

📘 Customer guide · updated 14 November 2026

Everything about shopping at XtremeOffice

From your first search to your return, and everything in between: ordering as a guest or with an account, as a private or business customer, VAT, Dex-Points, gift cards and Pay on receipt. Dex shows you around, with real screenshots of the webshop.

21 chapters **70,000+** products Ordered **before 12:00**, usually delivered the day after tomorrow

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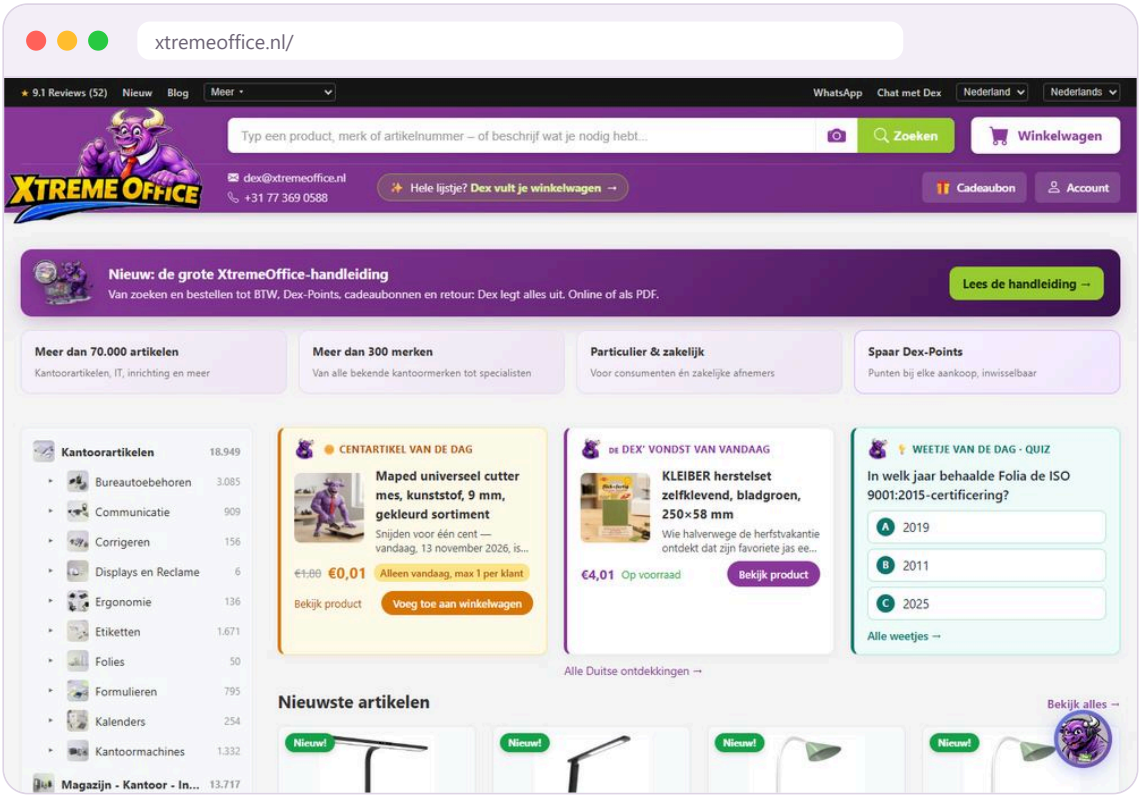
This PDF is a snapshot of the online guide at **xtremeoffice.nl/en/handleiding** (updated 14 November 2026). Online you will also find Dex's explainer videos and the interactive calculators. If in doubt, the current information on the website and our terms and conditions always apply.

The screenshots in this guide show the Dutch version of the webshop. On the English site you will see the same screens, with the texts in English.

1 Welcome to XtremeOffice

Who we are, how we work and why that matters to you

XtremeOffice is a Dutch webshop for everything in and around the (home) office: more than 70,000 items from over 300 brands, from ballpoint pens and printer paper to office chairs, ink, coffee and warehouse supplies. Anyone can order from us: private individuals, freelancers, schools, clubs and businesses, with or without an account.



The homepage: the search bar at the top with "Dex fills your basket" just below it, then the categories, the one-cent item of the day, Dex's find and the fact of the day.

How we work

Our own transport line

From Monday to Thursday we drive to our depot in Trierweiler (Germany) ourselves. In Venlo we check everything and hand it over to the carrier. Shipping takes place from Tuesday to Friday.

Ordered before 12:00

Order from Monday to Wednesday before 12:00 noon and, in most cases, it will be on your doorstep the day after tomorrow.

Dex is here to help

Dex is our digital assistant (AI). He finds items, tracks your order, registers returns and passes you on to a human when needed.

🔒

No prying eyes

No Google Analytics, no Facebook pixel, no advertising trackers. We store your name, address and phone number encrypted, exclusively on servers in the EU.

NLBE

The Netherlands and Belgium

We deliver in the Netherlands and Belgium. The webshop is available in Dutch, French and English.

🤝

Personal

No call centre: just a small team in Venlo. If Dex can't work it out, Maurice, the owner, takes a look himself.



Dex

Hi, I'm Dex! In this manual I'll walk you through the whole webshop. You don't have to read it from cover to cover: use the table of contents to jump straight to what you need. And if you spot a green box with a calculator, go ahead and try it, nothing can go wrong.

How to use this manual

- **Online** (xtremeoffice.nl/handleiding) you get the table of contents on the left (on your phone, the ☰ *Contents* button at the bottom), short **explainer videos from Dex** and **interactive calculators**: when will my parcel arrive, how many Dex-Points will I earn, how much VAT do I pay?
- **As a PDF** you can save it, print it or forward it to a colleague who handles purchasing.
- Some screenshots have **numbered dots**. Hover over them with your mouse (or tap them) for an explanation; the same explanation appears as a list below the image.
- Boxes marked 🏢 are about **ordering as a business**, boxes marked BE are about **ordering from Belgium**.

ℹ️ **Rules may change**

The amounts and time limits in this manual are correct as of 14 November 2026. While ordering you will always see the current amounts. In case of any difference, the website and our general terms and conditions apply.

2 The customer journey at a glance

From idea to parcel on the doormat, and what comes after

This is what an order looks like from start to finish. Each step has its own chapter further on; click *More* to jump there.



Discover

You look for what you need

Type an item, brand or item number, describe what you're looking for in plain words, take a photo or ask Dex. Or browse the categories, the brands and the Toner & Ink Finder. Got a whole list? Let Dex fill your basket in one go.

More →

Choose

You view the item

Price including and excluding VAT, stock, expected delivery day, specifications, Dex's explanation, reviews and sometimes a video in which Dex puts the item to the test.

More →

Collect

In the basket

You can see straight away how much more you need for free delivery (from €49.95), and you get a few smart suggestions that go well with your items.

More →

Checkout

As a guest or with an account

Fill in your details, choose delivery or collection in Venlo, and choose how you pay: straight away via Mollie or (if you qualify) Pay on receipt.

More →

Straight away

Order confirmation

Within a few minutes you receive an e-mail with your items, the expected delivery day, a usage tip from Dex for each item and, for hazardous substances, the safety data sheet.

More →

On dispatch

Invoice and track & trace

As soon as your parcel leaves, you receive the invoice with the tracking link. E-mails from the carrier (for example a PIN code for a parcel locker) are forwarded to you with your codeword.

More →

Delivered

Your parcel has arrived

You receive a delivery e-mail. If by 21:00 on the promised delivery day the carrier still hasn't reported a delivery, Dex asks you, with a single click, whether everything arrived safely.

More →

Afterwards

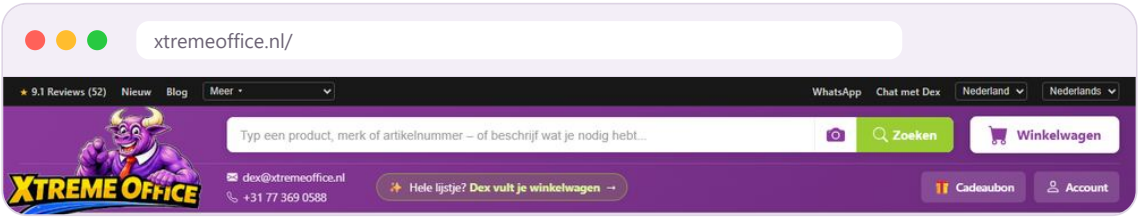
Points, a review and perhaps a return

With an account, your Dex-Points are added to your balance. A few days after delivery we ask you for a review. Not quite right after all? You can register a return within 14 days of receipt.

More →

3 Search & discover

How to find what you need quickly, even if you don't know exactly what it's called



The header appears on every page: search bar with camera button, basket, gift card and account. At the very top: reviews, New, Blog, WhatsApp, Chat with Dex and your country and language.

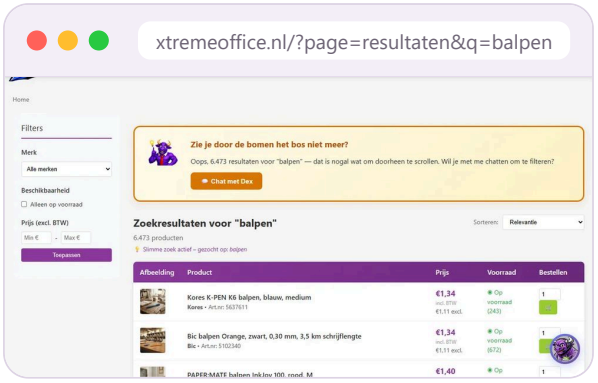
1. Search bar: type an item, brand, item number, EAN or simply what you need.
2. Camera: search with a photo of the item (for example an empty cartridge).
3. Whole list? Dex fills your basket: type or photograph your shopping list and Dex finds everything in one go.
4. Basket: the red dot shows the number of items.
5. Buy or give a gift card.
6. Account: log in, register or go to My Account.
7. Choose your country (Netherlands/Belgium) and language (Dutch, French, English) here.
8. WhatsApp and Chat with Dex: ask a question straight away.

Searching with the search bar

The search bar is smarter than it looks. You can search by:

- **Product name or brand**: *ballpoint pen*, *Stabilo Boss*, *office chair*.
- **Item number, EAN code or cartridge number**: these are recognised instantly.
- **Plain language**: *something to tidy away the cables under my desk*. For longer sentences, an AI layer works out what you mean. Ask for several things at once and they are split up. If it's too vague, Dex opens the chat so you can search together.
- **With a price limit**: *gel pens under 5 euros* sets a price filter automatically. You'll see a notice with a link to remove the filter again.
- **With a printer model**: type a known printer model and the matching cartridges appear at the top.

We catch typos, plurals and compound words (*kantoorstoel* → kantoor + stoel) as far as possible.



Search results with filters on the left. When there are a great many results, Dex offers to filter them with you.



"Gel pens under 5 euros": the price filter is applied automatically.

Search by photo 📷

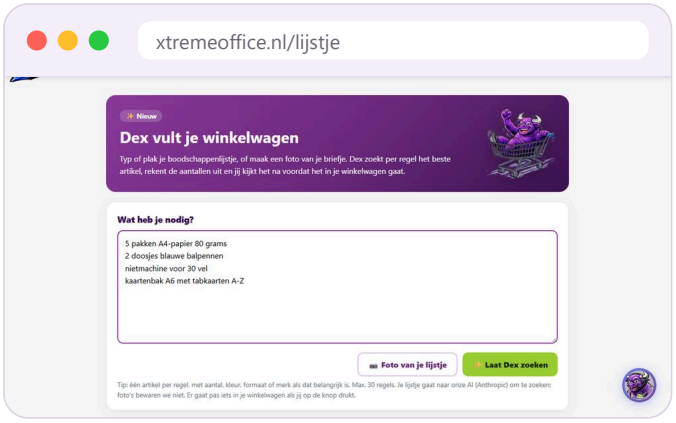
Click the **camera** in the search bar (or in the Dex chat) and take or choose a photo. We recognise the object in the foreground and search for it straight away; a readable barcode (EAN) becomes the search term itself. The photo is **not stored**.

> 💡 **How to get the best results**
> Make sure there's one object, well lit and in focus, with the label or text readable. Very small images or photos in a format your browser can't open (sometimes HEIC) work less well: choose JPEG or PNG instead, or take a screenshot.

