

Terms and Conditions

Sales via webshop, pre-orders and business deliveries

Version 1.0 | effective from 4 September 2026

Business	Camperreizen Nederland, trading as CRN Off-Grid Solutions
Address	Middenweg 24, 1764 KM Breezand, Netherlands
Email	info@crnoffgrid.com
Telephone	+31 6 44364526
Chamber of Commerce (KVK)	94875448
VAT identification number	NL243777887B01

Important: these terms and conditions are intended for the sale of off-grid energy products, including lithium batteries and accessories. Separate rental terms apply to camper or vehicle rental.

Article 1 - Definitions

In these terms and conditions, the following definitions apply:

CRN Off-Grid	Camperreizen Nederland, trading as CRN Off-Grid Solutions.
Customer	Any natural person or legal entity entering into an agreement with CRN Off-Grid.
Consumer	A natural person acting for purposes outside his or her trade, business or profession.
Business customer	A customer acting in the course of a trade, business or profession.
Product	An item offered by CRN Off-Grid, including lithium batteries, chargers, cabling, mounting materials and accessories.
Pre-order	An order for a product that is not immediately available from stock at the time of ordering and for which an expected delivery period is stated.
Agreement	The purchase agreement and, where applicable, an additional agreement for advice or other services.

Article 2 - Identity and contact details

The seller is Camperreizen Nederland, trading as CRN Off-Grid Solutions, established at Middenweg 24, 1764 KM Breezand, Netherlands, registered in the Trade Register of the Dutch Chamber of Commerce under number 94875448.

Contact: info@crnoffgrid.com | +31 6 44364526 | website: crnoffgrid.com.

VAT identification number: NL243777887B01.

Complaints, warranty questions, return notifications and questions about these terms and conditions can be submitted via the email address stated above.

Article 3 - Applicability and order of precedence

3.1 These terms and conditions apply to every offer made by CRN Off-Grid and to every agreement concluded via the webshop, by email, by quotation or otherwise, unless otherwise agreed in writing.

3.2 The terms and conditions are made available electronically before or when the agreement is concluded in a manner that allows the customer to save them. The version that applied at the time of ordering remains applicable to that agreement.

3.3 For consumers, mandatory statutory rights always take precedence over provisions in these terms and conditions. A provision that is not legally valid against a consumer does not affect the remaining provisions.

3.4 In the event of a conflict between an individual quotation or order confirmation and these terms and conditions, the individual agreement takes precedence to the extent that it is legally valid.

3.5 The specific provisions in Article 20 also apply to business customers.

Article 4 - Offers and product information

4.1 CRN Off-Grid describes products as fully and accurately as can reasonably be expected, including the main

4.2 Images are intended to provide a true representation. Minor differences in colour, packaging or design that do not affect the essential characteristics do not in themselves constitute a failure to perform.

4.3 Obvious typographical, calculation, pricing or specification errors on which a customer could not reasonably have relied do not bind CRN Off-Grid. In case of doubt, CRN Off-Grid will contact the customer before the order is fulfilled.

4.4 Manufacturer product information, manuals and datasheets form part of the usage information where relevant. The customer must follow safety and installation instructions.

4.5 Availability, stock indications and expected delivery times are based on the information available at that time. Article 7 additionally applies to pre-orders.

Article 5 - Formation of the agreement

5.1 Before completing the order, the customer checks the products, quantities, prices, delivery details and selected payment and shipping method.

5.2 The agreement is concluded once the customer completes the order with an obligation to pay and CRN Off-Grid confirms the order electronically, unless the confirmation clearly states that it is only an acknowledgement of receipt.

5.3 Before fulfilment, CRN Off-Grid may carry out reasonable checks to prevent fraud, improper use or impossible delivery. An order will not be refused on discriminatory grounds.

5.4 If fulfilment proves impossible, for example because a product is permanently unavailable, CRN Off-Grid will inform the customer as soon as possible and refund any amounts already received for the unavailable part.

