

## **Order Terms and Conditions for [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl)**

[www.ov-chipkaart.nl](http://www.ov-chipkaart.nl) is run by Trans Link Systems B.V. (TLS). TLS provides the OV-chipkaart, an electronic travel and payment system for public transport in the Netherlands. TLS also operates the OV-chipkaart system, for passengers and participating operators.

### **What can you do at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl)?**

TLS works with a number of operators to offer the OV-chipkaart, and all features developed especially for the OV-chipkaart, easily and quickly online. TLS offers credit and services at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl). At present, you can apply for a personal OV-chipkaart, apply for, change or terminate Automatic reloading and order credit at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl).

The actual delivery of your order takes place through special pick-up devices. You can use these pick-up devices to add your order to your OV-chipkaart yourself. These pick-up devices are the responsibility of the company indicated as the supplier on the device itself.

The [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl) website has one open section. If you have a personal OV-chipkaart, you can also use a protected section designed especially for you. This is called 'My OV-chipkaart'. In order to use this, you will need to register. You can then log in using your personal login details. In this protected section you can use services, such as the online transaction overview showing your travel details and the credit on your OV-chipkaart. You can report your card lost or stolen, apply for, change or terminate Automatic reloading and change your personal details.

### **Applicable terms and conditions**

The most recent version of the 'General Terms and Conditions for Use of the OV-chipkaart' applies to use of an OV-chipkaart provided by TLS. The 'General Terms and Conditions for Automatic Reloading' also apply to use of Automatic reloading. These 'Order Terms and Conditions' apply to orders made in the webshop at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl) as well.

The above terms and conditions can be viewed through the links provided above or downloaded and saved at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl), under the 'Terms and Conditions' tab.

As well as being an electronic purse, the OV-chipkaart is intended to carry a range of products and services for various operators. Some of these products and services can be ordered from operators' websites. These specific products and services may be subject to various operators' product or service terms and conditions. Travel terms and conditions also apply to journeys made using the OV-chipkaart, and these may vary for each operator. These travel terms and conditions can be found on the relevant operators' websites.

### **Ordering and picking up credit and Automatic reloading**

At [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl), TLS offers you a channel through which you can select the features on your OV-chipkaart yourself. You can order and pay for credit and services through [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl). If you have placed an order at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl), you can follow the progress of your order at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl). If you have placed an order, TLS shall infer that this order is to be implemented immediately. Your order will be implemented as soon as you have completed the payment.

You will then need to pick your order up yourself and add it to your OV-chipkaart. This collection takes place through special pick-up devices. You will be provided with instructions for this during the order process. You can also consult these instructions at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl). Once you have added your order to your OV-chipkaart at a pick-up device, you can start to use the credit and/or service, subject to the specific terms and conditions.

TLS can attach conditions to the provision of your order for pick-up. You will be informed of this in advance at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl) or in the applicable operator's product terms and conditions. You cannot pick up products from an operator, services or credit if the credit on your OV-chipkaart is temporarily blocked, for example. The block will first need to be removed, following the applicable instructions. You will be informed if there is a block on your OV-chipkaart. Once the block has been removed, you will be able to pick up the product from an operator, our service and/or credit in the

normal way. During a block, the product from an operator, our service or the credit will remain ready for you to pick up.

No (additional) rights may be derived from an order if our service is no longer valid, even if you never picked it up. If applicable, the validity of the order is established in advance. You can view the validity of our services at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl).

## **Cancellations and refunds**

### **OV-chipkaart**

An OV-chipkaart that has been ordered is a personal OV-chipkaart. Personal OV-chipkaarts cannot be cancelled, because of their personal nature. A personal OV-chipkaart is valid for five years.

You can cancel your personal OV-chipkaart early if you wish and you will be repaid the remaining balance. To cancel your personal OV-chipkaart please complete the [Personal OV-chipkaart - cancellation and credit repayment form \(Dutch, pdf\)](#).

### **Automatic reloading**

If it is not possible to cancel an application for or change to Automatic reloading before the order has been added to the OV-chipkaart. The application or change will be added to your card when you present it at a pick-up device. You can then make your change or terminate Automatic reloading at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl).

### **Order credit**

You can cancel your online order for credit free of charge, before you have actually added the order to your OV-chipkaart at a pick-up device. You can do this at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl).

To cancel your order before you have added this to your OV-chipkaart, go to [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl). Once your order and cancellation request have been checked, your order will be cancelled in our system. You will then receive further instructions, if you are entitled to a refund, for example.

With regard to cancellation and/or refund, TLS is entitled to request proof of ID, as well as your bank details, if TLS does not already hold these.

If you are entitled to a refund, the money will be returned as soon as possible, but within 30 days of the time of cancellation at the latest.

## **Information, order details and archiving**

You are responsible for providing the complete and correct information required to carry out your order. TLS will provide an overview of the details entered and the order during the order process. You will still be able to change these details, up to the point that you complete your order. After this point, online changes will no longer be possible. For changes or questions about your order details, you will then need to contact OV-chipkaart Customer Services (0900-0980, normal phone cost). OV-chipkaart Customer Services has the right to check whether you are the person whose details were entered when the order was made. In the interest of protection of privacy, the Customer Services employee has the right to terminate the communication if he/she is unsure about your identity.

Your details will be processed in accordance with the TLS Privacy Policy.

The information in TLS' systems relating to the order and the person who placed the order applies, unless you can prove otherwise.

Information about your order, the products and services loaded on your OV-chipkaart and your transactions will be shown in the protected section of [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl). This information may include the personal details you entered.

Of course, TLS stores and uses this order information as long as necessary to complete your order. TLS will not store the order and specific order details for you. If you require these for your own purposes, you will need to save the order details on your computer yourself, in order to consult them at a later date.

## **Liability**

All liability for any damage caused by access to and use of [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl) is explicitly rejected by TLS. The correct and uninterrupted function of this website can also not be guaranteed. Although

TLS does everything it can to keep the contents of this website as up-to-date and complete as possible, it cannot guarantee the accuracy, validity, completeness or currency of information published on this website or access to which is provided through this website. TLS accepts no liability in this regard.

### **Complaints**

Complaints relating to the handling and implementation of an order made at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl) can be submitted to OV-chipkaart Customer Services (0900-0980, normal phone cost), no later than one month after the order was placed. You will be provided with information on the handling of your complaint no later than six weeks after your complaint is received.

For complaints relating to the function of pick-up devices, please contact the relevant supplier of these devices.

If you are not satisfied with the way a complaint has been handled, this will result in a dispute. You can register the dispute with the Public Transport Dispute Commission (Geschillencommissie Openbaar Vervoer, Bordewijklaan 46, Postbus 90600, 2509 LP Den Haag, [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl)) within three months of the dispute arising, or submit a dispute to an ordinary court.

Any claim resulting from an order at [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl) and/or these 'Order Terms and Conditions', shall expire one year after the order was received, regardless of whether you picked up the order.

Trans Link Systems B.V.

Visiting and postal address:  
Stationsplein 151-157  
3818 LE Amersfoort

Contact form ([www.ov-chipkaart.nl/contact/](http://www.ov-chipkaart.nl/contact/))

OV-chipkaart Customer Services (0900-0980, normal phone cost). Open weekdays from 7.00 to 21.30 and Saturdays and Sundays from 10.00 to 16.00.

Chamber of Commerce Gooi-, Eem- en Flevoland, number 30177126.

BTW nr. 8108.14.341