.

The seller is obliged to assist the consumer in any claim or incident arising from the sales agreement. Mediahuis will endeavour to propose a solution acceptable to the parties.

Article 11 - Intellectual Property

Each seller is the administrator of their own shop-in-shop and, as such, responsible for their own selling space.

Each seller manages the rights to all content within the shop-in-shop, including their own brands, the brands affixed to the products and/or the brands displayed alongside the products in the shop-in-shop, as well as the textual, graphic, video, musical, and any other type of content that the seller may make available in the shop-in-shop or to consumers through the marketplace.

Notwithstanding the provisions of this Article 11, the graphic design and the elements comprising the webshop, including the marketplace, are protected worldwide by applicable intellectual property legislation. Mediahuis is the owner of all rights in the platform-marketplace. In accordance with applicable intellectual property legislation, use of the graphic charter and/or the elements comprising the webshop and the marketplace is permitted for private use only.

Consequently, no one may display, reproduce, modify, or, more generally, exploit the webshop, the marketplace, and/or the shop-in-shop without the express and prior consent of Mediahuis or the seller in respect of the content included in the shop-in-shop.

Any unauthorised exploitation of the webshop or the marketplace constitutes an infringement of intellectual property rights, for which the party involved may be held criminally and/or civilly liable on the basis of such infringement.

Article 12 - Privacy and Cookie Policy

The Privacy and Cookie Policy are published on the webshop and applies to every use by the consumer of the webshop and the marketplace. The consumer should read the Privacy and Cookie Policy carefully in order to understand their rights and obligations.

Article 13 - Seller Customer Service Department

Mediahuis does not handle any complaint regarding an order.

For any complaint concerning a product, the consumer must contact the seller.

The consumer may contact the seller from the purchase details in the "Menu > My Orders" section.

The seller has a Customer Service department. Through that Customer Service department, the seller responds to all requests and questions from consumers who have purchased products through the marketplace or have registered on it. The seller's Customer Service department is responsible for handling consumer incidents and complaints, without prejudice to the fact that the Mediahuis Customer Service department may endeavour to propose a solution.

Article 14 - Communication between Mediahuis and the Consumer

For questions about the functioning of the Mediahuis marketplace or for other communications with Mediahuis, the consumer may contact the Mediahuis Customer Service department as follows:

Mediahuis Klantendienst (E-commerce department)

Katwilgweg 2

2050 Antwerpen

Belgium

Via the "Help and Contact" section (under Customer Service) of the webshop. Contact options are available by telephone, chat, and email.

Article 15 - Amendment of the Marketplace Terms of Use

Mediahuis reserves the right to amend these Marketplace Terms of Use at any time and without prior notice.

These Marketplace Terms of Use will always be available to consumers in a visible and freely accessible location for any queries. Consumers must read these Marketplace Terms of Use carefully. Acceptance of the Marketplace Terms of Use in force at any given time is in any event a prerequisite and essential step for the use of the marketplace. By using the marketplace, these Marketplace Terms of Use are accepted.

Article 16 - Integrity of the Marketplace Terms of Use

The Marketplace Terms of Use and the additional terms of the seller form an inherent part of the agreement between the consumer and the seller with respect to the purchase.

Article 17 - Partial Invalidity

Should any provision of these Marketplace Terms of Use be declared invalid, the remaining provisions shall remain in force and shall be interpreted having regard to the intention of the parties and the purpose of these Marketplace Terms of Use.

The failure of Mediahuis to exercise any right arising from these Marketplace Terms of Use shall not be construed as a waiver of that right, unless Mediahuis expressly waives that right in writing or unless the limitation period for the relevant action applies in that case.

Article 18 - Illegal Content Reporting Form

Consumers are requested to notify Mediahuis of the presence of illegal content when they encounter it on a product page. Following a notification, Mediahuis reserves the right to remove information or content that is manifestly unlawful.

Consumers are informed that they have access to an internal complaints management system in the event of disagreement with a decision taken by Mediahuis following receipt of a notification. In such a case, the consumer also has the option of resorting to an out-of-court or judicial dispute resolution procedure. The modalities for accessing these procedures will be indicated in the decision communicated by Mediahuis.

Mediahuis reserves the right to suspend, for a reasonable period and following prior notice, the processing of notifications made by a reporter who regularly submits manifestly unfounded notifications. In determining the suspension period, account shall be taken of all of the following facts and circumstances:

- the number of notifications of manifestly unfounded illegal content in the past 12 months,
- the relative proportion of notifications of manifestly unfounded illegal content compared to the total number of notifications during the past 12 months,
- the seriousness of the abuse and its consequences, and the intent of the reporter.

Article 19 - Applicable Law

These Marketplace Terms of Use are governed by Belgian law.

A dispute between a consumer and a seller is handled between the consumer and the seller. Mediahuis is not involved in this, as Mediahuis is not a party to the agreement between the consumer and a seller.

The general terms and conditions and the addendum relating to the marketplace were last amended on 27 May 2026.