Article 6 - Prices, VAT and payment

6.1 Prices for consumers are shown including applicable VAT, unless the relevant page clearly states otherwise. Any shipping costs and other mandatory charges are shown before the order is placed.

6.2 Prices for business customers may be stated excluding VAT where this is clearly indicated.

6.3 Payment is made using the payment methods offered in the webshop or quotation. CRN Off-Grid only charges payment fees to the extent permitted by law and clearly stated in advance.

6.4 A consumer will not be required to make a greater advance payment for a product yet to be delivered than is permitted by law. Where full advance payment is offered as a payment method, this remains a voluntary choice and a legally permitted payment option is also offered under which no more than the permitted portion must be paid in advance.

6.5 For a consumer pre-order, the standard deposit is 20% of the total purchase price. The remaining amount is due in accordance with the payment arrangement stated with the order, subject to the statutory prohibition on requiring more than the permitted portion to be paid in advance.

6.6 In the event of a refund, CRN Off-Grid will in principle use the same means of payment used by the customer, unless the customer expressly agrees to another method that is free of charge.

Article 7 - Pre-orders and expected delivery

7.1 Before a pre-order is placed, it is stated that the order is a pre-order, what amount is immediately due and what delivery period or expected dispatch date applies.

7.2 A stated delivery period is a reasonable expectation based on information from the manufacturer, supplier and carrier. If a specific delivery term has been agreed with the customer, that term is the starting point.

7.3 If a relevant delay occurs, CRN Off-Grid will inform the customer as soon as possible of the cause and a new expectation.

7.4 Consumers' statutory rights in the event of late delivery remain fully applicable. If the consumer is entitled by law to terminate the agreement because of late delivery, amounts already paid for the cancelled part will be refunded without undue delay.

7.5 If CRN Off-Grid is permanently unable to fulfil a pre-order, CRN Off-Grid may terminate the agreement in respect

7.6 A pre-order does not restrict a consumer's statutory right of withdrawal.

Article 8 - Delivery, shipping and risk

8.1 Delivery takes place at the delivery address provided by the customer when placing the order or at another location expressly agreed.

8.2 For consumers, CRN Off-Grid bears the risk of loss or damage until the consumer or a third party designated by the consumer, other than the carrier, has physically received the product, except where the consumer independently chooses a carrier not offered by CRN Off-Grid.

8.3 Lithium batteries may be subject to dangerous-goods transport rules. As a result, the carrier, shipping method, delivery time, packaging and delivery procedure may differ from regular parcel post.

8.4 The customer should inspect the shipment upon receipt as soon as reasonably possible. Visible transport damage should preferably be photographed and reported immediately. Failure to report it immediately does not affect a consumer's statutory rights.

8.5 Deliveries outside the European Union may be subject to import duties, local taxes, customs clearance charges and customs formalities. Which party bears these costs follows from the order, quotation or agreed Incoterm.

Article 9 - Retention of title

9.1 Delivered products remain the property of CRN Off-Grid until the customer has paid all amounts due under the relevant agreement, to the extent retention of title is legally permitted.

9.2 For consumers, the retention of title does not change the point at which risk passes under Article 8.

Article 10 - Right of withdrawal for consumers

10.1 A consumer may in principle withdraw from an online purchase within 14 days without giving any reason. The period starts on the day after the consumer, or a third party designated by the consumer other than the carrier, has received the product. For a single order containing products delivered separately, the period in principle starts after receipt of the last product.

10.2 The consumer may exercise the right of withdrawal via the clear online withdrawal function on the website, by email or using the model withdrawal form in Appendix 1. An unequivocal statement is sufficient.

10.3 After notifying CRN Off-Grid of the withdrawal, the consumer returns the product within the statutory period. Where necessary, CRN Off-Grid provides safe return instructions for lithium batteries.

10.4 The direct costs of returning the goods are borne by the consumer where this was clearly communicated in advance. For products that by their nature cannot normally be returned by post, information is provided before purchase about the estimated direct return costs or the way in which those costs are calculated.