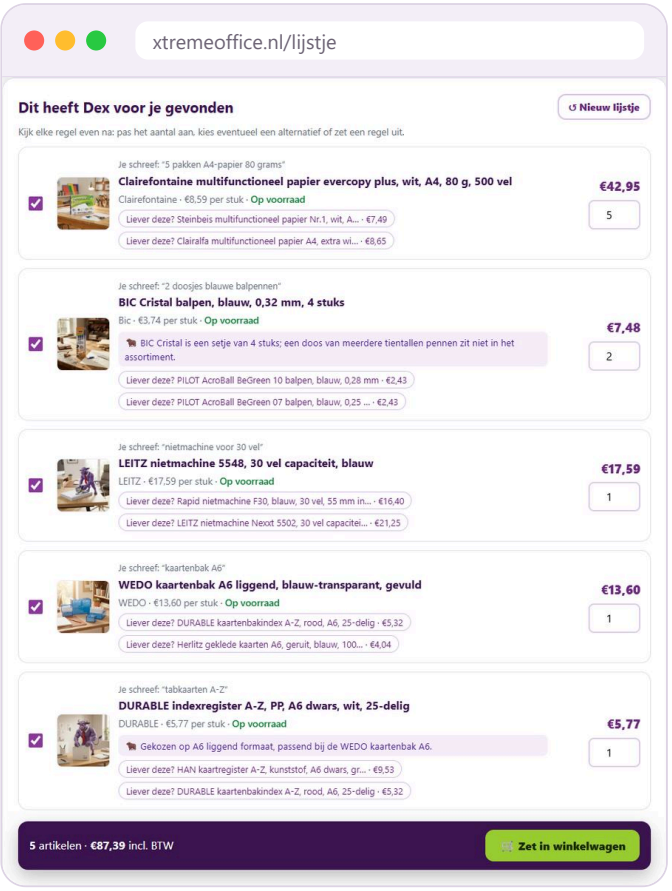
Dex fills your basket: your whole list in one go 🛒

Got a shopping list for the office? Then there's no need to search for everything separately. Click **"Whole list? Dex fills your basket"** below the search bar, or go to xtremeoffice.nl/lijstje.

1. **Type or paste your list**, one item per line. Add whatever matters: quantity, colour, size, weight or brand. For example "*5 packs of A4 paper 80 gsm*" or "*2 boxes of blue ballpoint pens*". A maximum price works too: "*coffee beans under 20 euros*".
2. **Or take a photo** of your (handwritten) note with 📷 **Photo of your list**. Dex copies it into the text box so you can check it first. We don't keep the photo.
3. Click ✨ **Let Dex search**. Dex reads your list, searches the entire range line by line and picks the best-matching item. This usually takes 15 to 30 seconds.
4. **Check everything.** For each line you see what you wrote, what Dex chose (with price and stock), the quantity and two alternatives. Click "*Prefer these?*" to switch, adjust the quantity or switch a line off.
5. Click 🛒 **Add to basket**. Only then does everything go into your basket, and you check out there as usual.



Type or paste your list, or take a photo of your note.



For each line, the chosen item, the quantity and two alternatives. "Card index box A6 with tab cards" neatly became two lines, with tab cards that fit the box.



Dex

I convert the quantities for you. Ask for "4 rolls of sticky tape" and I have a 4-pack? Then I add 1 pack. If an item is only sold in tens, I round up to 10, 20, 30... And if I can't find something, I'll tell you honestly so you can carry on searching yourself.

Good to know

A maximum of 30 lines at a time. Your list is sent to our AI (Anthropic) to do the searching; we use it for that purpose only. Nothing goes into your basket until you press the button. Items with an age check (18+) are added via the product page.

Filters and sorting

To the left of the results you can filter by **brand**, **availability** (in stock only) and **price**. For many product groups you can also filter by **specifications** such as colour, paper size, size and capacity. You can sort by relevance, name, price (low to high or high to low), stock and brand. You get 25 results per page.

Specifications are clickable

On a product page you can click a value in the specifications table (a colour, for example). You'll then see all similar items with that same property.

Categories, brands and special pages

Categories

On the left of the homepage you'll find the full category tree, with the number of items in each group. Click through until you find the right group.

Brands

All brands at a glance, with logos, a live filter and fun facts about the brands.

Toner & Ink Finder

Choose your printer brand and model, or search by cartridge number. Original and compatible are shown side by side, with an XL badge and page yield.

New

All items added to the range in the past 30 days.

German Discoveries

Brands found on every desk in Germany but hardly available in the Netherlands.

Dex's find of the day

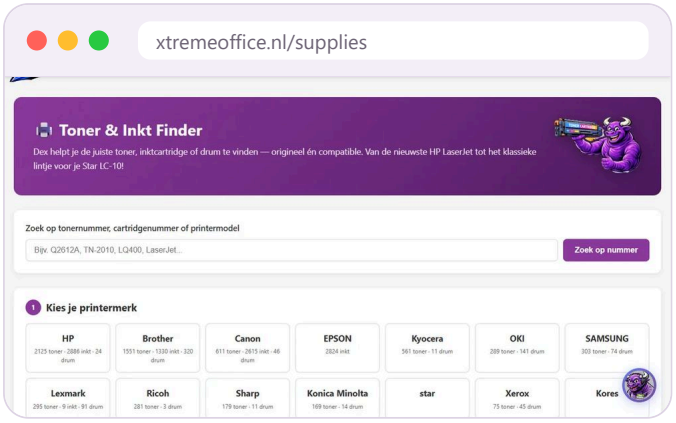
Every day Dex puts one special item in the spotlight, with a short story to go with it. The full archive is online.

Fun facts and quiz

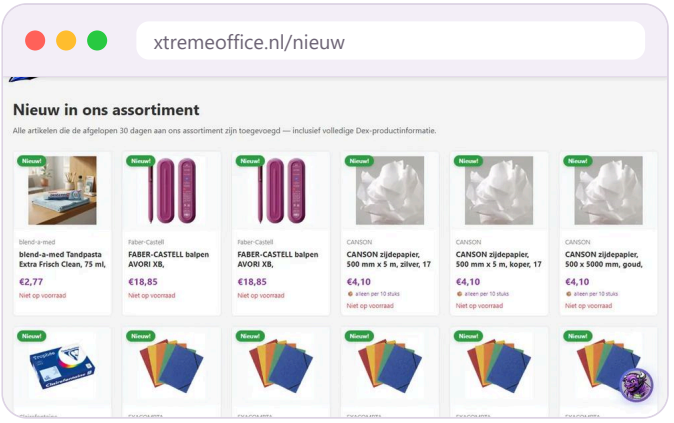
Hundreds of checked facts about office supplies and brands, plus a quiz question on the homepage every day.

Dex's blog

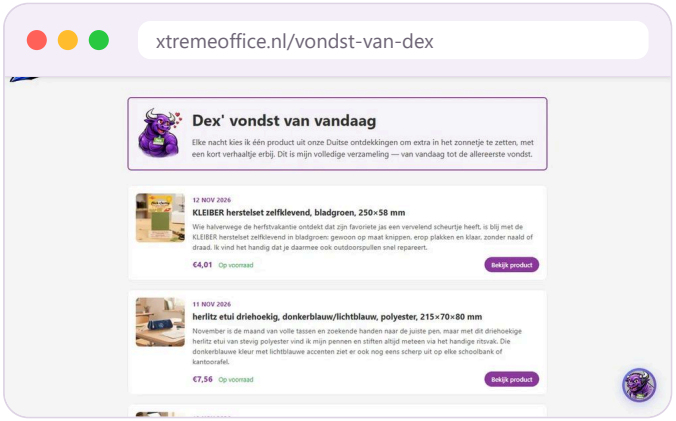
Tips, explanations and stories about products and office life.



The Toner & Ink Finder: search by cartridge number or choose your printer brand.



New in our range, with the date each item was added.



Dex's find of the day, with the archive of earlier finds.



Fun facts by brand, with a search function and the quiz question of the day.

The one-cent item of the day (€0.01)

Every day Dex picks a handy item that you can buy that day for **one cent** (incl. VAT). You'll see it on the homepage and sometimes as a suggestion in your basket.

- You get **a maximum of 1** for €0.01 per basket; a second one costs the normal price.
- The offer applies **on that day only** and while stocks last. At midnight a new item is ready and waiting.
- The normal shipping rules still apply. So it's mainly a fun little extra with an order.



Dex

My favourite little trick: take a quick look at the one-cent item and the fact of the day on the homepage every morning. You learn something, and sometimes you pick up an eraser or a pen for a cent. 😄

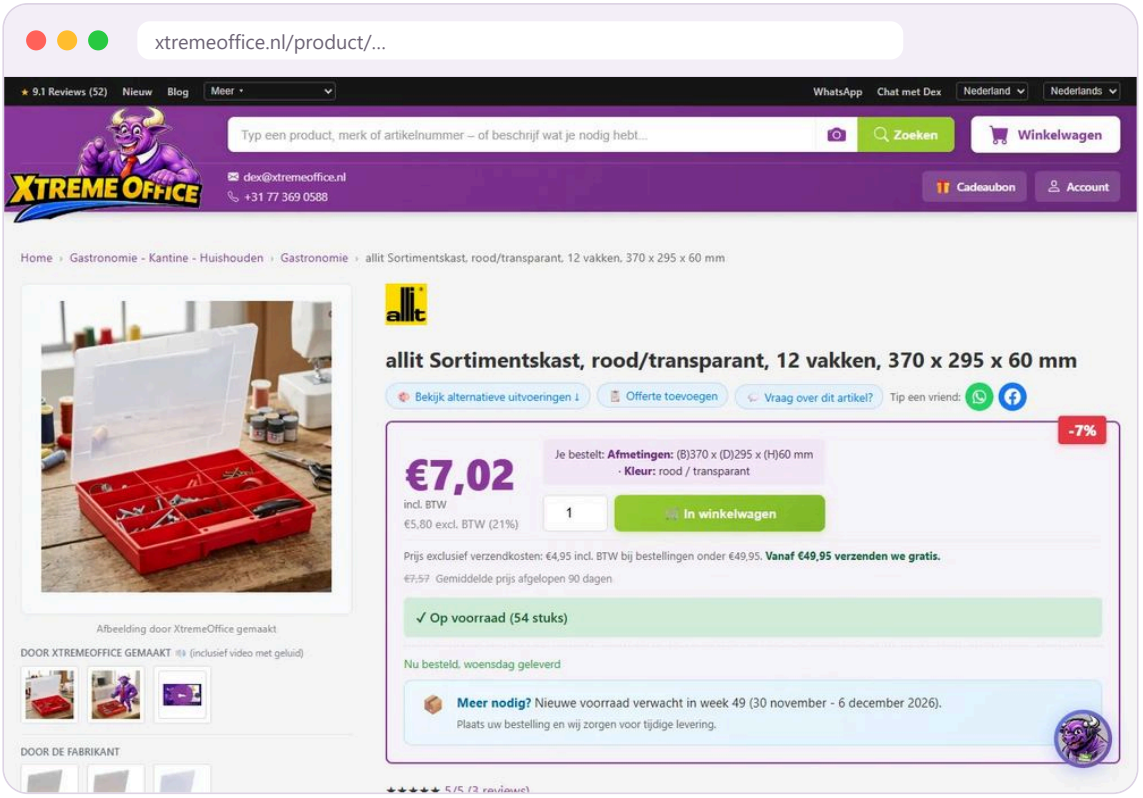
Games

Time for a break? At the bottom of every page, under *Information*, you'll find the games **Hangman** and **Yahtzee**. And Dex himself has a few secrets too. Try challenging him in the chat and see what happens...

4 The product page

Everything you see on an item page, explained

The product page is where you make your decision. At the top is the **buy box** with the price, quantity and the basket button. Below it you'll find specifications, explanations, reviews and suggestions. Hover over the numbers for an explanation.



Example: an assortment cabinet. All parts of the buy box, numbered.

1. Breadcrumb: the category the item belongs to. Click to browse back.
2. View alternative versions: other colours, sizes or packs of the same item.
3. Add to quote: puts the item on your quote list (handy for the purchasing department).
4. Question about this item: Dex answers your question about exactly this product.
5. Recommend to a friend: share the item via WhatsApp, Facebook, e-mail or a link. You send it yourself; we don't send anything.
6. Price including VAT (large) and excluding VAT with the VAT rate (small).
7. Discount label: the price is more than 3% below the average of the past 90 days (that average is shown struck through below the price).
8. "You are ordering": the colour and size you are ordering. Check this, especially if you clicked on a photo of a different colour.
9. Quantity and Add to basket. For items sold per pack, the quantity counts in pieces, in steps of the pack size.
10. Delivery costs: €4.95 incl. VAT, free from €49.95 in products.
11. Stock: how many pieces are available for immediate delivery.
12. Expected delivery day if you order now.
13. Need more than is in stock? This shows the week in which new stock is expected.
14. Created by XtremeOffice: lifestyle photos, a photo of Dex using the item and sometimes a video (with sound).

Prices: including and excluding VAT

For every item you see the price **including VAT** (large) and **excluding VAT** (small, with the rate). Private customers look at the first, business customers often at the second. There is **no separate business price list**: everyone pays the same price. In the Netherlands the rate is usually 21%, or 9% for food. If you order from Belgium, you'll see the Belgian rate (see chapter 9).

Pack sizes: "only per N pieces"

We sell some items only per pack, for example per 10 pieces. The buy box then says: "*We only sell this item per 10 pieces — the price applies per piece.*"

- The price shown is always the **price per piece**.
- The quantity field counts in **pieces**, with the pack size as the minimum and the step size: 10, 20, 30…
- So nothing is ever multiplied: entering 30 means 30 pieces, even if the title says "10 pieces".

