TrailerPop

Terms & Conditions

Version: 2026-10-10 | English

1. Who we are and when these terms apply

TrailerPop B.V. Dutch Chamber of Commerce (KvK): 42187836. Registered address: Louwerserf 48, 5706 JH Helmond, Netherlands. Showroom visits are available by appointment only at a separate location. Contact: info@TrailerPop.eu, +31 6 20629683. These terms cover our website, design service and trailer quotations. Sales terms apply when provided to you before an agreement and accepted as part of it. The signed quotation or purchase agreement prevails over conflicting general wording. The contracting entity, registered address and registration details will be identified in your quotation and agreement.

2. Requests, quotations and agreements

Submitting a design, email or WhatsApp request is a request for a quotation, not a binding order. Website prices, availability and illustrations are indicative unless expressly confirmed in a written quotation. A purchase agreement is formed when the parties accept the final written quotation or sign the purchase agreement. Quotations are valid for the period stated in them. We will correct obvious errors before concluding an agreement.

3. Specification and design

The agreed written specification determines the model, finish, equipment, dimensions and included documents. Generated images and showroom illustrations are concept visuals, not engineering drawings or a guarantee of exact appearance. Equipment fit, weight, utilities and installation must be confirmed before production. No material substitution or change to the agreed specification will be made without your agreement. One preliminary mock-up is free; any additional design fee must be agreed before the work is done.

4. Prices and payment

Business quotations state prices excluding VAT unless expressly stated otherwise. Applicable VAT, transport and other charges will be identified before the agreement is accepted. Unless a different schedule is agreed in writing, custom business projects use 10% at the purchase agreement, 40% before production after final specification and price confirmation, and 50% at completion before transport. Stock business orders require full payment before leaving the warehouse. Transport from the Netherlands warehouse to the customer is excluded unless expressly included. Consumer payment arrangements, if applicable, must comply with mandatory law. Late payment may delay work or release after notice; statutory interest and collection costs apply only as legally permitted.

5. Changes and cancellation

Request changes or cancellation by email as soon as possible. We will explain the effect on price, feasibility and delivery before proceeding with a change. For a business cancellation, we will discuss the work completed and unavoidable commitments and agree a reasonable settlement; deposits are not automatically forfeited by these terms. Any mandatory cancellation, refund or consumer rights remain unaffected.

6. Production, delivery and inspection

Production and delivery dates are estimates unless a firm date is expressly agreed. The agreement will identify delivery location, transport arrangements, costs and the transfer of risk. We will communicate material delays and agree the next steps. Inspect the trailer on delivery and report visible damage promptly, with photographs where possible. A delivery inspection does not remove rights relating to hidden defects. Do not use damaged or unsafe equipment until it has been assessed.

7. Registration and operation

COC/WVTA documentation is included for the Premium stock models as stated in their confirmed specification. The quotation will identify documentation for a custom trailer and any homologation constraints. We will agree responsibility for registration and delivery-country requirements before sale. The customer is responsible for the permits, insurance, towing entitlement and food-business operating requirements applicable to their use, unless otherwise agreed. This does not reduce our obligation to supply the agreed compliant product and documents.

8. Defects, warranty and support

We must supply a trailer that conforms to the agreement. Any additional commercial warranty, duration and service arrangements will be set out in the quotation or warranty document. Contact us with the order reference, description and photographs of a suspected defect so we can assess it and arrange an appropriate remedy. Follow maintenance and operating instructions. Normal wear, misuse and unauthorised modifications are assessed according to their actual effect and applicable law. Statutory rights are not replaced or restricted by a commercial warranty.

9. Responsibility and circumstances beyond control

Each party is responsible for its obligations under the agreement and applicable law. These terms do not exclude liability for fraud, deliberate misconduct, personal injury where exclusion is prohibited, or any other liability that cannot lawfully be excluded. If circumstances beyond reasonable control prevent performance, the affected party must notify the other promptly and take reasonable steps to limit the impact. We will discuss a revised timetable or lawful termination and refund arrangements; this is not an unlimited right to delay delivery.

10. Privacy and intellectual property

Our Privacy & Data notice explains how website and enquiry information is handled. We use submitted details to respond to enquiries and perform agreed services. Customers retain rights in their own logos and content and must have permission to provide them. TrailerPop website content and designs may not be commercially reproduced without permission. You may save or print your quotation and these terms for your records.

11. Complaints and applicable law

Send complaints to info@TrailerPop.eu with your order reference and the outcome you seek. We aim to acknowledge them within five business days and explain the next steps. Dutch law applies, subject to mandatory protections that cannot be waived, including applicable consumer protections in the customer’s country. Disputes may be brought before the court competent under applicable law. No exclusive venue is imposed on consumers by these terms.

12. Consumer rights and versions

Our trailers are primarily offered for business use. If you purchase as a consumer, all mandatory consumer rights remain applicable, including conformity rights and any applicable distance-selling withdrawal right. A made-to-specification exception applies only where the law permits it and after the required information is provided before purchase. These terms do not create a blanket exclusion of returns. The version supplied and accepted with your agreement applies to that agreement; later website updates do not automatically change it.