Archived copy: Ectaroship Terms and Conditions, version of 28 October 2026, as published at https://ectaroship.nl/terms-of-use/ until 17 November 2026.

Ectaroship Terms and Conditions

Terms of Service

Last Updated: 28 October 2026 (section 5a applies from 31 October 2026)

What changed: new section 5a (Shipping Credit Limit and Security Deposit) and one sentence in section 20. Previous versions are listed at the end of this page.

These Terms and Conditions ("Terms") govern the use of the **Ectaroship platform**, operated by **Ectaro B.V.**, a company registered in the Netherlands.

By accessing or using the Ectaroship platform ("Service"), you agree to be bound by these Terms. If you do not agree with these Terms, you must not use the Service.

1. Definitions

For the purposes of these Terms:

Ectaroship
The online shipping platform operated by Ectaro B.V.

User
Any company or individual using the Ectaroship platform.

Carrier
Any third-party logistics provider such as DHL, DPD, PostNL, FedEx, Bpost, Spring or similar companies.

Shipment
Any parcel, package or freight created through the Ectaroship platform.

2. Nature of the Service

Ectaroship is a **technology platform** that enables users to create shipping labels and access shipping services provided by third-party carriers.

Ectaroship:

- does not act as a transport company
- does not physically transport shipments
- does not control the operations of carriers

All shipments are transported solely by the **selected carrier**.

3. Use of the Platform

Users agree to use the platform only for lawful business purposes.

Users may not:

- use the platform for illegal activities
- ship prohibited or restricted goods
- attempt unauthorized access to the system
- interfere with the operation of the platform
- misuse shipping services.

Ectaroship reserves the right to **suspend or terminate accounts** that violate these rules.

4. User Accounts

To use certain features of the platform, users must create an account.

Users are responsible for:

- maintaining the confidentiality of login credentials
- all activities performed under their account
- ensuring that account information is accurate and up to date.

5. Payments

Payments for shipping services are processed through **Mollie B.V.**, our designated payment provider.

Users agree that:

- shipping label costs and processing fees must be paid
- additional carrier charges may be billed later
- Ectaroship may automatically collect payments on a weekly basis.

Failure to complete payment within **3 business days** after notification may result in:

- account suspension
- late payment fees
- legal collection costs.

A late payment fee of **€350 plus 5% of the outstanding amount** may apply.

5a. Shipping Credit Limit and Security Deposit

Credit limit. Each account has a shipping credit limit: the maximum amount of outstanding shipping costs (labels not yet invoiced plus unpaid invoices) a user can have at once. Ectaroship sets the limit based on, among other things, the user's shipping volume and payment history, and may adjust it. The current limit and usage are shown on the platform under Settings → Payment.

Label creation. Ectaroship may refuse to create a label that would take the account over its available capacity. Ectaroship may also refuse to create new labels while the user has three (3) or more overdue

unpaid invoices, even if the credit limit has not been reached. This does not affect the user's obligation to pay outstanding invoices.

Security deposit. A user may, at their own choice, pay a security deposit through the platform. The deposit:

- is a refundable security for the user's payment obligations, not a payment for services; no invoice is issued and no VAT applies;
- only increases the account's available capacity;
- is not set off against invoices while the user continues to use the Service;
- does not bear interest.

Refunds. A user can request a full or partial refund of the deposit through the platform. Ectaroship reviews the request and then transfers the amount to the IBAN provided by the user. An amount requested for refund no longer counts towards the available capacity from the moment of the request.

End of use. If the user stops using the Service, or the account is suspended or terminated, while invoices remain unpaid, Ectaroship is entitled to set off the deposit against those unpaid invoices. Any remaining balance is refunded to the user.

6. Carrier Rules and Shipping Policies

All shipments created through the Ectaroship platform are subject to additional operational policies published by Ectaroship.

These policies include:

- Shipping Liability Policy
- Packaging Guidelines
- Restricted Items Policy
- Carrier Claims Procedure

These documents form an **integral part of these Terms and Conditions**.

Users agree to comply with all applicable policies when creating shipments.

7. Packaging Responsibility

Users are solely responsible for ensuring that shipments are properly packaged.

Shipments must comply with:

- the **Ectaroship Packaging Guidelines**
- the **packaging standards of the selected carrier**.

Improper packaging may lead to:

- damage during transport
- rejection of claims
- additional carrier charges.

Ectaroship shall not be responsible for damages resulting from inadequate packaging.

8. Prohibited and Restricted Items

Users are strictly prohibited from shipping goods listed in:

- the Ectaroship Restricted Items Policy
- the carrier's prohibited items list.

Examples may include:

- hazardous materials
- illegal goods
- weapons
- flammable substances
- certain liquids or food products.