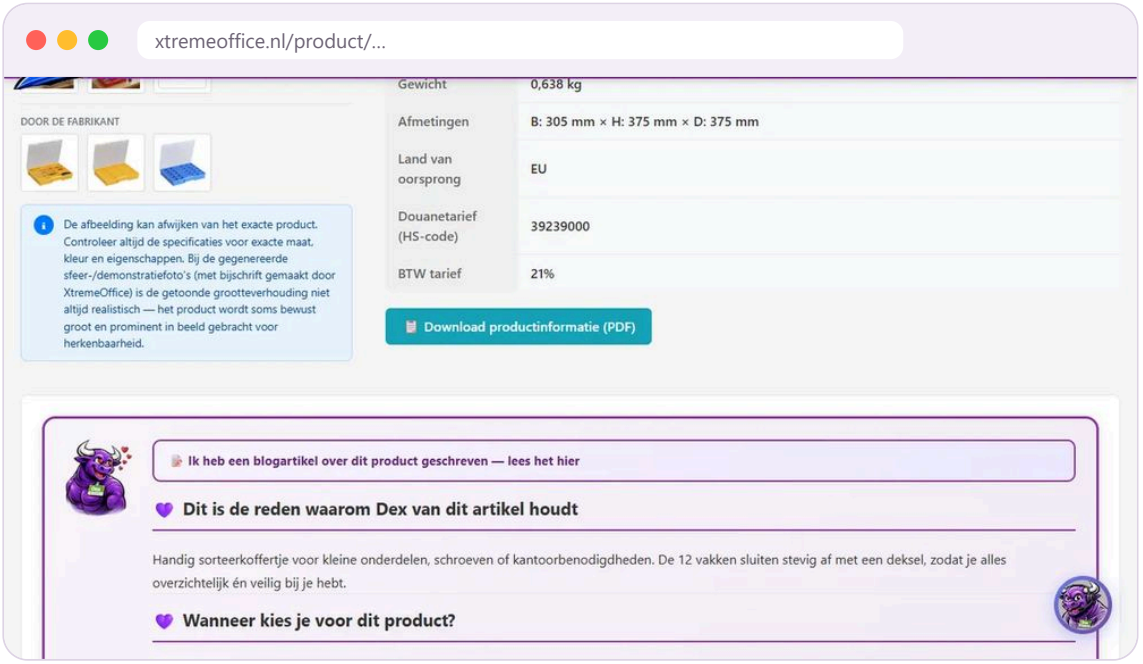


Dex
Does the title say "3 pieces" and you order 3? Then you get 3 pieces, not 9. The price and the quantity are always per piece. Not sure? Check the total price in your basket, that's always right.

Stock, delivery time and back orders

- **In stock** (green): available for immediate delivery, with the number of pieces.
- **Delivery day**: "Ordered now, delivered Wednesday". That day takes the time of ordering into account (see the delivery time planner in chapter 10).
- **Not (enough) in stock?** You can usually still order. You'll see the week in which new stock is expected. Whatever is in stock we send straight away; the rest follows free of charge as a **back order**.
- **Notify when in stock**: for some items you can ask to be e-mailed as soon as they are back in stock.
- **Discontinued item**: you can only order this while the last stock lasts; we no longer reorder it.

Explanations, specifications and documents



Below the buy box: specifications (dimensions, weight, country of origin, VAT rate), the button for the product information PDF and Dex's explanation of why he recommends the item.

- **The manufacturer's description** plus Dex's own text: why you'd choose the item and when it comes in handy.
- **Specification tabs** with all technical data, item number, EAN and pack size.

- **Product information as a PDF**: a datasheet we create for you on request.
- **Dex knows**: a short usage tip for many items.
- **Manufacturer or importer**: at the bottom of the page you'll find the manufacturer's name, address and (usually) e-mail address. For own brands and unbranded items this is the importer within the EU; the heading then says "Importer".
- **Safety**: for hazardous substances, the hazard pictograms and H and P statements, plus the safety data sheet as a PDF. We also send that sheet with your order confirmation.
- **Nutrition and allergens**: for food items we only show ingredients and allergens if they come word for word from the manufacturer. Sometimes they come from the open database Open Food Facts, in which case it is shown as the source. If you have an allergy, always read the packaging too.

Photos and "Dex keurt" videos

Below the main photo there are two groups: **Created by XtremeOffice** (lifestyle photos, a photo of Dex using the item, and for more and more items a **"Dex keurt" video** of about 25 seconds with sound, in which Dex puts the item to the test) and **By the manufacturer** (the official product photos).

> ⚠️ **Check the colour**
> The manufacturer's gallery sometimes shows several colours or variants from the same product group. What you're ordering is always shown in the buy box under "*You are ordering*".

Reviews and suggestions

- **Reviews**: stars (1–5) with comments from customers who bought the item. Dex responds to every review.
- **Fits well**: complementary items that go with this product, with a short reason why.
- **Alternative versions and matching accessories**: the same item in a different colour, size or pack comes first, followed by the accessories. For some versions a small arrow (→) briefly shows what's different, for example "length: 2 m".
- **This goes well with it**: for index cards, card index boxes and tab cards you can see which items have the same size and the same orientation (portrait or landscape), so that everything fits together.

Special items

> ⚠️ **Knives and cutting tools: 18+**
> We only sell kitchen knives, craft knives, scalpels and snap-off knives to customers aged 18 and over. The first time you put one of these items in your basket, we ask for your date of birth once. You can't change it yourself after that.

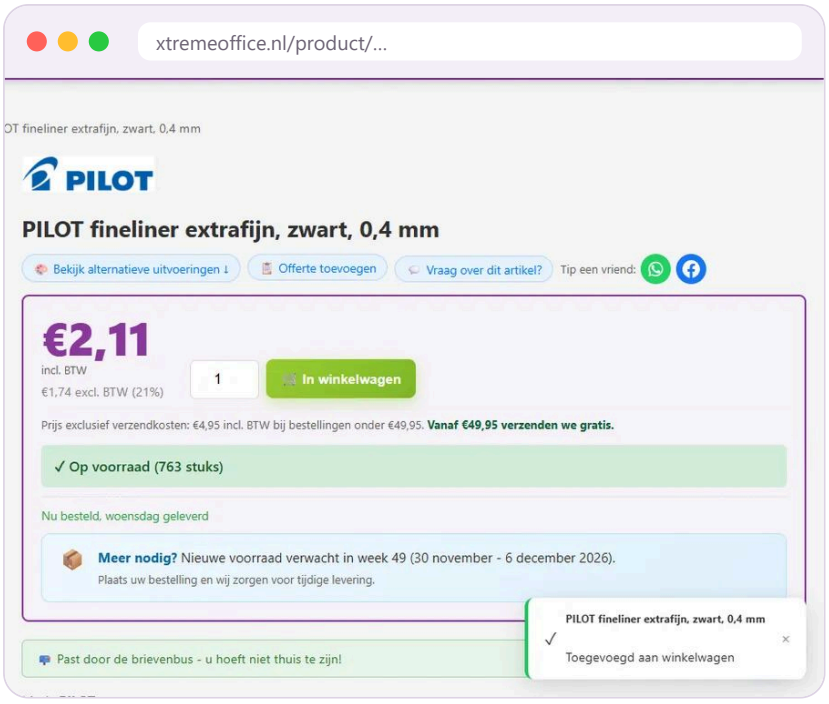
> ⚠️ **Keyboards: check the layout**
> Many keyboards in our range have a **German layout (QWERTZ)**: the Y and Z are swapped and there are keys with Ä, Ö, Ü and ß. A few have a **French layout (AZERTY)**. This is shown in the buy box, as a label in the search results and once more in your basket. Looking for a standard QWERTY keyboard? Just ask Dex.

🏢 **Large and heavy items (freight transport)**

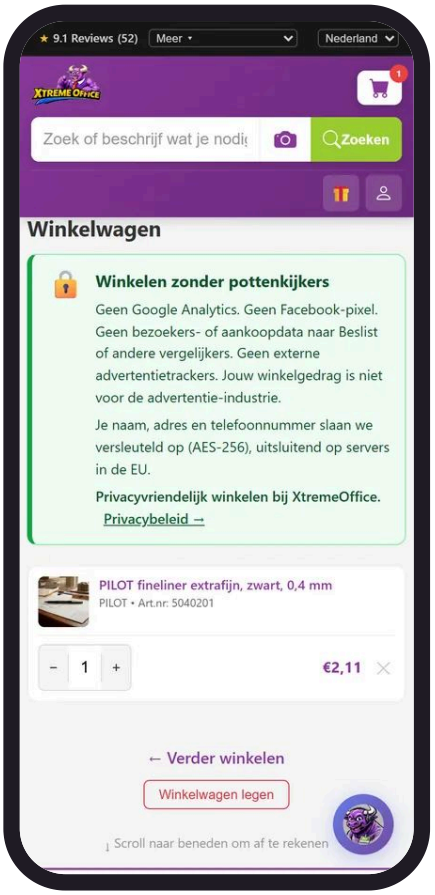
A small part of the range is delivered by trailer. You can only order these items if you are logged in with a Dutch Chamber of Commerce (KVK) number or VAT number in your account. It's not a different price, just a logistical requirement.

5 The basket

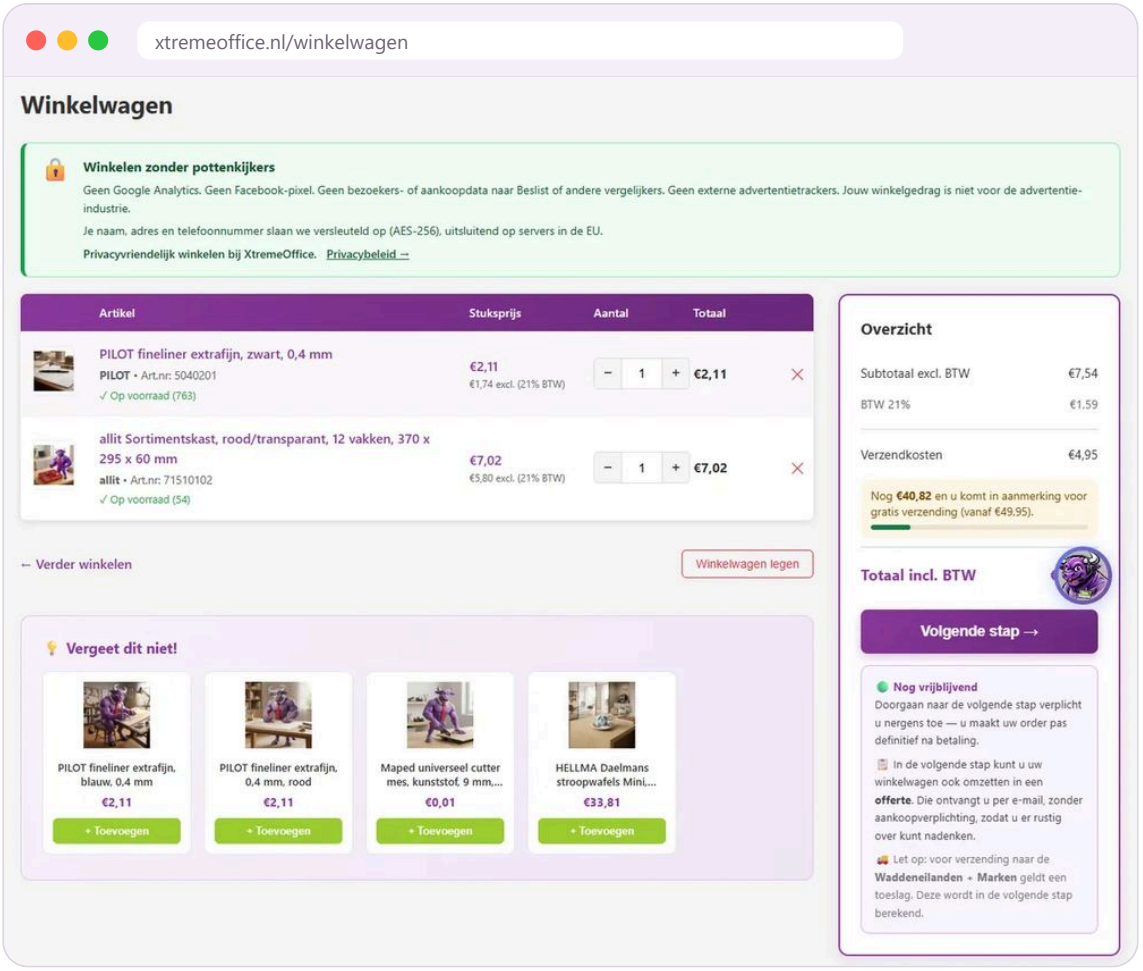
Collect, check and see how much more you need for free delivery



After "Add to basket", a confirmation appears at the bottom right and the red dot on the basket counts up.



Everything works on your phone too.



The basket with an overview, progress towards free delivery and suggestions.

1. Shop without prying eyes: no tracking, your details encrypted in the EU.
2. Change the quantity with − and +. For items sold per pack, this goes in steps of the pack size.
3. Remove item.
4. Just € … more and your delivery is free: the bar fills up to €49.95.
5. Next step: on to checkout. Still without obligation, your order only becomes final when you pay.
6. In the next step you can also turn your basket into a quote.
7. Empty basket: remove everything in one go.
8. Don't forget this: suggestions that go with your items, added with a single click.