10.5 The consumer may handle and inspect the product to the extent necessary to establish its nature, characteristics and functioning. If the product has been used beyond what is necessary for that purpose, the consumer may be liable for any resulting diminished value. For a lithium battery, for example, actual installation, intensive charging/discharging or damage may result in diminished value; this is assessed on a case-by-case basis.

10.6 Following a valid withdrawal, CRN Off-Grid refunds the payments received for the withdrawn part in accordance with the statutory time limits. In the event of a full withdrawal, the costs of standard delivery are also refunded. Additional costs resulting from a more expensive delivery method chosen by the consumer do not have to be refunded.

10.7 CRN Off-Grid may withhold the refund until the product has been received or until the consumer provides evidence that the product has been returned, whichever occurs first.

10.8 Only statutory exceptions to the right of withdrawal apply. If an exception applies to a specific product, this will be clearly communicated before purchase.

Article 11 - Safe return of lithium batteries

11.1 A lithium battery may only be returned in a manner that complies with applicable safety and transport rules. Battery terminals must be protected against short circuit and the battery must be packaged securely and appropriately for its weight.

11.2 A damaged, deformed, leaking, overheated or potentially defective lithium battery must not be shipped without prior return instructions. In such a case, contact CRN Off-Grid first.

11.3 Requesting safe return instructions does not restrict a consumer's statutory right of withdrawal or warranty rights.

11.4 If the return is necessary because of an error by CRN Off-Grid or a defect for which CRN Off-Grid is responsible, CRN Off-Grid will bear the reasonable return costs to the extent required by law.

Article 12 - Conformity, statutory warranty and manufacturer warranty

12.1 A consumer is entitled to a product that conforms to the agreement. Statutory conformity rights are separate from any commercial or manufacturer warranty.

12.2 A warranty offered by Epoch or another manufacturer is additional. Its duration and conditions may vary by product and, where applicable, are stated with the product or in the warranty documentation.

12.3 In the event of a possible defect, the customer contacts CRN Off-Grid and, where reasonable, provides the order number, serial number, a description of the problem and relevant photographs or measurement data. This assists diagnosis but does not restrict statutory rights.

12.4 Damage demonstrably caused by improper use, incorrect installation, short circuit, overvoltage, mechanical damage, use outside published specifications or other external causes may fall outside a commercial manufacturer warranty. Whether statutory rights are also excluded is assessed solely under the applicable law.

12.5 A commercial warranty must never be interpreted as restricting consumers' statutory rights.

Article 13 - Complaints and customer service

13.1 Complaints can be submitted via info@crnoffgrid.com. Preferably include the order number and a clear description of the complaint.

13.2 CRN Off-Grid will acknowledge a complaint as soon as possible and aims to provide a substantive response within 14 days. If more time is needed, the customer will receive a message within that period indicating when a substantive response can be expected.

13.3 If the customer is a consumer and is unable to resolve the matter with CRN Off-Grid, the consumer may use the statutory options for out-of-court or judicial dispute resolution available in his or her situation.

Article 14 - Technical advice and installation

14.1 Technical information and advice are provided on the basis of the information supplied by the customer and the product information available at that time.

14.2 Unless a separate design or installation service has expressly been agreed, general advice does not constitute full engineering, inspection or installation responsibility.

14.3 The customer is responsible for correct and safe installation, suitable fuses, cable sizes, mounting, ventilation and configuration in accordance with the manufacturer's instructions and applicable standards. Where professional installation is reasonably necessary, CRN Off-Grid recommends that it be carried out by a competent professional.

14.4 CRN Off-Grid is not responsible for incorrect outcomes directly resulting from incomplete or incorrect information supplied by the customer, except to the extent otherwise provided by law.

