This document version does not open sales. Only an available offer in the product checkout can be ordered. A waiting list is not a contract. The version accepted with your order is retained for that order.

MyParcel Dashboard business terms

MyParcel Dashboard is an independent software layer from TheSEO. We are not affiliated with, part of or endorsed by MyParcel B.V. Your relationship with MyParcel and carriers, their charges and terms are separate from this subscription. The official record held by MyParcel, the carrier, customs or insurer remains controlling.

Who these terms are for, and who you make them with

These terms apply if you take out MyParcel Dashboard for your business or profession, including as a sole trader or freelancer. When ordering you declare this and give your company name, your billing address and your Chamber of Commerce (KvK) number (in the Netherlands) or your VAT number (in another EU country). If you are in fact a consumer, you keep your statutory consumer rights and mandatory consumer law takes precedence.

You make the contract with Mansotti, trading as TheSEO. Payment is handled by Stripe, our payment provider; Stripe is not the seller. Your bank statement will show THESEO.

Business	Mansotti. TheSEO is a trading name of Mansotti
Legal form	Sole proprietorship (eenmanszaak)
Chamber of Commerce (KvK) number	77834453
VAT number	NL003245282B11
Registered address	Albert Plesmanring 9, 3712 DA Huis ter Heide, the Netherlands. Not a visiting address; meetings take place online, by phone or by appointment
Email	sales@theseo.nl
Phone	+31 6 29 91 97 56

Legal basis: Dutch Civil Code, article 6:230g(1)(a) (who is a consumer). A consumer who presents themselves as a business keeps their mandatory rights; the declaration and the KvK number only make that less likely.

What the dashboard provides

Your selected plan and available functions are shown before the order button. The dashboard may show shipments and tracking, search and filter, export CSV, connect multiple shops, keep notes and history, prepare draft claims and customs documents, manage branding and notifications and display analytics or a wallboard. Only functions promised with your order are sold; an announcement is not delivery. A configuration error does not remove a promised function from the contract.

Growth includes more extensive analytics and claims features; Pro adds priority support. A dedicated contact or custom integration with Enterprise is included only where the quotation states it.

Plans and prices

Plan	Monthly price excl. VAT	Total at 21% Dutch VAT	Maximum shops	Intended synchronisation
Starter	€35.00	€42.35	40	30 minutes
Growth	€79.99	€96.79	80	15 minutes
Pro	€149.00	€180.29	250	10 minutes
Enterprise	€249.99	€302.49	9,999, fair use	5 minutes

Amounts come from the product catalogue. A sync interval is a target setting, not a guarantee that a carrier updates its status that quickly. Enterprise has a technical cap and is not unlimited. Extra capacity requires a separate agreement, never silent additional charges.

Business self-service is available within the EU where the offer has been released. Before the order button you see the plan, price excluding VAT, applicable VAT, total, start date and monthly renewal. For a business in another EU country, reverse charge applies only after verification of its VAT number and required details. Otherwise applicable VAT is charged or you wait for verification. Businesses outside the EU cannot yet order online. A previously signed quotation remains controlling for its own agreements.

Ordering, paying and invoices

How your order is placed

Your order is placed when you click "Order with obligation to pay". You then pay on Stripe's secure payment page; if you do not pay within two hours, the order lapses. We keep your order together with the terms you accepted and email you a copy. Until you click the button, you can change anything. You conclude the contract in the language of this page.

How you pay

You pay monthly in advance using an available payment method shown on the payment page. This may be iDEAL | Wero, card, Apple Pay or Google Pay, depending on the provider, your country and device. After iDEAL | Wero the following months are collected by SEPA Direct Debit from the same account; after a card

or wallet they are charged to the same card. If you would rather pay by invoice, email us.

Invoices

For every payment you receive an invoice by email with our details, your company details, the VAT amount and a unique invoice number. With reverse charge it states "VAT reverse charged", with both VAT numbers. We send invoices electronically; by subscribing you agree to this. You can find them all in your customer portal.

If a payment fails

If a payment fails, we try again a few times over the following two weeks and you get an email to update your payment method. Your access stays open for those fourteen days. If the last attempt also fails, the subscription ends; anything still owed remains payable. If you do not pay an invoice on time, statutory commercial interest and collection costs of at least €40 are due.

Legal basis: Dutch Civil Code, articles 6:119a and 6:96(4) (commercial interest and at least €40).

Account, keys, shipments and email

Supply only MyParcel API keys you are authorised to supply. We store them encrypted or in appropriate secret storage, do not show them again after entry and do not include them in visible browser logs. The old plain-text key route is not permitted in the new production environment. You manage users, roles, shops, senders, recipients and content. Support access requires a reason, limited duration, visible context and an audit record.