Handy to know

- A basket holds a maximum of **50 different items**, and a maximum of **100 pieces** per item. Need more? Request a quote or special offer (chapter 16).
- Prices and stock are rechecked with every change, so you never check out at the wrong price.
- Your basket is kept for as long as your browser session lasts. If you leave without checking out, it may be empty after a while. Want to save a list? Turn it into a quote.
- If your account comes with a **personal discount**, you'll see it as discounted lines with an explanation.
- See a **yellow notice** at the top? Then the basket has spotted something worth double-checking, for example a keyboard with a German or French layout, or index cards and a card index box whose sizes don't match.

- With **350 Dex-Points** you can exchange your points for **free delivery** at checkout. You'll already see that offer in the basket.

ℹ️ **Delivery costs in brief**
€4.95 incl. VAT per order, in the Netherlands and Belgium. Free from €49.95 in products (incl. VAT, delivery costs don't count). Wadden Islands and Marken: €6.00 surcharge, even above €49.95. Collection in Venlo: always free.



Dex
Just a few euros short of free delivery? Have a look at *Don't forget this*: you'll find items there that genuinely go with your order, like an eraser with your pencils. Never just "something expensive". 😉

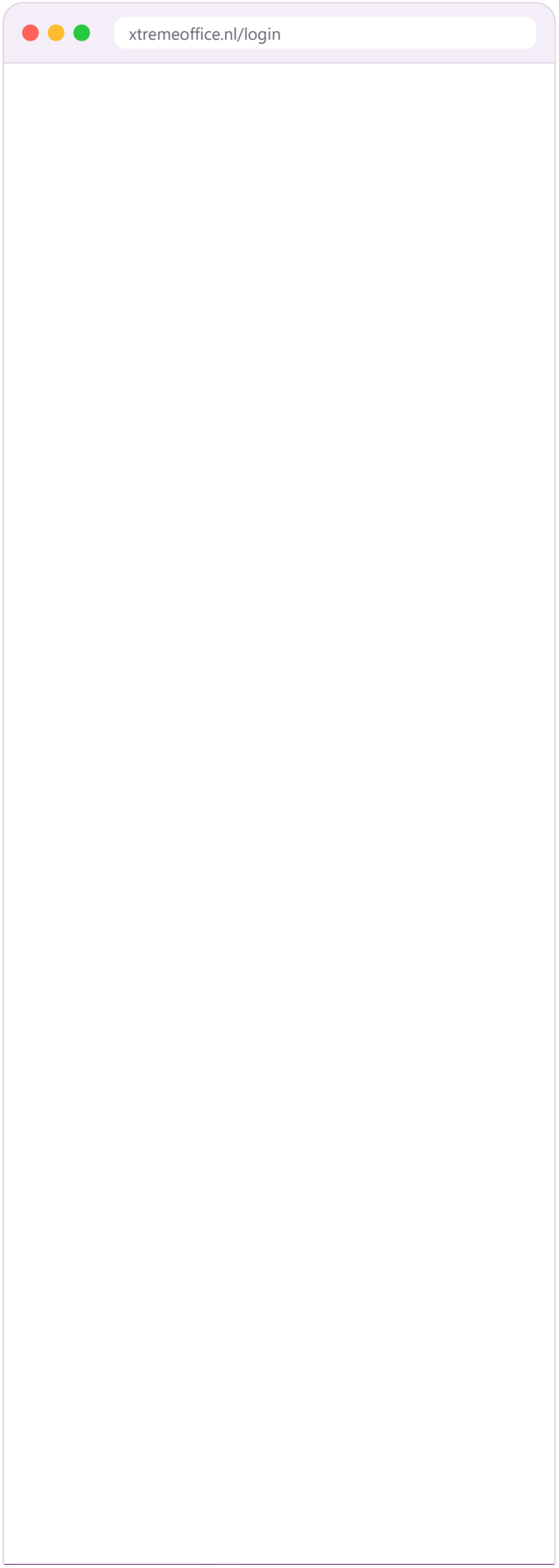
6 Account or guest?

Both are fine. Here are the differences, and how to create an account

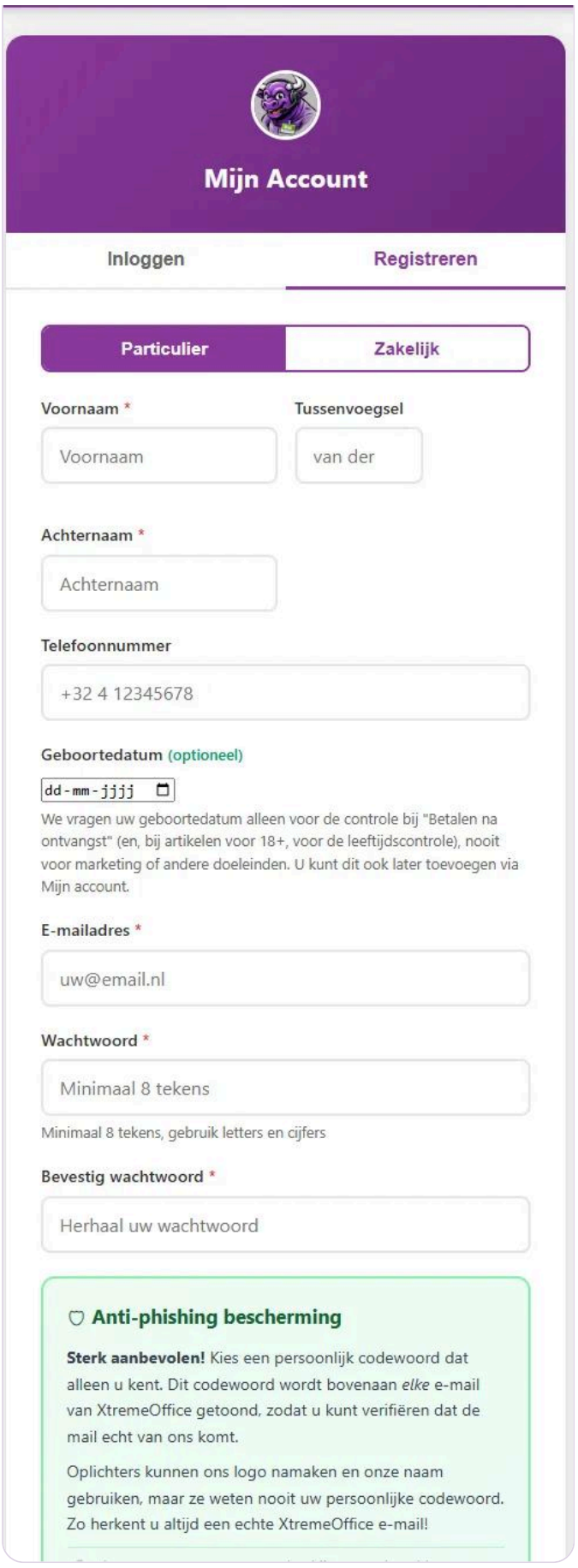
You **don't need an account** to order. A guest order is done in no time. With an account, though, you get more convenience and more benefits.

What	As a guest	With an account
Ordering and paying	**Yes**	**Yes**
Order confirmation, invoice and track & trace by e-mail	**Yes**	**Yes**
Collection in Venlo	**Yes**	**Yes**
Pay on receipt	**Yes, if you meet the conditions**	**Yes, if you meet the conditions**
Registering a return	**Via the link in your order confirmation, or via Dex**	**Via the link, via Dex or in My Account**
Earning your own Dex-Points	**No, your points go to the Dex pot for a good cause**	**Yes, 4 points per euro + 50 welcome points**
Order history, finding invoices, reordering	**No**	**Yes**
Cancelling an item yourself as long as the order hasn't been processed yet	**No, ask Dex**	**Yes**
Store credit, redeeming a gift card	**No**	**Yes**
Final quote and special offer	**Quote list yes, finalising no**	**Yes**
Freight transport, reverse-charge VAT (Belgium)	**No**	**Yes, with a KVK/VAT number**
Personal codeword in all our e-mails	**No**	**Yes**
Linking WhatsApp so Dex recognises you	**No**	**Yes**

Creating an account



1. Click **Account** at the top right and choose the **Register** tab.
2. Choose **Private individual** or **Business**. If you choose business, enter a **Dutch Chamber of Commerce (KVK) number or VAT number**. We check a VAT number instantly against the European VIES database.
3. Enter your name, phone number and e-mail address and choose a password. Your **date of birth** is optional, but needed for Pay on receipt (private individuals) and for 18+ items.
4. If you like, choose an **anti-phishing codeword** straight away (see below).
5. Done: you receive **50 welcome points**.



Log in and Register are on the same page. Choose Private individual or Business.

My Account: all the tabs

Overview
Your latest orders, balance and points at a glance.

My details
Name, phone, business details (KVK/VAT), your codeword and the link with WhatsApp.

Addresses
Up to 5 delivery addresses, with automatic completion from the postcode.

Orders
Status, tracking links, invoices, reordering, cancelling items while that's still possible, and the return button up to 16 days after dispatch.

Store credit
Your balance and all transactions. Top up and request a refund.

Dex-Points
Your points, when they expire, and converting them into credit, a gift card, a donation, or sending points to someone.

Gift cards
Gift cards you bought or received, and redeeming a gift card.

Quotes
Your quotes and quote lists, including ones you haven't finalised yet.

Pay on receipt
Outstanding and paid items, with the amount, the payment deadline and a pay button.

Password
Change your password.

The anti-phishing codeword

Choose a personal codeword in *My details*. We put it at the top of **every e-mail** we send you. A scammer can copy our logo, but doesn't know your codeword. If an e-mail "from us" is missing the codeword, don't click on anything and forward the e-mail to dex@xtremeoffice.nl.

Forgotten your password

On the login page, click **Forgot your password?** and enter your e-mail address. You'll receive a link that is valid for **2 hours** and only works once. For your security you always get the same message, even if we don't know the address. After a few failed login attempts we temporarily block logging in.

Ordered as a guest first? You can still create an account later

If you order as a guest, the next working day you receive a one-off e-mail with a link to **xtremeoffice.nl/account-aanmaken** (valid for 30 days). If you create an account with it, we link **all your earlier guest orders** with the same e-mail address to it. That way you can find them again, return items and download invoices. There's no obligation at all. Points from earlier guest orders do stay in the Dex pot, though.

> 💡 **Link expired?**
> Simply create an account with the same e-mail address, or use *Forgot your password* if you've previously ordered as a guest with Pay on receipt. If that doesn't work, ask Dex.

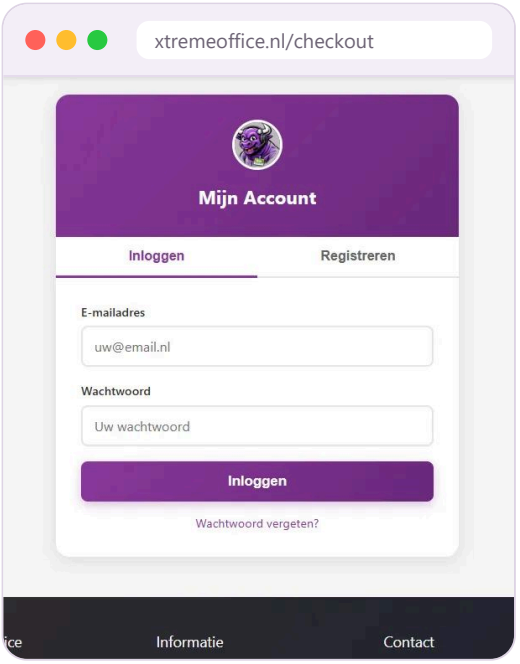
Deleting your account or details

You have the right to access and delete your data. Send an e-mail to dex@xtremeoffice.nl. Anything we're legally required to keep (such as invoices), we keep for as long as the law requires. More in chapter 18.

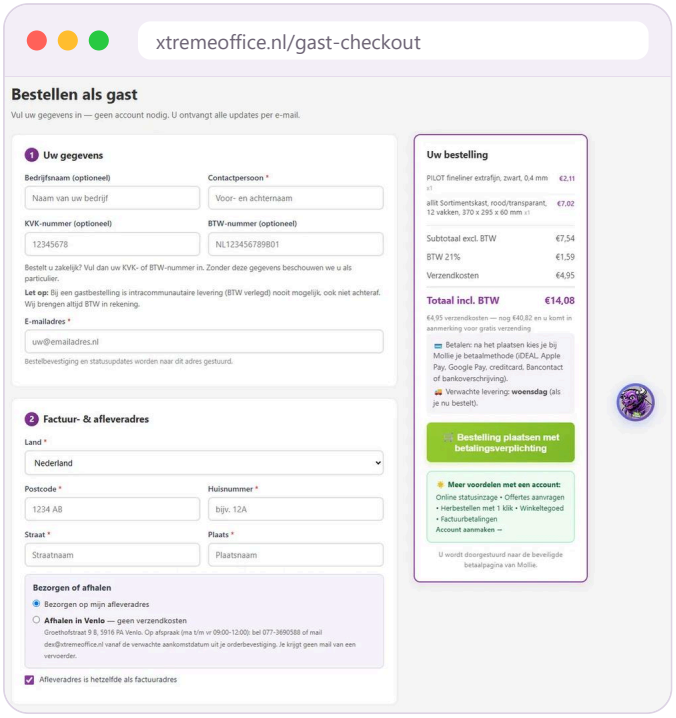
7 Checking out step by step

From "Next step" to "Place order with payment obligation"

In your basket, click **Next step**. If you're not logged in, you first choose: **log in**, **create an account** or **order as a guest**. After that, it's all on one clear page.



