

General terms and conditions - Disclaimer

Article 1. General

These general terms and conditions apply to every treatment, offer and transaction between ACREN Clinics and the customer, unless these general terms and conditions have been deviated from by the parties in an explicit and written manner. ACREN Clinics is a private clinic specialising in urological PRP performed by the best urologists.

Article 2. Obligations of ACREN Clinics

ACREN Clinics guarantees that the treatments carried out meet the requirements of good and careful craftsmanship. Sound materials and products are used for this purpose.

ACREN Clinics will inform the customer of the nature and scope of the treatment, the expected results and any risks of the treatment.

ACREN Clinics will inform the customer as much as reasonably possible about the financial consequences of the change or addition to the treatment.

ACREN Clinics will ask the customer to provide the correct information needed to properly carry out the treatment.

ACREN Clinics does not perform treatments that fall outside the professional competences of the performing physicians.

Everything is followed within the European and Belgian applicable guidelines by ACREN Clinics. Both in terms of hygiene and sterile materials mentioned in ResAp (2008), the RD of 25 November 2005. The advice of the HGR 8631 (2011) is applied in practice.

Article 3. Customer obligations

The customer must provide ACREN Clinics with all data, which are reasonably necessary for the proper execution of the treatment.

The customer must inform ACREN Clinics of any specific wishes.

The customer must behave in the private clinic according to generally acceptable standards. If the customer continues to display outrageous behaviour even after several warnings, ACREN Clinics has the right to refuse the customer access to the private clinic without giving reasons.



Article 4. Payment

ACREN Clinics lists the prices of all treatments visibly on the website.

The prices listed are inclusive of VAT.

Offers are valid during the stated term and/or for as long as stocks last.

The customer must pay the payment for the treatment and the purchase of any products in cash immediately after the treatment at the office of the practitioner.

Article 5. Cancellation policy

In case of impediment, the customer must cancel the appointment as soon as possible, but in any case at least 24 hours before the appointment.

When the customer does not cancel the appointment 24 hours before the appointment, ACREN Clinics may charge the customer the full amount for the agreed treatment.

When the customer arrives more than 15 minutes late, ACREN Clinics may cancel the appointment and still charge the customer the full amount for the agreed treatment.

Article 6. Guarantee conditions

ACREN Clinics offers the customer a 42-day guarantee on the treatment.

This guarantee does not apply when:

The customer has not followed the advice on the preparation and/or aftercare of the treatment.

Article 7. Complaint handling

If the customer has a complaint about the treatment or a product, this must be reported to ACREN Clinics in writing by e-mail and by telephone as soon as possible, but at least within 5 working days after discovery.

ACREN Clinics must provide an appropriate answer to the complaint within 5 working days.

If a complaint is well-founded, ACREN Clinics will carry out the treatment again, as agreed. If, according to the customer, this is pointless, the customer must make this known in writing.

If ACREN Clinics and the customer do not reach an agreement, the customer can submit the complaint to the legislator or a mediator.



Article 8. Damage & theft

If the customer damages furniture, equipment or products in private clinic, ACREN Clinics is entitled to claim compensation from the customer.

Theft will always be reported immediately to the police by ACREN Clinics.

Article 9. Applicable law

Belgian law applies to every agreement between ACREN Clinics and the customer and the courts of the Antwerp district are competent. In the event of an interpretation of the content and scope of these general terms and conditions, the Dutch text will always be decisive. The version which applies is always the last filed version or the version which was in force during the establishment of the agreement.