

Dear HAN student,

Diabolo acts as a facilitating partner of the HAN and manages the HAN shops with regard to the sales of readers / syllabi and the ordering and delivery of office supplies.

This for both the students and employees of the HAN.

### **Questions:**

For all questions and / or remarks you may have, please contact us via the following email address: [info@diabolo.nl](mailto:info@diabolo.nl).

**Select your faculty  
and course from the list**

**Select the syllabus to be  
ordered**

**Select one of  
the various payment  
methods**

**A confirmation will be sent  
stating the expected date of  
delivery**

### **Ordering via the webshop**

As from today it is possible for students to order readers via the webshop. The webshop is a digital shop managed by Diabolo and enables students to order readers digitally. The readers will be sent in a parcel to the address indicated. The readers can be ordered any time and on any location.

For employees it is not yet possible to order the readers digitally.

### **Ordering**

On the first page of the webshop, you first select the correct faculty and the correct course. Then all readers for that particular course will be shown. By pushing the 'order now' button of the reader selected, the reader is being placed in the shopping cart. By selecting the possibility to 'continue shopping', this enables you to place different readers in your shopping cart.

### **Payment**

The Dutch students pay the readers by means of I-DEAL. For foreign students it is possible to pay via OGONE.

### **Delivery time**

As soon as Diabolo received your payment, the parcel is being shipped via TPG. TPG will present the parcel twice on the address indicated. In case the parcel cannot be handed over, it can be picked up at the post office. Delivery time will, in most cases, be 2-3 working days, if TPG can hand over the parcel immediately.

## **Postage**

For each order in the webshop, postage will be calculated. The postage can vary between min. EUR. 1,95 to max. EUR. 4,95 and is depending on the volume of the parcel. While ordering, it will be clearly shown how much postage will be calculated.

## **Wrong delivery**

In case a wrong reader has been sent, you have two options:

1. You can send back the wrong reader and the correct reader will be sent as soon as possible.
2. You can turn to the Diabolo-shop and exchange it for a correct reader.

In both cases it is important you are able to present your delivery note. Therefore please save the delivery note well.

## **Wrong order student**

Readers are not being retrieved. In case you order a wrong reader, the reader will not be retrieved. This is your own responsibility. Therefore double-check your order before sending it!

## **General conditions**

On all our offers, supplies and all our activities, the General Conditions of FENIT, as deposited at the district court at The Hague on 3<sup>rd</sup> June 2003 under no. 60/2003, apply. A copy can be sent to you free of charge or can be downloaded at [www.diabolo.nl](http://www.diabolo.nl).