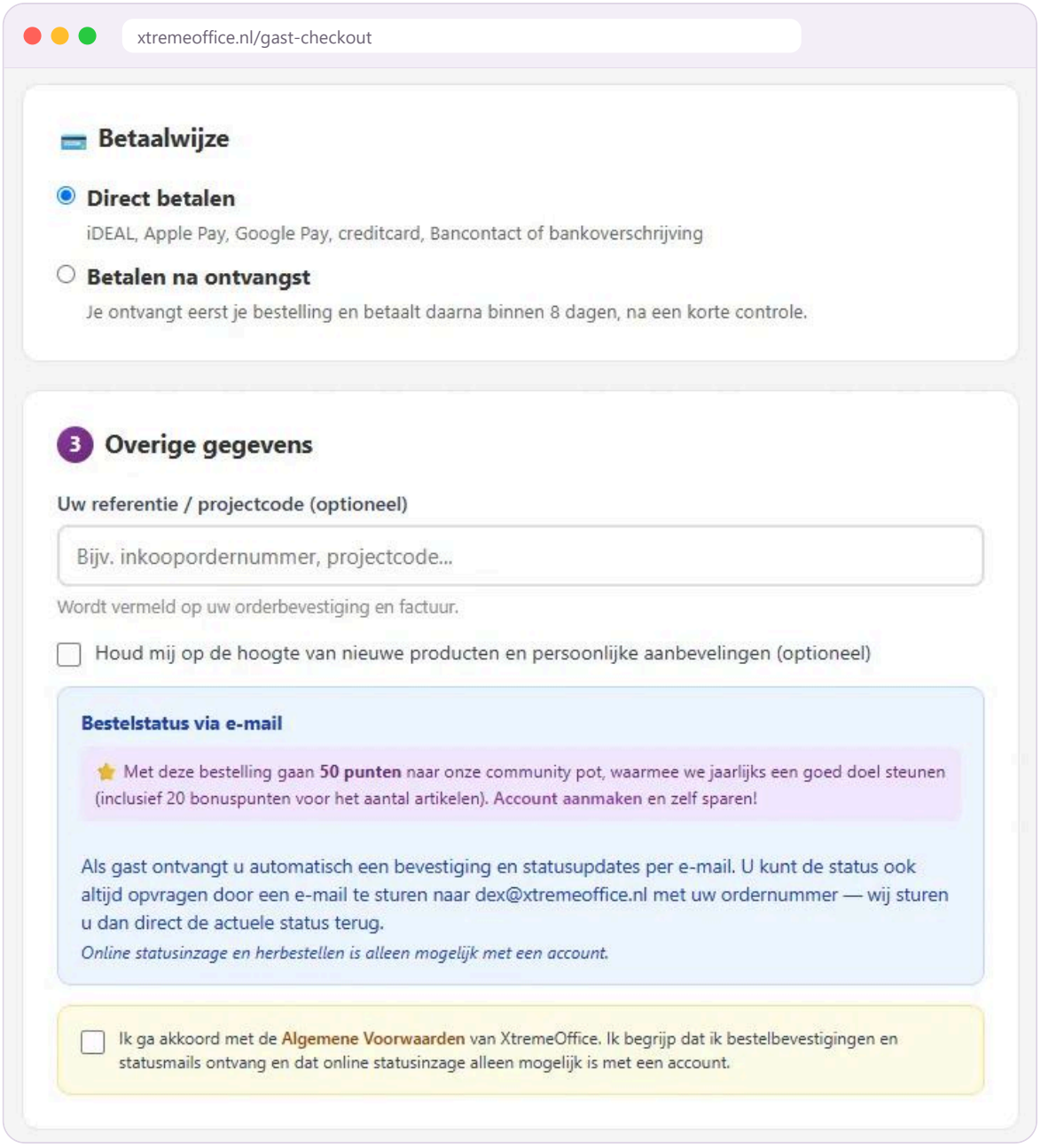
Not logged in? Log in, register or continue as a guest.



Steps 1 and 2: your details and your billing and delivery address. The up-to-date summary is always on the right.

1. Chamber of Commerce (KVK) or VAT number (optional). Fill one in and you order as a business; otherwise as a private customer.
2. Email address: this is where your confirmation, invoice and status emails go.
3. Postcode and house number: we fill in the street and town for you (Netherlands).
4. Delivery or Pick up in Venlo (pick-up = no shipping costs).
5. Your summary: subtotal, VAT, shipping costs and the total. All recalculated by our server.
6. The order button. After that, you choose how to pay at Mollie.

1. **Your details**: name, email address and, if applicable, company name, Chamber of Commerce (KVK) number and VAT number. If you're logged in, everything is already filled in.
2. **Address**: enter your postcode and house number; we add the street and town. Delivery address different from your billing address? Untick the box. With an account, you choose from your saved addresses.
3. **Delivery or pick-up**: choose *Pick up in Venlo* and you never pay shipping costs.
4. **Payment method**: *Pay immediately* via Mollie or, if you're eligible, *Pay on receipt*. With an account, you'll also see your store credit here and can trade in Dex-Points for free shipping if you like.
5. **Other details**: your own reference or project code (it appears on your confirmation and invoice) and, if you wish, the newsletter.
6. Tick the box to **agree** to the general terms and conditions and click **Place order with payment obligation**.
7. With *Pay immediately*, you go to **Mollie**'s secure payment page and choose iDEAL, credit card and so on there.



Step 3: payment method, reference, newsletter and agreeing to the terms and conditions.

1. Pay immediately: iDEAL, Apple Pay, Google Pay, credit card, Bancontact or bank transfer via Mollie.
2. Pay on receipt: receive first, pay within 8 days (after a quick check).
3. Your own reference, such as a purchase order number or project code.
4. Newsletter: only if you tick the box yourself.
5. As a guest, the points for your order go to the Dex pot for a good cause.
6. Agreeing to the general terms and conditions is required.

Why the button says "with payment obligation"

It's a legal requirement in the EU: you need to be able to see that this click places an order you have to pay for. Until that moment, nothing is binding.

What we check for you during checkout

- **Address check (Netherlands)**: if you enter a street or town that doesn't match the postcode, you'll get an orange warning and have to confirm that the address is correct. That way your parcel doesn't end up in the wrong place.
- **Duplicate orders**: if you accidentally click twice, we only place your order once.
- **Prices and stock** are recalculated one last time just before the order is placed.
- **Age** for 18+ items (see chapter 4).
- **Checkout bargain**: sometimes the checkout suggests one item that really belongs with your order and that you're still missing. That's all.

> 💡 **Your details are remembered**
> As a guest, your browser remembers the fields you filled in, so you don't have to type them again if you need to go back for a moment. They're cleared after you place your order, and you can also clear them yourself.

Pick up in Venlo

At checkout, choose **Pick up in Venlo**. You then never pay shipping costs and you won't get any emails from a carrier. As soon as your order has arrived with us, you'll receive the invoice with a note that it's ready for collection.

- **Address**: XtremeOffice, Groethofstraat 9 B, 5916 PA Venlo, the Netherlands.
- **By appointment**, Monday to Friday in the morning. Reply to the invoice email with the day and time you'd like to come; Dex will confirm your appointment by email. You can also call: 077-3690588.
- You can schedule an appointment from the expected arrival date in your order confirmation, at least a few hours in advance.

8 Payment methods

Pay immediately, store credit, gift card, Pay on receipt and on account

Method	For whom	How it works
Pay immediately via Mollie	Everyone	After placing your order, you choose at Mollie: iDEAL, Apple Pay, Google Pay, credit card, Bancontact or bank transfer. Paying in cash isn't possible.
Store credit	With an account	Pay fully or partly with your credit. You pay the remaining amount via Mollie.
Gift card	With an account	Redeem the gift card first: the amount goes onto your store credit, and you pay with that.
Pay on receipt	Customers with a delivery address in the Netherlands who meet the conditions	Receive first, pay within 8 days of delivery. No interest, no fees.
On account	Approved business customers	8-day payment term, up to an agreed limit. Request it via Dex.
Pro forma with a quote	Anyone with a quote	Pay by bank transfer based on a pro forma invoice; we ship once we've received the payment.

Pay on receipt

With **Pay on receipt**, you receive your order first and pay afterwards. It's **not a loan and not Klarna or Riverty**: XtremeOffice gives you this short, free payment deferral itself, as the seller. Mollie only processes the final payment.

Condition	Private customer	Business
Maximum amount (incl. VAT and shipping)	€50	€250, with a valid VAT number and a delivery address with the same postcode as the billing address
Delivery address	In the Netherlands (not for Belgium)	
Details	Name and date of birth	Chamber of Commerce (KVK) or VAT number
Payment term	8 days, counted from the (last) delivery	
Outstanding	One outstanding deferred payment at a time	

Whether the option appears is assessed per order: based on, among other things, the amount, your order history and, for private customers, a check of the Central Register for Guardianship and Administration (Centraal Curatele- en Bewindregister). Don't see the option? Then you simply pay straight away via Mollie.

How to pay

- Your order confirmation, your invoice and My account (the *Pay on receipt* tab) show the amount, the **payment deadline**, our IBAN and a **payment button**. That button always creates a fresh payment for the correct outstanding amount.
- You can also pay by bank transfer. In that case, please quote your order number.

What if you forget?

1. **3 days before** the payment deadline, you'll get a friendly reminder from Dex.
2. **The day after** the due date, a first reminder notice follows, free of charge.
3. A few days later, the statutory **14-day letter** (veertiendagenbrief) follows, with a specific final deadline.
4. Only once that deadline has also passed can **statutory debt collection costs** be charged, and you can no longer use Pay on receipt.

> 💡 **Returns with Pay on receipt**
> If you send (part of) your order back, we simply reduce the outstanding amount. You don't have to pay anything upfront. While the return is in progress, the reminders are put on hold.

Store credit in brief

- You build up credit by topping up yourself (from €5), by converting Dex-Points, by redeeming a gift card or when we credit something to you (for example for a cancelled item).
- Maximum balance €500; credit is valid for 24 months.
- Credit you topped up yourself can be refunded from €0.50, free of charge, to the account you paid with. We don't pay out credit from Dex-Points or free gift cards.

Payment failed?



Dex

Don't panic. If your payment failed, was cancelled or expired, **nothing has been charged**. On the confirmation page, you choose: pay again (feel free to use a different method), save as a quote, or go back to your basket. If it doesn't work out straight away, I'll send you one email after a while with a button that refills your basket. No advertising, I promise.

9 Private, business & VAT

One webshop for everyone, with a few important differences

At XtremeOffice, private customers and businesses order in **the same webshop**, with the same prices, the same delivery and the same service. There's no separate business portal. A few different rules do apply, though.

When are you a business customer?

🏢 **Business = a Chamber of Commerce (KVK) or VAT number filled in**
You're a business customer as soon as you provide a KVK or VAT number, in your account or in the guest checkout. Just filling in a company name isn't enough; in that case you order as a private customer, with all consumer rights.

	Private customer	Business (NL)	From Belgium
Prices	Same price, incl. VAT is leading	Same price, excl. VAT shown alongside	Same price, at the Belgian VAT rate
VAT	21% / 9% (food)	21% / 9%, shown separately on the invoice	21% / 6% via OSS; business with a valid VAT number + confirmation: 0% reverse-charged
Shipping costs	€4.95, free from €49.95 in products; pick-up in Venlo always free		
Pay on receipt	Up to €50	Up to €250 (valid VAT number, same postcode)	Not available
On account	No	After approval	Ask us
Right of withdrawal (14 days)	**Yes, by law**	No; only a voluntary goodwill return on request	Private yes, business goodwill only
Refund on withdrawal/return	Via the original payment method	For an approved goodwill return: as confirmed in writing beforehand	As for private/business
Freight transport (trailer)	No	Yes, logged in with KVK/VAT number	Ask us
Quote and special offer	For everyone with an account		

VAT in the Netherlands

The standard rate is **21%**; for food (such as coffee, tea, biscuits and snacks) it's **9%**. Each item shows which rate applies. The invoice lists the VAT separately per rate.

VAT for Belgium BE

- **Private customers** and business customers without reverse charge pay the **Belgian rate**: 21%, and 6% on food. We pay this to Belgium via the European OSS scheme.
- **Business customers** with a **valid VAT number** (checked with VIES) who tick at checkout that they're VAT-registered and apply the reverse charge themselves pay **0%**: the VAT is reverse-charged. The invoice shows your VAT number and the legally required statement.
- If you fall under the Belgian **small business exemption**, the reverse charge doesn't apply.
- A **guest order** is never VAT reverse-charged: for that you need an account with a VAT number.
- We recheck your VAT number every month. If it's no longer valid, you'll see a notice.

Handy for businesses

A quote for purchasing

Put items on a quote, have it approved and order it later in one click (chapter 16).