Article 15 - Liability

15.1 Nothing in these terms and conditions limits liability that cannot be limited or excluded under mandatory law,

15.2 CRN Off-Grid is liable towards consumers in accordance with the law. A consumer retains his or her rights in the event of a defective product, improper performance or damage for which CRN Off-Grid is legally responsible.

15.3 For business customers, subject to Article 15.1, liability for indirect damage, consequential loss, loss of profit, lost savings and business interruption is excluded. In that case, CRN Off-Grid's total liability is limited to the amount paid under the relevant agreement or, if higher, the amount paid out by a liability insurer in respect of the relevant event.

15.4 The limitations applicable to business customers do not apply insofar as the damage results from intent or deliberate recklessness by the management of CRN Off-Grid or insofar as a limitation is not legally permitted.

Article 16 - Force majeure

16.1 Force majeure includes circumstances beyond the reasonable control of CRN Off-Grid that make performance temporarily or permanently impossible, such as serious transport disruptions, import or export restrictions, war, natural disasters, fire, prolonged power or network outages, or failures at essential suppliers for which CRN Off-Grid is not responsible.

16.2 CRN Off-Grid will inform the customer when force majeure materially affects performance. Obligations are suspended for as long as performance is reasonably impossible due to the force majeure event.

16.3 Mandatory consumer rights in the event of non-delivery or late delivery remain applicable. For business customers, either party may terminate the unperformed part of the agreement if the force majeure situation continues for more than 60 days, without compensation in respect of the unperformed part.

Article 17 - Intellectual property

17.1 Texts, designs, photographs, product selections, technical diagrams and other proprietary materials of CRN Off-Grid may not be commercially copied, distributed or republished without permission unless permitted by law.

17.2 Trademarks, manuals and images belonging to manufacturers remain the property of the relevant rights holders.

Article 18 - Personal data

18.1 CRN Off-Grid processes personal data in accordance with applicable privacy legislation. The Privacy Policy explains what data is processed, for what purposes, on what legal bases and with which parties data may be shared.

18.2 The Privacy Policy does not form part of these terms and conditions in the sense that privacy rights could be restricted through these terms and conditions.

Article 19 - Amendments, applicable law and disputes

19.1 CRN Off-Grid may amend these terms and conditions for future agreements. For a purchase already concluded, the version available when the agreement was concluded applies unless the parties validly agree otherwise.

19.2 Agreements with CRN Off-Grid are governed by Dutch law. A consumer residing in another country retains the protection of mandatory consumer rules of his or her country of residence insofar as that protection cannot be excluded under the applicable rules of private international law.

19.3 Disputes will be submitted to the court having jurisdiction under the law. No court will be designated against consumers in breach of mandatory jurisdiction rules.

Article 20 - Additional provisions for business customers

20.1 Business customers have no statutory right of withdrawal unless otherwise agreed in writing.

20.2 Payment terms, credit arrangements, delivery terms and Incoterms stated in a business quotation or order confirmation take precedence over these general provisions.

20.3 If no payment term has been agreed, a business invoice is due within 14 days of the invoice date. In the event of late payment, statutory commercial interest is due and reasonable extrajudicial collection costs may be charged in

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20.4 Business customers inspect the delivery within a reasonable period and report visible discrepancies as soon as possible. This does not affect claims relating to hidden defects within the limits of the law.

20.5 Business returns that do not result from a defect or error by CRN Off-Grid require prior written approval. CRN Off-Grid may agree reasonable return, transport and restocking costs.

Appendix 1 - Model withdrawal form

Use this form only if you wish to withdraw from the agreement. You may also use the online withdrawal function or another unequivocal statement.

To: Camperreizen Nederland, trading as CRN Off-Grid Solutions

Address: Middenweg 24, 1764 KM Breezand, Netherlands

Email: info@crnoffgrid.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods:

.....

Ordered on (*) / received on (*):

Name of consumer(s):

Address of consumer(s):

Order number (if known):

Signature of consumer(s) (only if this form is submitted on paper):

.....

Date:

(*) Delete as appropriate.