Status and delivery times may lag. Check urgent or legally relevant information in the official source. A claim deadline is a signal, not a promise that a claim will be accepted. A claim email, CN23 or commercial invoice is a draft: you check the recipient, carrier, deadline, goods, value, origin, weight, codes, tax and evidence and remain the submitting party unless a separate assignment provides otherwise.

For email to your customers, you determine the lawful basis, recipients, sender identity and content. Do not add advertising to a service notification without a valid basis. Non-essential open and click measurement is off by default; enabling it requires a valid basis, any required consent and appropriate information for recipients. Delivery logs are limited.

Term, payment and ending

The subscription runs monthly and renews automatically. You can cancel in your account or by email without a reason or cancellation fee. Cancellation stops the next renewal; the current billing period runs to its end. A business purchase has no statutory consumer cooling-off period. If we separately offer a trial, it is stated in advance, lasts no more than 30 days and does not convert to a paid subscription without clear confirmation.

A failed payment has a 14-day recovery period during which existing paid access continues. If payment is still outstanding, new paid access ends; outstanding business amounts remain due. Suspension or termination does not immediately erase your data. Existing independent entitlements and previously agreed exceptions remain unchanged.

Data, processing and retention

You are the controller and we are the processor for your recipients' and shipment data. The data processing agreement with annex A applies. Our own administration, invoicing, fraud prevention and security are explained in the privacy notice; engaged providers in the sub-processor register.

Category	Standard period
Operational shipments	No more than 18 months
Email events and general security logs	No more than 90 days
Closed claims where evidence remains necessary	No more than 5 years
Export after termination	Available or requestable free of charge for 30 days

After the export period we delete or anonymise production data; remaining copies expire through the secured backup cycle. You can request a shorter permissible period. Keep legally required records in your own administration. An existing, more generous separate export entitlement remains unchanged.

We retain invoices and basic tax records for seven years. Where the VAT One Stop Shop (OSS) applies, we retain the records required for that scheme for ten years. This does not mean that we retain all content in your dashboard for that long.

Dependencies and existing customers

The service depends on hosting, database, payment, email, MyParcel and carriers. External outages or API changes may affect functions; we take reasonable measures but do not guarantee those services. A new environment replaces the existing operation only after a controlled pilot, data reconciliation, customer notice and a successful rollback test. This document version does not change or migrate an existing customer environment.

The existence of this text does not open sales. Product release still requires evidence of functionality, tenant isolation, key management, payment and tax, processing, retention, monitoring, recovery and safe migration. The document is not proof that those checks have passed.

Changes and liability

If the price or the service changes

We announce a price change at least one month in advance, with the start date; until that date you can cancel free of charge. If something material changes in MyParcel Dashboard, we tell you in advance with a short explanation. Changes for security or legal reasons may take effect immediately.

Liability

Our liability is limited to direct damage, up to the amount you paid for MyParcel Dashboard in the twelve months before the event. We are not liable for indirect damage, such as lost revenue. These limitations do not apply to intent or wilful recklessness on our part, death or personal injury, or where limitation is prohibited by law.

Which text prevails, complaints and governing law

If documents conflict, this order applies: mandatory law, a signed order confirmation, the data processing agreement (/verwerkersovereenkomst/) for personal data, these terms, and then the general terms and conditions (/voorwaarden/). Your own purchasing or other terms do not apply; we expressly reject them.

Email a complaint to sales@theseo.nl; how we handle it is set out on the complaints page (/klachten/). Dutch law applies to this contract; disputes go to the competent court in the Netherlands.

Legal basis: Dutch Civil Code, article 6:225(3) (expressly rejecting a reference to other terms).

Version 1.1, 17 October 2026. Applies only to new contracts for which this version was supplied and accepted before ordering. Previously accepted versions and existing separate rights remain unchanged.

Sources and version control

The main statutory points were checked on 17 October 2026 against Dutch Civil Code Book 6 (https://wetten.overheid.nl/BWBR0005289/), Book 7 (https://wetten.overheid.nl/BWBR0005290/), ACM on digital services (https://www.acm.nl/nl/verkoop-aan-consumenten/klantenservice/garantie), the withdrawal-function legislation (https://zoek.officielebekendmakingen.nl/stb-2026-153.html) and Directive 2011/83/EU (https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32011L0083). This is our own legal drafting, not a statement of external legal approval. The document version and PDF are recorded together; publishing this text does not authorise sales.

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