Reference or project code

Your own purchase order number appears on the confirmation and the invoice.

An invoice per order

Every order gets its own PDF invoice, which you can also download in My account.

Large quantities

Request a special offer, or get in touch if you need more than 50 of one item.

On account

Regular business customers can order on account after approval, with an 8-day payment term.

Personal discount

If you order regularly, your account may have a fixed discount. You'll then see it in your basket.

⚠ **Business returns**

Business purchases have no statutory right of withdrawal; returning because of a wrong choice or over-ordering is not standard. On request we may allow a goodwill return; we assess each request individually and confirm the conditions in writing beforehand. Don't send anything before our approval.

10 Shipping & delivery

Delivery times, shipping costs, letterbox parcels and carriers

We collect your items **ourselves** from our depot in Trierweiler (Germany), Monday to Thursday. In Venlo, we check everything and hand it over to the carrier. On Mondays we're on the road all day, which is why we ship from **Tuesday to Friday**.



Your parcel travels via our own shipping service Venloverstuurt.nl, in partnership with **Go Parcel** and **DHL** (sometimes PostNL). We deliver in **the Netherlands and Belgium**.

Two parcels for one order? We work with two wholesalers. Whatever comes in via Venlo, we combine into one parcel as much as possible. Large or heavy items sometimes come straight from our supplier's warehouse, with **GLS**: you'll then get a separate parcel with its own email and tracking link. A follow-up delivery also arrives separately. You only pay shipping costs once, and the invoice covers the whole order.

Delivery times: ordered before 12:00

Ordered	Shipped	At your door
Monday before 12:00	Tuesday	**Wednesday**
Monday after 12:00	Wednesday	**Thursday**
Tuesday before 12:00	Wednesday	**Thursday**
Tuesday after 12:00	Thursday	**Friday**
Wednesday before 12:00	Thursday	**Friday**
Wednesday after 12:00	Friday	**Saturday*** or Monday
Thursday before 12:00	Friday	**Saturday*** or Monday
Thursday after 12:00, Friday or weekend	Tuesday	**Wednesday**

* DHL delivers on Saturdays in most regions; otherwise it will be Monday. We don't run on public holidays. During a holiday period, you'll see a notice on the site and in your order confirmation.

Shipping costs



€4.95

Per order, incl. VAT, for the Netherlands and Belgium alike. One rate, regardless of weight or number of parcels.



Free from €49.95

In products, including VAT. The shipping costs themselves don't count.



+€6.00 island surcharge

For the Wadden Islands and Marken, even above €49.95.



350 Dex-Points

Trade in your points for free shipping at checkout.



Pick-up

Picking up in Venlo is always free.



Follow-up delivery

If an item follows later, we always ship it at our expense.

Letterbox parcel

If your whole order fits through the letterbox, we prefer to send it as a **letterbox parcel**, usually with DHL tracking. You don't need to be at home. On the product page, small items show "*Fits through the letterbox*".



Can't find your letterbox parcel?

Also check the pile of post at housemates' or colleagues', in an external letterbox by the street or in the entrance hall. At businesses in particular, a thin parcel sometimes ends up among the ordinary post.

Other arrangements

- **Items heavier than 25 kg each** are sold to business customers only. It is about the weight of the item, not of your whole order.
- If you place several orders in quick succession, we **combine** shipments where possible. That saves packaging and transport.
- **Large or heavy items** (freight transport) go by trailer, only for business customers with a KVK/VAT number.

11 After your order

Which emails you get, tracking your order, invoices and what to do if something isn't right

The emails you may receive from us

Almost everything happens automatically, but never without a reason. Every email carries your personal code word (if you've set one) and comes from **dex@xtremeoffice.nl**.

RIGHT AFTER PAYMENT

Order confirmation

Your items with the expected delivery day, a usage tip from Dex for each item, a fun fact about your purchase and, for hazardous substances, the safety data sheet as a PDF. For a follow-up delivery, the expected week is included.

ON SHIPPING

Invoice with track & trace

As soon as your parcel leaves, you'll receive the invoice (PDF) with the tracking link and a link to *View your order*. For pick-up: a note that you can come and collect.

ON THE WAY

Forwarded messages from the carrier

The carrier emails a temporary address for your order with us. We forward those messages to you with a Dex header and your code word. That way you'll never lose, for example, the PIN code for a parcel locker.

DELIVERED

Your parcel has been delivered

With the items that were in the parcel.

21:00 ON THE PROMISED DELIVERY DAY

"Did you receive your shipment safely?"

Only if the carrier hasn't reported a delivery by then. One click on the green button is enough; if you click red, Maurice gets an alert straight away and we'll go looking for your parcel. If your parcel is at a service point or parcel locker, you won't get this question.

IF IT TAKES LONGER

Update on your follow-up delivery

If the delivery of a back-ordered item is pushed back by at least a week, you'll get a message with the new expected date. Never more than once a week.

A FEW DAYS AFTER DELIVERY

Invitation to leave a review

A score out of 10 for your order and stars for each item. Dex responds to every review.

ABOUT 2 WEEKS LATER

Personal tip

A short, handy tip from Dex about what you bought.

ON YOUR 10TH ORDER, AND EVERY 5TH AFTER THAT

A thank-you with a €7.50 gift card

A personal thank-you from Dex with a gift card. Even as a guest, simply to your email address.

AFTER A GUEST ORDER

Invitation to create an account

Once only, the next working day, with no obligation (see chapter 6).

ONLY WITH PAY ON RECEIPT

Reminder and payment notices

A reminder 3 days before the payment deadline, after that only if you haven't paid yet.

Dex

I only send advertising if you've signed up for the newsletter. And don't worry: if I want to help you with something, for example after a failed payment, you'll get one message at most.



Tracking your order

- **View your order**: the link in your emails opens a page with all your items and, for each parcel, the status and tracking link. No need to log in.
- **My account** → **Orders**: all your orders, with status, invoices and tracking links.
- **Dex**: ask about your order in the chat with your order number and postcode. On WhatsApp with a linked account, your order number is enough.

Want to change something just after ordering?

If you order outside our depot's collection run (for example in the evening or at the weekend), we hold on to your order until the next collection run. My account will then show "*we're processing your order, changes are still possible*".

- Click **Cancel** next to an item. We refund the amount via your **original payment method** (anything paid with store credit goes back to your credit). If you cancel everything, the shipping costs too.
- If you cancel the last item, the whole order is cancelled.
- This works for paid orders with an account. As a guest, or with Pay on receipt: ask Dex.

Follow-up delivery: your order isn't complete

If an item isn't ready to go straight away, we send the rest on ahead. The missing item follows free of charge as soon as it comes in. You'll be notified about this automatically. In *View your order*, you can see what's in each parcel. You'll receive the invoice for the whole order with the first shipment.

Is an item permanently unavailable from the supplier? Then you'll get an email with two buttons: **Cancel and refund** (via your original payment method) or **Contact customer service**.

Parcel reported as delivered, but not received?

1. Check with the neighbours or ask in a neighbourhood app.

2. Open the tracking link for the latest status. Sometimes a driver scans a parcel as delivered when running out of time; it then arrives later.
3. Check with housemates, on the pile of post and in an external letterbox.
4. Still nothing? Click the red button in the delivery email or contact Dex. If a parcel gets lost on the way, we send it again **free of charge**.

Invoices

- You receive the invoice as a PDF on shipping, per order.
- With an account, you can always download it again in *My account* → *Orders*.
- Lost it? Ask Dex to send it again.
- The invoice shows the payment method, your reference and, for Belgium, the VAT statement (OSS or reverse-charged).

12 Returns, cancellations & warranty

Deadlines, costs, refunds and what to do if something is faulty

We do everything we can to prevent returns: if you're in doubt, ask Dex first. If something still isn't right, arranging a return is quick and easy.

The three deadlines (private customers)

1️⃣

14 days to register

From the day you received the parcel, you register your return.

2️⃣

14 days to send

After registering, you have another 14 days to send the parcel back.

3️⃣

Refund within 14 days

As soon as we've received the return (or you've sent us proof of postage), we refund you within 14 days.

How to register a return

🔗

Withdraw from your purchase (everyone)

Click **Withdraw from purchase** on the returns page (/retour-melden) or the link in your order confirmation or invoice email. You'll get an email with a personal link to the form and, after submitting, an immediate acknowledgement of receipt. You don't need an account.

💬

Via Dex

Ask in the chat, on WhatsApp or by email to **dex@xtremeoffice.nl** (from the email address you ordered with). Dex sends you the same email with the steps.

👤

With an account

Go to *My account* → *Orders* and click the return button (up to 30 days after shipping; the statutory 14 days run from receipt).

In the form you choose the items and quantities, and how you'll send the parcel. You'll see straight away how much you get back. The email with the steps always goes to the email address of the order.

Return label from us: €6.50 per parcel

Incl. VAT, deducted from your refund. Each parcel gets its own label: two parcels = €13.00. Not required: you may also send it yourself. DHL in the Netherlands, PostNL in Belgium. You'll get the labels by email with the nearest service points and parcel lockers. **Print each label and stick it on a separate box**: a parcel locker won't accept a parcel without a label stuck on.

Send it yourself

With a carrier of your choice, at your own cost and **with sufficient postage**. Keep your proof of postage until you've received your refund.

Return address (if you send it yourself)

XtremeOffice, attn. R-[your order number], Groethofstraat 9 B, 5916 PA Venlo, the Netherlands. Always write your **order number on the box**; enclosing the return form is fine but not required. We can't accept parcels without postage.

Low-value items

If you only return low-value items, the shipping cost can bring your refund down to (almost) nothing. A €2.49 pen returned with our label gives €0.00. The form works it out for you and asks you to confirm if less than €5 remains.

Costs and refunds

- The **shipping costs for sending it back** are yours, unless the item is faulty or we made a mistake.
- If you return the **whole order** as a private customer, you'll also get the original shipping costs back. Not for a partial return.
- If you choose our return labels, we deduct **€6.50 per parcel** (incl. VAT) from your refund.
- Send the item back complete, with accessories and preferably in the original packaging. If it has been used or damaged more than was necessary to examine it, we may deduct the loss in value.
- Your money comes back via your **original payment method**: iDEAL/card via Mollie, credit as credit, split payments proportionally. Never compulsory store credit. With Pay on receipt, we reduce the outstanding amount.
- Dex-Points you received for the returned items are deducted again.



Dex

Why aren't returns free with us, like at the big online shops? Because there's no such thing as free. A return always costs money: shipping there and back, unpacking, checking, repacking and refunding. Anyone who offers "free" returns builds those costs into their prices, and then you help pay for other people's returns, even if you simply keep your order. We don't think that's fair. So: sharp prices for everyone, and you only pay for the return shipping if you decide to send something back yourself. Did *we* make a mistake? Then of course we pay for everything.

⚠️ **One open return per order**

If a withdrawal is already open for an order, we reopen it when you start again. Once it is completed, you can still withdraw from the rest of the order separately (within the cooling-off period). If nothing has arrived after 30 days, we close the request in our system; if you do send it later, let Dex know.

Faulty, wrong or incomplete delivery



Dex

I'm really sorry about that! Email a photo of the item and the contents, with your order number, to **dex@xtremeoffice.nl** and keep the packaging. We look at each case individually and sort it out: with a top-up delivery, a replacement or a refund. If the item is faulty or we made a mistake, we pay the return costs. Do let us know before you send anything back.

Ordered the wrong item yourself? Then Dex will point you to your right of return and help you think of an alternative. Sometimes he offers, as a one-off, to pay the shipping costs of your new order.

Cancelling

- **As long as your order hasn't been processed yet**: cancel it yourself per item in My account (see chapter 11); we refund via your original payment method.
- **Already processed or on its way?** Then you can no longer cancel. Refuse the parcel on delivery or register a return after receiving it.
- If we cancel something (for example because an item is no longer available), you'll always get an email about it and your money back.

🏢 **Business returns**

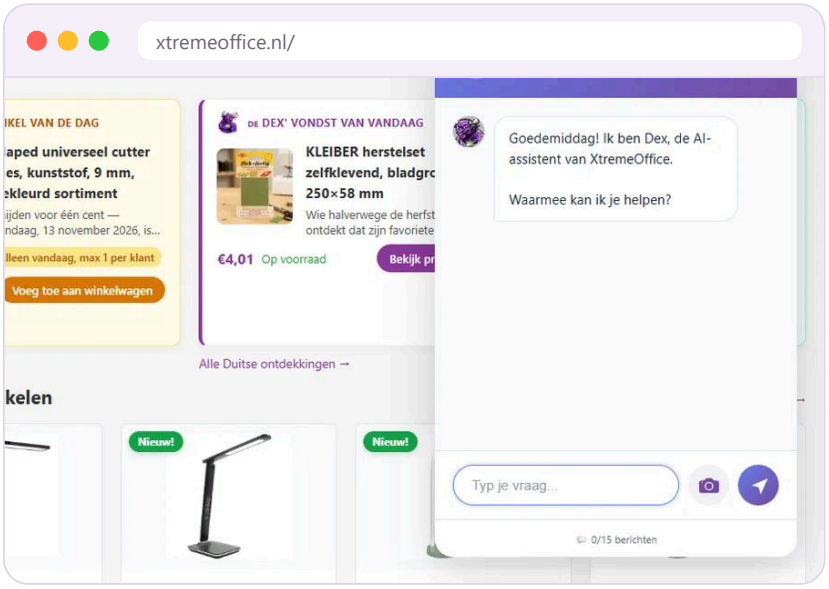
Business purchases have no statutory right of withdrawal. Returning because of a wrong choice or over-ordering is therefore not standard. In exceptional cases XtremeOffice may, on request and entirely without obligation, allow a goodwill return; no rights for future orders can be derived from it. Submit your request via the same link. **Don't send anything yet**: for an approved goodwill return we confirm the conditions in writing beforehand.

