

# General Terms and Conditions for Deposits & Tikkie Cashback: 'Ontvang je Statiegeld met Tikkie Terug' or 'Tikkie Statiegeld Webflow'

NS Stations BV, which has its registered office in Utrecht and is registered under number 30124364 in the Trade Register of the Chamber of Commerce (hereinafter referred to as "NS Stations").

## Article 1 Definitions

The following definitions are used in these general terms and conditions:

User:	The user or users of the RVM and/or the Tikkie App or Tikkie Statiegeld Webflow.
QR code(s):	The unique Quick Response code that the User will be shown on the screen of the RVM concerned after handing in the Deposit-Paid Items and through which reimbursement of the Deposit is done through the Tikkie App or Tikkie Statiegeld Webflow.
RVM:	The Reverse Vending Machine (RVM) is a machine capable of automatically recognising Deposit-Paid Items when such items are presented by the User. Based on the features of the Deposit-Paid Items, the Deposit sum to be reimbursed is calculated, after which the QR code is presented on the RVM screen. The RVM then collects the Deposit-Paid Items in a collection bin.
Deposit:	The Deposit is a sum that is paid by the buyer or consumer on purchasing Deposit-Paid Items in addition to the product price and that is refunded upon return of the Deposit-Paid Items.
Deposit-Paid Items:	Drinks packaging for which a Deposit is paid.
Tikkie App:	The application "Tikkie" from ABN AMRO Bank NV
Tikkie Statiegeld Webflow:	An internet application of ABN AMRO Bank N.V. that allows the User to receive The Deposit after providing name and IBAN account number to the specified bank account.

## Article 2 Applicability

These general terms and conditions apply when the User uses the RVM by depositing Deposit-Paid Items.

## Article 3 Conditions

1. The User will receive a QR code for reimbursement of the Deposit by NS Stations through the Tikkie App or Tikkie Statiegeld Webflow after one or more Deposit-Paid Items have been inserted into the RVM and accepted.
2. Repayment of the Deposit takes place after the QR code is scanned in the Tikkie App or Tikkie Statiegeld Webflow and the payment is accepted through the Tikkie App or Tikkie Statiegeld Webflow.
3. The repayment is made to the account number linked to the Tikkie App or Tikkie Statiegeld Webflow used by the User.
4. Reimbursement of the Deposit by NS Stations can only be done through the Tikkie App or Tikkie Statiegeld Webflow. To collect the Deposit, the User must have a working Tikkie App or Tikkie Statiegeld Webflow, in accordance with the conditions imposed by ABN AMRO NV.

5. The number of Deposit-Paid items that the User can return to the RVM at a time is limited at the point where the total Deposit sum to be refunded reaches € 10.
6. The QR code can be used once only and entitles the User to a one-time refund of the Deposit by NS Stations through the Tikkie App or Tikkie Statiegeld Webflow.
7. The QR code is valid for 48 hours after being issued by the RVM in question. After the above-mentioned interval, the QR code expires and the Deposit can no longer be collected by the User via the QR code in question.
8. The number of Deposit repayments made by NS Stations through the Tikkie App or Tikkie Statiegeld Webflow is limited to five (5) payments per User per day.
9. NS Stations reserves the right not to refund the Deposit to a User in the event of technical or other manipulation or other abuse of the RVM, Deposit-Paid Items, QR code or Tikkie App or Tikkie Statiegeld Webflow by the User.
10. In the event of RVM failures, the User should contact NS Customer Service through [ns.nl/en/customer-service](https://www.ns.nl/en/customer-service) and the various channels offered there.
11. NS Stations does not collect or process personal data when the RVM is used and the Deposit refunded via the Tikkie App or Tikkie Statiegeld Webflow. No personal data is shared between NS Stations and ABN AMRO NV either.
12. These general conditions may be amended by NS Stations. Amendments to these terms and conditions will not have a retroactive effect.

Utrecht, april 2024