Shipments containing prohibited items may be:

- refused
- confiscated
- destroyed by the carrier.

All resulting costs and risks remain the responsibility of the user.

9. Insurance and Shipment Liability

Ectaroship does **not provide insurance coverage** for shipments.

Any compensation for loss or damage is determined solely by the **carrier's liability rules**.

Users are responsible for arranging additional insurance if required.

10. Claims and Investigations

Claims related to lost, damaged, or missing shipments must be submitted according to the **Ectaroship Carrier Claims Procedure**.

Users must provide required documentation, including:

- photographs of packaging and goods
- proof of shipment value
- recipient declarations when required.

Claims submitted outside the carrier's deadlines may be rejected.

11. Proof of Delivery Disputes

If a shipment is marked as **delivered** according to the carrier tracking system but the recipient claims non-receipt, the carrier may require a **signed declaration from the recipient**.

Failure to provide such documentation may result in rejection of the claim.

Carrier decisions regarding delivery confirmation are final.

12. Destruction of Shipments

Carriers may destroy shipments that pose a **risk to safety or transport operations**.

Examples include:

- leaking liquids
- hazardous materials
- damaged goods contaminating other parcels
- shipments violating transport regulations.

Carriers may destroy such shipments **without prior notice**.

Ectaroship has no authority to prevent these actions.

13. Marketplace Compliance and Prohibited Conduct

Marketplace compliance. Where you connect a marketplace or sales-channel account to the Service (including but not limited to Amazon), you remain solely responsible for complying with that marketplace's own agreements, program policies and requirements — including, for Amazon, the **Amazon Services Business Solutions Agreement** and the applicable Amazon program policies — as well as with all applicable laws and regulations. Your use of the Service does not relieve you of, or override, any of those obligations.

Prohibited conduct. You must not use the Service, directly or indirectly, to:

- engage in "brushing" or in the creation, placement or fulfilment of fake, unordered, fraudulent or incentivised orders;
- manipulate product listings, search rankings, reviews, ratings or feedback, or otherwise engage in listing or review manipulation;
- infringe the intellectual-property rights of any third party, or advertise, sell, ship or deal in counterfeit, infringing, unsafe or otherwise unlawful goods;
- violate, or facilitate the violation of, any marketplace agreement, program policy or seller obligation; or
- use the Service in any other unlawful manner or in breach of these Terms.

Enforcement. We may investigate any suspected violation of this section. Where we reasonably suspect that the Service is being used in breach of these Terms or to violate a marketplace agreement, we may suspend or terminate your access to the Service and may report the matter to the relevant marketplace (including Amazon) or to the competent authorities. Nothing in this section obliges us to monitor use of the Service, and it is without prejudice to any other right or remedy available to us.

14. Limitation of Liability

Ectaroship shall not be liable for:

- loss of profits
- indirect damages
- business interruptions
- consequential losses.

Ectaroship's liability is limited to the **service provided through the platform**.

15. Indemnification

Users agree to indemnify and hold **Ectaro B.V.** harmless from any claims, damages, or losses arising from:

- misuse of the platform
- shipment of prohibited goods
- violation of these Terms.

16. Fraudulent Claims

Submitting false claims or misleading documentation is strictly prohibited.

Ectaroship reserves the right to:

- reject fraudulent claims
- suspend user accounts
- recover damages
- initiate legal proceedings.

17. Confidentiality

Users agree to keep confidential all information obtained through the platform, including:

- pricing structures
- business processes
- technical details.

This obligation continues after termination of the service.

18. Security

Ectaroship implements reasonable technical and organizational measures to protect the platform and user data from unauthorized access or breaches.

19. Complaints

Complaints must be submitted in writing through:

- the support ticket system
- the official support email.

Complaints regarding services must be reported within **5 days** of the occurrence.

Invoice disputes must also be submitted within **5 days of the invoice date**.

20. Termination

Ectaroship may suspend or terminate user accounts at its discretion if:

- these Terms are violated
- payments are not completed
- fraudulent activity is suspected.

On termination, section 5a (End of use) applies to any security deposit.

21. Amendments to the Terms

Ectaroship may update these Terms at any time.

Updated versions become effective upon publication on the platform.

22. Governing Law

These Terms are governed by the **laws of the Netherlands**.

Any disputes shall be resolved exclusively by the **competent courts in the Netherlands**.

23. Contact

If you have questions regarding these Terms, please contact:

Ectaro B.V.
Email: support@ectaroship.nl

Previous versions

- Terms and Conditions, version of 9 September 2026 [PDF]
- Terms and Conditions, version of 22 June 2026 [PDF]
- Terms of Use, effective 5 July 2023 [PDF]