The official withdrawal form and all the details are on xtremeoffice.nl/retourneren.

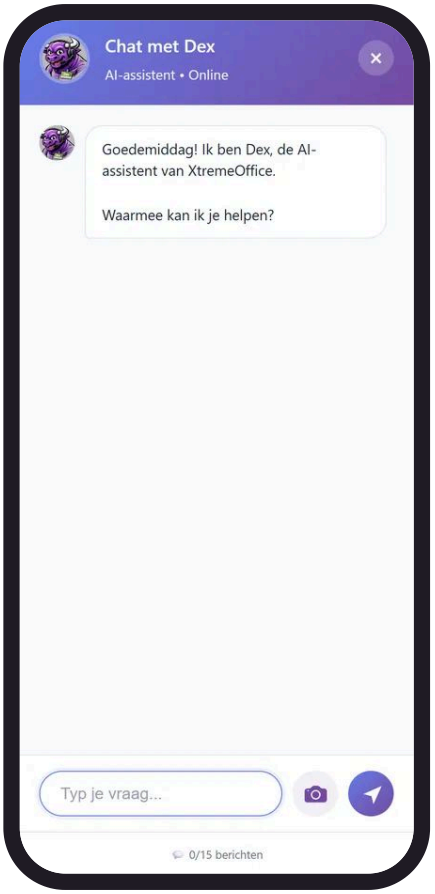
13 Dex, your digital colleague

Chat, WhatsApp and e-mail: what Dex can do for you

Dex is XtremeOffice's digital assistant. He runs on AI and knows the entire range, your orders (if you give him the right details) and all our rules. Quick, smart, honest and helpful… until you wave a red rag in front of him. 🐂



Open the chat with the purple Dex button at the bottom right or with "Chat with Dex" at the top. Use the camera to send a photo.



On your phone, the chat fills the whole screen.

What Dex can do for you

Find products and give advice

"I'm looking for a quiet stapler for 50 sheets." Dex searches the real range, with price, stock and pack size, and also understands a price limit such as "under 10 euros".

Your whole list

At xtremeoffice.nl/lijstje Dex looks up an entire shopping list in one go and fills your basket (see chapter 3).

Search by photo

Send a photo of what you're looking for (in the chat with the camera, or on WhatsApp). Dex recognises it and searches for it.

📦

Track your order

With your order number and postcode, Dex tells you the status, the tracking link and the expected delivery of any back-ordered items.

📄

Resend an invoice

Lost your invoice? Dex sends it again to the e-mail address used for the order.

↩️

Register a return

Dex sends you an email with the steps and a button to the return form, always to the email address of your order.

❓

Answer questions

Shipping, payment, VAT, Dex-Points, gift cards: Dex knows the answers from this manual and our FAQ.

ℹ️ **When does Dex pass you on to a human?**
For complaints, if something is wrong with your order, or if Dex isn't sure of the answer. Your question then goes to Maurice. In the chat, Dex asks for your e-mail address so you can get a reply. By e-mail, you get a reply from Dex with Maurice's answer included.

Chatting on the website

- Open the chat with the **purple Dex button** at the bottom right or with **Chat with Dex** at the top.
- You can send a limited number of messages per day (15 during the day, fewer at night). The counter is shown below the input field.
- For questions about an order, Dex needs your **order number and postcode**.
- After a conversation, you can give a thumbs up or down to let us know whether Dex helped you well.
- Stay friendly: abusive language earns a warning and then a temporary block. 😇

WhatsApp with Dex

- Send a message to **+31 6 57 91 59 74** (or click *WhatsApp* at the top of the site).
- In your first message, Dex is upfront that he is an AI assistant.
- **Link your number** in *My Account → My details*. Dex will then recognise you, address you by name and look up your order with just the order number.
- You can also send Dex **a photo** (of an empty cartridge, for example) or reply to his question with a thumbs up.
- WhatsApp takes a short break at night; you'll get a reply in the morning.

E-mailing Dex

E-mail dex@xtremeoffice.nl or simply reply to one of our e-mails. Put your order number in the subject line. Dex reads the mailbox throughout the day. He can resend invoices, register returns (up to €100 often approved straight away) and confirm collection appointments himself. Complaints always go to Maurice.



Dex

I'm an AI, not a human. So please don't share sensitive details such as passwords or bank details in the chat or on WhatsApp. I never need them. And if I'm not sure about something, I'll simply say so and ask Maurice.

14 Dex-Points & the Dex pot

Save with every order, and support a good cause together

With an account, you earn **Dex-Points** on every paid order. **100 points = €1**. You can convert them into store credit, a gift card, free shipping or a donation to a good cause.

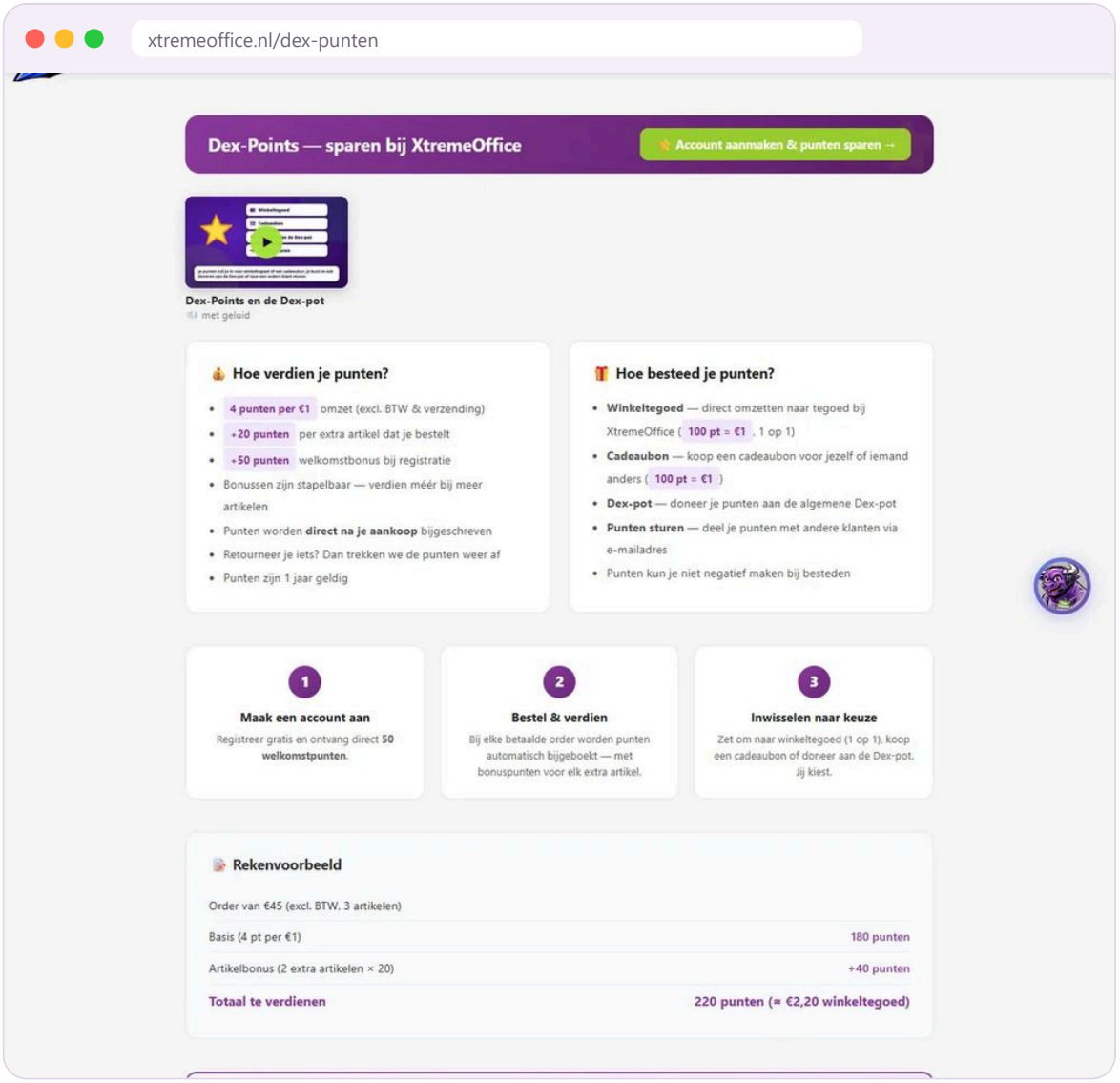


How to earn points

Action	Points
Per €1 of products (excl. VAT and shipping)	**4**
Per additional item in your order	**+20**
Welcome bonus when you register	**50**
Buying a gift card (logged in)	**100**
Confirming points from another customer within 7 days	**+50** bonus

How to spend points

Use	Value
Convert to store credit	100 points = €1
Gift card (for yourself or someone else, €10–€250)	100 points = €1
Free shipping at checkout	350 points
Donate to the Dex pot	100 points = €1 for the good cause
Send points to another customer	The recipient confirms within 30 days



At xtremeoffice.nl/dex-punten you'll find the whole programme, with a worked example.

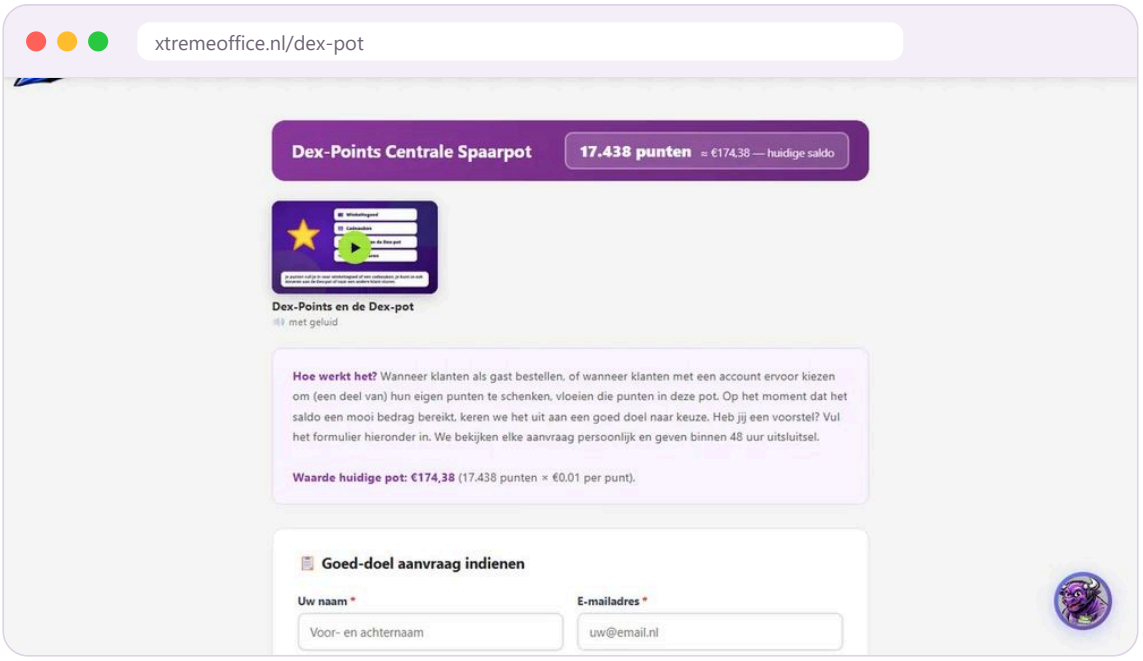
Worked example

An order of €45.00 excl. VAT with 3 different items: 4 × 45 = 180 points + 2 × 20 bonus points = **220 points** (€2.20 store credit).

Good to know

- Points are credited as soon as your payment has been received. With Pay on receipt, straight away when you order.
- Points are **valid for 12 months**. In My Account you can see when they expire.
- If you return something, we deduct the points for those items again. Your balance may then temporarily go negative.
- Credit from points cannot be paid out; you spend it in the webshop.
- If you order as a **guest**, the points from your order go to the **Dex pot**.

