

Terms and conditions

Aannemer Amsterdam — version 7 October 2026.

1. Scope and contact

These terms are intended for quotations and contracts for refurbishment, renovation, maintenance and related building work through aannemer-amsterdam.nl. Aannemer Amsterdam is a brand of Multiconcurrent B.V., registered with the Dutch Chamber of Commerce under number 84612657, with its company address at Starrebosstraat 9, 1951 CE Velsen-Noord, the Netherlands. 'Aannemer Amsterdam' and 'we' refer to Multiconcurrent B.V. Your quotation or order confirmation describes the agreed work.

Contact for this website: info@aannemer-amsterdam.nl, +31 6 4012 5121, Keizersgracht 520H, 1017 EK Amsterdam, the Netherlands.

These terms apply only when they have been made available to you before or when the contract is concluded and declared applicable. You must be able to retain them. Publication on this website alone does not automatically apply them to an existing project. Specific written terms in your quotation take precedence over these general terms. Mandatory law and statutory consumer rights always continue to apply.

2. Enquiries, quotations and contracts

A callback request, contact message or quote enquiry through the website is non-binding and does not itself place an order. General price examples on the website are indicative. The price and scope of your project follow from the specific quotation and agreed arrangements.

A quotation describes the work, assumptions, price or calculation method, provisional allowances and exclusions as clearly as possible. Any stated validity period applies to that quotation. A contract is formed by acceptance of a sufficiently clear offer. We prefer to record agreements in writing, including arrangements first discussed by telephone.

3. Prices and payment

The quotation states whether the work has a fixed price, an estimated price or is charged by time and materials. Consumer quotations state the total price including applicable VAT and unavoidable charges, or a clear calculation method when the total cannot be determined in advance. Business contracts may use prices excluding VAT where clearly stated.

Statutory rules apply to estimated prices. In general, an estimate may not be exceeded by more than 10% unless we warn you in time and give you an opportunity to reduce or simplify the work.

The payment schedule, any deposit and payment deadline are agreed in the quotation or order confirmation. Merely submitting a form does not create a deposit obligation. Payments relate to the agreed work or instalments. Statutory rights to suspend payment or set off claims remain available.

Late payment may result in statutory interest and reasonable collection costs only where the legal requirements are met. Before extrajudicial collection costs are charged to a consumer, the consumer receives the legally required free reminder allowing fourteen days, starting on the day after receipt.

4. Inspection, information and preparation

You provide information reasonably needed for a proper assessment and safe execution, such as available drawings, known defects, utility lines, asbestos and restrictions imposed by an owners' association or landlord. We assess this information using our professional expertise and warn about errors, risks or unsuitable materials that we know or ought reasonably to know about.

We agree in advance who arranges permits, notifications, structural calculations and third-party permissions. Work is not carried out in breach of applicable safety or public-law requirements. General website information does not guarantee that your specific project needs no permit.

5. Work and scheduling

We carry out the agreed work carefully and competently, in accordance with the contract and applicable rules. If we engage tradespeople or subcontractors for our work, we remain your point of contact for our contractual obligations.

As agreed and reasonably possible, you provide access to the site, safe working space and agreed facilities. Please protect or move vulnerable possessions in consultation with us. We coordinate the work, disruption and access with you as far as reasonably possible.

Scheduling may depend on delivery times, weather, concealed defects and cooperation by others. If a delay is expected, we explain its cause and consequences. An expressly agreed final completion deadline and your statutory rights in the event of delay remain applicable. A delay does not automatically constitute force majeure.

6. Variations, additional work and omissions

We discuss requested or necessary changes as early as possible and explain their effect on price and timing. Additional work is discussed in advance and preferably confirmed in writing. The statutory duty to warn of price increases remains applicable; unlimited approval for additional work is not assumed.

If you omit work, we discuss the financial consequences, including costs already incurred and savings. In an unforeseen or unsafe situation, we take appropriate measures and discuss the next steps with you as soon as possible.

7. Completion and defects

When the work is ready, we invite you to inspect it together. We record any outstanding items and arrangements for correction. Statutory rules determine when the work is considered completed and accepted. An invoice, payment or use of the work alone does not remove your statutory rights concerning defects.

Report a discovered defect within a reasonable time and, where reasonable and legally required, give us an opportunity to inspect and correct it. In an urgent situation, take appropriate steps to prevent further damage and inform us as soon as possible. Your rights regarding defective work, including specific statutory provisions concerning buildings, remain applicable.

8. Guarantees and liability

The content, duration and conditions of an additional commercial guarantee follow from what has been agreed or promised for your project. A manufacturer's guarantee or additional guarantee does not restrict your statutory rights against us.

Statutory rules govern loss and contractual failures. Each party takes reasonable steps to limit damage. These terms do not exclude or restrict statutory consumer rights.

9. Cooling-off period and withdrawal

If you are a consumer entering into a distance or off-premises contract and the statutory withdrawal rules apply, you normally have a fourteen-day cooling-off period. For a service, this starts on the day after the contract is concluded. Whether this right applies depends on how the contract is formed and the type of work. We inform you before the contract is concluded. A legal exception is not assumed merely because work concerns construction or a bespoke project.

You may withdraw by a clear statement sent to info@aannemer-amsterdam.nl or by post to our address above. You do not need to give a reason. The model below is optional. A statement sent before the applicable deadline is sufficient. Following valid withdrawal, payments are reimbursed in accordance with statutory rules and deadlines.

If you want work to start during an applicable cooling-off period, we first request your express instruction and explain the consequences. On withdrawal, a proportionate charge for work already performed may be due only if the legal requirements have been met. Withdrawal rights expire on full performance only if the required consent and information conditions are also satisfied. A limited statutory exception may apply to expressly requested urgent repairs; it does not automatically cover additional work.

Model withdrawal message

To: Multiconcurrent B.V. (Aannemer Amsterdam), Keizersgracht 520H, 1017 EK Amsterdam, the Netherlands, info@aannemer-amsterdam.nl.

I hereby withdraw from the contract for the following service: ...

Contract concluded on: ...

Consumer's name: ...

Consumer's address: ...

Date: ...

Signature: only if this message is submitted on paper.

10. Cancellation and termination

In addition to any withdrawal right, statutory rights may allow you to terminate a construction contract or rescind it following a contractual failure. Where a construction contract is terminated for convenience, the statutory settlement applies: the agreed price less savings resulting from termination. We substantiate the calculation. These terms do not impose an automatic fixed cancellation percentage.

Following a contractual failure, the other party first receives a reasonable opportunity to perform where required by law. Rescission, compensation and other remedies are assessed under applicable law.

11. Complaints and disputes

Discuss a complaint with your contact person or send a description, project address and relevant documents to info@aannemer-amsterdam.nl. We investigate and discuss an appropriate solution. This procedure does not restrict your right to obtain legal advice or bring a dispute before the competent court.

Dutch law applies, without depriving consumers of mandatory protections available under applicable international rules. These terms do not require arbitration or proceedings before a court that is not competent under the law.

12. Privacy and version

Our privacy policy explains how personal information is processed. The version supplied when your contract was concluded is the relevant version. A later website amendment does not automatically change an existing contract.