

Terms and Conditions

Last updated: September 4, 2026

These terms apply to purchases of STB-VW Tools digital products from stb-vw.com.

1. Seller

- Company: STB Services
- Address: Parallelweg 30, 5223 AL 's-Hertogenbosch, The Netherlands
- Chamber of Commerce (KVK): 30226252
- VAT (BTW): NL001685860B73
- Email: support@stb-vw.com

2. Applicability

These terms apply to offers, orders and agreements concerning digital products supplied by STB Services. They apply to consumers and business customers. Provisions expressly addressed to business customers apply only to those customers.

The applicable Terms and Conditions and End User Licence Agreement are presented during checkout. By placing an order, the customer accepts both documents.

3. Products and system requirements

STB-VW Tools products are add-ons for Vectorworks. The supported Vectorworks versions, operating systems, features and any internet requirements are stated on the applicable product page.

Before ordering, the customer must check that they have a valid licence for the required Vectorworks version and a compatible system. This responsibility does not limit mandatory consumer rights where the supplied product does not conform to the information provided by STB Services.

4. Prices and VAT

Prices are shown in euros and include VAT where indicated. The final price, applicable VAT and any lawful reverse-charge treatment are calculated during checkout from the information supplied by the customer.

A business customer requesting reverse-charge treatment must provide valid and matching company and VAT information during checkout. STB Services may validate that information through the relevant VAT-validation services. Tax treatment cannot be changed retrospectively unless required by law or accepted by STB Services after receiving sufficient evidence.

5. Order and payment

The agreement is concluded when the customer completes checkout and the payment conditions are met. STB Services may reject or cancel an order where payment fails, the supplied information cannot be validated, the transaction appears fraudulent or the product is unavailable.

Payments are handled through Mollie. Depending on country, device and availability, offered methods can include iDEAL or Wero, card, Apple Pay and Bancontact. STB Services does not receive full payment-card or online-banking credentials.

6. Digital delivery

Delivery takes place electronically after payment confirmation. The customer receives order information, the licence and a Dropbox link to the purchased files by email. The customer invoice is sent separately.

The delivery folder is normally available for seven days. The customer should download and safely retain the installer and licence file. If delivery email has not arrived within 24 hours, including after checking the spam folder, the customer should contact support@stb-vw.com. STB Services will verify the order and provide the purchased material.

7. Licence duration

The licence is perpetual for the Vectorworks major version selected at purchase. The same licence also permits use with the immediately following Vectorworks major version until 365 days after issue. This additional successor-version period does not shorten the perpetual right for the purchased version.

Further details about serial binding, transfers, validation, permitted use and termination are in the End User Licence Agreement.

8. Consumer right of withdrawal

Digital content supplied without a tangible medium is subject to the statutory rules on withdrawal. A consumer loses the right of withdrawal only when all legal requirements are met, including:

- the consumer expressly consents before delivery begins;
- the consumer acknowledges that the right of withdrawal is lost when delivery begins; and
- the agreement and that consent are confirmed on a durable medium.

The required consent and acknowledgement are requested separately during checkout. If the statutory requirements for losing the right of withdrawal are not met, the consumer retains the applicable statutory right.

Once the withdrawal right has been validly lost, STB Services does not provide a change-of-mind refund merely because the customer no longer wants the product, did not read the stated requirements or does not possess the required third-party software. This does not limit rights concerning a defective or non-conforming product, a failed delivery, fraud or any other mandatory legal remedy.

9. Conformity, defects and support

STB Services supplies the product in conformity with the agreement and the information provided on the product page. Consumers retain all mandatory rights concerning digital content, including applicable remedies and updates.

If the product does not work as described, contact support@stb-vw.com with enough information to investigate the issue. STB Services may first repair or replace the product where legally permitted. A refund or price reduction remains available where required by law, including when repair or replacement is impossible, is not completed within a reasonable time or cannot reasonably be expected.

10. Liability for business customers

For business customers, and only to the extent permitted by law, STB Services' total liability is limited to the amount paid for the product that caused the loss. STB Services is not liable for indirect loss, loss of profit, loss of savings, reputational damage or avoidable data loss resulting from inadequate backups.

These limitations do not apply where liability cannot legally be excluded or limited. They do not restrict mandatory consumer rights.

11. Complaints

Complaints should be submitted clearly and within a reasonable time after the problem is discovered to support@stb-vw.com. STB Services will respond within 14 days after receipt. If more time is needed to investigate, the response will state when a substantive answer can be expected.

12. Personal data

The Privacy Policy and Cookie Policy explain how STB Services and its service providers process personal data, browser storage and cookies in connection with the website, orders, payments, licences, support and analytics.

13. Governing law and disputes

Dutch law applies. For business customers, disputes are submitted to the competent court for the district in which STB Services is established. Consumers retain any mandatory protection and competent forum available under the law of their country of residence.

Before starting court proceedings, the parties should first try to resolve the dispute through support@stb-vw.com.