The Dex pot: saving together for a good cause



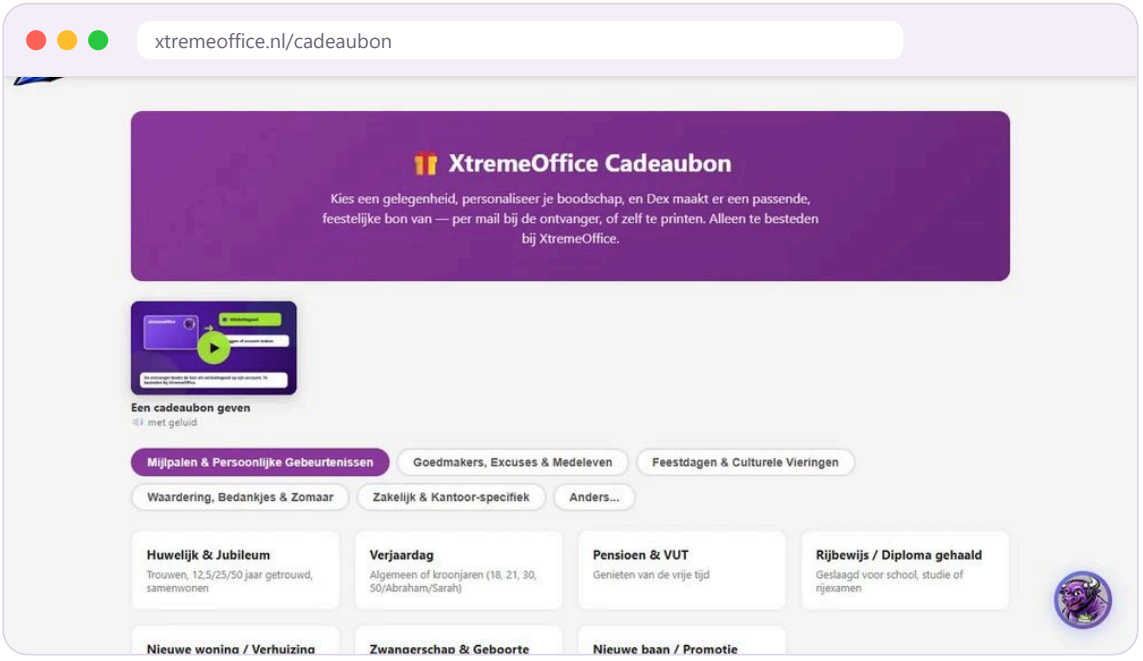
At xtremeoffice.nl/dex-pot you can see the pot's current balance and nominate a good cause.

The Dex pot collects the points from all guest orders and the points that customers donate themselves. Once the pot is nicely filled, we pay it out to a good cause. The causes we have already supported are listed below the form. The first was Schoenendoosactie.nl (September 2026).

Know a good cause? Nominate it at xtremeoffice.nl/dex-pot: who you are, the cause, the amount you have in mind and what it will be spent on. We look at every request personally and respond within 48 hours.

15 Gift cards & store credit

Giving, receiving and spending a personal gift card



Choose an occasion, write your message and choose the amount. Dex turns it into a fitting, personal gift card.

Giving a gift card

1. Go to xtremeoffice.nl/cadeaubon (or click **Gift card** at the top).
2. Choose an **occasion**: milestones and personal occasions, make-ups and sympathy, holidays, appreciation and thank-yous, business, or *Other*..., where you describe the occasion yourself.
3. Write your **personal message** and choose an **amount between €10 and €250**.
4. Choose how the gift card arrives: **by e-mail** to the recipient, or as a **PDF to print yourself** (in that case we send nothing to the recipient and e-mail you a one-time download link).
5. Pay via Mollie. You receive the invoice straight away. With an account, you also get **100 Dex-Points**.

Every gift card gets its own background to suit the occasion. For festive occasions Dex joins in; for an apology or condolences he modestly stays out of the picture. When the recipient opens the gift card, they see a short reveal animation and you get a one-time notification that the card has been opened.

> ⚠️ **Immediate payment only**
> You cannot buy a gift card with Pay on receipt.

Redeeming a gift card



Redeem it via the link in the e-mail, or enter the code of a printed gift card at /cadeaubon-inwisselen.

- Click the link in the gift card e-mail, or enter the code at xtremeoffice.nl/cadeaubon-inwisselen.
- Log in or create an account: the amount is added to your **store credit**.
- A gift card is **valid for 2 years**. You don't have to use it all at once.
- Lost a printed gift card? Get in touch and we'll see what we can do.

A gift card from your Dex-Points

In *My Account → Dex-Points* you can turn your points into a gift card, for yourself or someone else (100 points = €1, €10–€250). The gift card is active immediately and the recipient receives it by e-mail.

A thank-you on your 10th order



Dex

On your **10th order**, and then on every 5th order after that, I send you a personal thank-you with a gift card worth **€7.50**. Simply because you keep coming back. 💜

Store credit

- Your balance is shown in *My Account → Store credit*, with all transactions.
- **Topping up** is possible from €5. The maximum balance is €500 and credit is **valid for 24 months**.
- At checkout, you can use it to pay in full or in part.
- You can request a **refund** of credit you paid for yourself in the same tab, from €0.50 and free of charge. It usually goes straight back to your account. Credit from Dex-Points or free gift cards is not paid out.

16 Quotes & special offers

Get approval first, large quantities, a better price

1. On a product page, click **Add to quote** (anyone can do this), or at checkout convert your entire basket into a quote in one click. At the top, next to your basket, you can see how many items are on your quote.
2. To make the quote **final**, log in or create an account.
3. For somewhat larger quantities, we **automatically calculate a volume discount** in the quote.
4. You receive the quote as a **PDF by e-mail**, with the product datasheets of all items. The quote is **valid for 7 days** and can be found in *My Account → Quotes*.
5. **Happy with it?** Approve the quote: it goes into your basket and you order it as a regular order. If a price has changed in the meantime, we play fair and charge the current price.

💡 **Special offer**

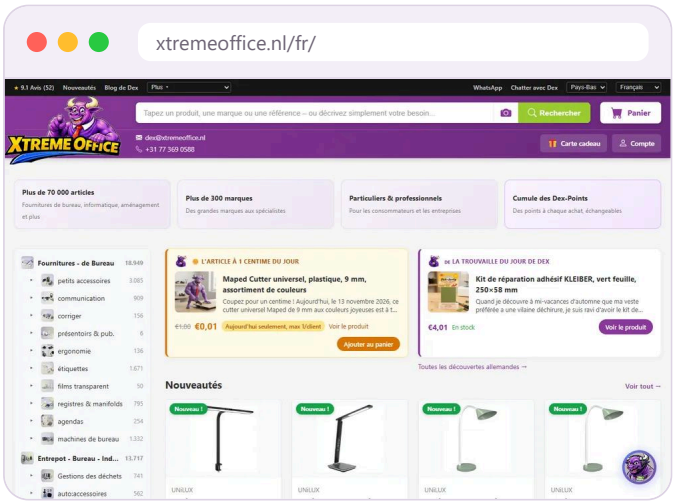
Need large quantities? Request a **special offer** in your quote. We handle it within 2 working days and you are notified automatically. Once approved, the agreed prices apply when you order the quote. For more than 50 units of one item, you can also contact us directly.

ℹ️ **Paying for a quote**

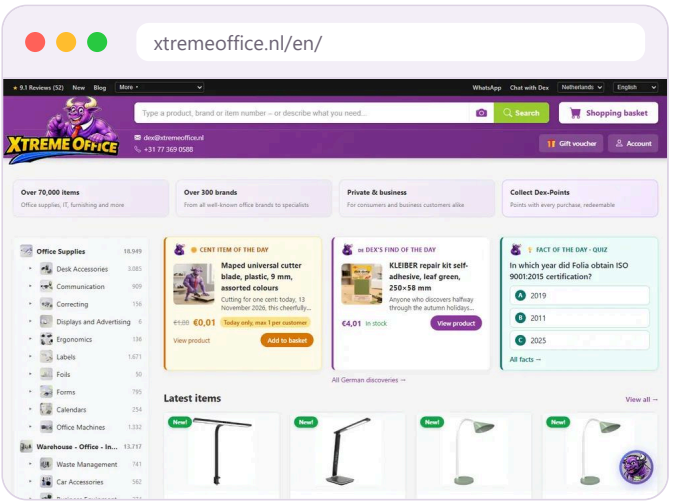
You pay for an approved quote like any other order. If your organisation works with prepayment on invoice, a pro forma invoice and a bank transfer are also possible.

17 Belgium & languages

Ordering from Belgium and the webshop in French or English



The webshop in French (xtremeoffice.nl/fr).



The webshop in English (xtremeoffice.nl/en).

Choosing your country and language

At the top right, you choose your **country** (the Netherlands or Belgium) and your **language** (Dutch, French or English). We remember your choice for a year. Your country determines the VAT and the delivery rules; your language determines the texts. You receive e-mails in the language you ordered in.

Ordering from Belgium BE

- The same shipping costs: **€4.95**, free from €49.95 in products.
- **Belgian VAT** (21%, and 6% on food) via the OSS scheme; for businesses with a valid VAT number and confirmation: **VAT reverse-charged** (see chapter 9).
- Your order number contains **BE** (for example BE50-...), so we can see straight away that it's going to Belgium.
- **Pay on receipt** is not available for Belgium. Bancontact is, via Mollie.
- Collection in Venlo is also possible, ideal if you happen to be in the area.
- Product texts are automatically translated into French (including Belgian French) and English. Dex speaks all three languages.

18 Privacy & security

Shopping without prying eyes, and how to recognise genuine e-mails from us

- **No tracking**: no Google Analytics, no Facebook pixel, no ad trackers, no tracking cookies. We don't share visitor or purchase data with comparison sites.
- **Encrypted**: we store your name, address, phone number, date of birth, company, Chamber of Commerce (KVK) and VAT details and code word in encrypted form (AES-256), on servers in the EU.
- **Only what's needed**: payment details go to Mollie, your delivery address to the carrier.
- **Dex runs on AI** (from Anthropic). Searching by photo happens without us storing the photo.
- **Retention periods**: we keep chat conversations and e-mail records for a maximum of 12 months, visit data for 90 days. Invoices for as long as the law requires.



How to recognise a genuine e-mail from XtremeOffice

1. The e-mail comes from an **@xtremeoffice.nl** address (usually dex@xtremeoffice.nl).
2. **Your code word** is shown at the top, if you have set one in My Account.
3. We **never** ask for your password or bank details by e-mail, chat or WhatsApp.
4. Not sure? Don't click anything and forward the e-mail to dex@xtremeoffice.nl.

You'll find all the details in our privacy policy and cookie policy.

19 Customer journeys in practice

Six examples from start to finish

What does it look like in real life? Six typical customers, with the steps they go through. (The names are made up, the steps are not.)



Sanne, private customer

A few pens in a hurry, as a guest

1. On Tuesday at 10:15, Sanne searches for *fineliner black*, puts two in her basket and spots the one-cent item on the homepage: an eraser for €0.01.
2. The basket shows she needs a little more for free shipping, but she's fine with €4.95.
3. She checks out as a guest with iDEAL. The order confirmation promises delivery on **Thursday**.
4. Everything fits through the letterbox. On Wednesday she gets the invoice with track & trace; on Thursday the parcel is on her doormat.
5. The next working day she receives a single invitation to create an account. She does it right away: her earlier order is already there, and from her next order onwards she earns Dex-Points herself.



Buyer at a private limited company

Office supplies via a quote

1. Mark puts printer paper, staples and coffee on a quote and sees that the quote automatically applies a volume discount to the large quantities.
2. The PDF with datasheets goes to his manager. Once it's signed off, he approves the quote in My Account: everything is in the basket.
3. He enters the purchase order number as a reference. His account has a valid VAT number and he has the order delivered to the business address, so he can choose business Pay on receipt (up to €250).
4. When the order ships, he receives the invoice with VAT shown separately and his reference on it; he pays within 8 days using the payment button.



Luc from Ghent

Ordering as a business from Belgium, VAT reverse-charged

1. Luc selects Belgium and French at the top right. He creates a business account with his Belgian VAT number, which is checked against VIES immediately.
2. At checkout he ticks the box to confirm that he is VAT-registered and applies the reverse charge himself. The total becomes **0% VAT**.
3. He pays with Bancontact. The invoice states his VAT number and the reverse charge, so he can declare it himself.



Ahmed, ordered the wrong thing

A return via Dex

1. Ahmed accidentally ordered A5 notebooks instead of A4. He replies to the invoice e-mail: "I want to send back the A5 notebooks."
2. Dex checks that the e-mail comes from the address used for the order and that the order is within the return period, and sends him the email with the steps.
3. Ahmed clicks the button, chooses the A5 notebooks and submits his withdrawal; he gets an acknowledgement of receipt straight away. Everything fits in one box, so he chooses one return label. He gets the DHL label by email, sticks it on the box and drops it at a parcel locker. Once it has been received, he gets his money back via iDEAL, minus €6.50 for that one label.
4. Dex helps him find the right A4 notebooks for his new order.



Grandad Kees

A gift card to print

1. Kees chooses the occasion *Driving Licence / Diploma Obtained*, writes a message for his granddaughter and chooses €25.
2. He chooses *print it yourself* and pays. He receives a one-time download link and prints the gift card on A4.
3. His granddaughter enters the code at /cadeaubon-inwisselen, creates an account and has €25 of store credit for her studies.



Linda, parcel nowhere to be seen

Where is my parcel?

1. Linda ordered on Monday before 12:00: promised for Wednesday. At 21:00 that Wednesday, the carrier still hasn't reported a delivery.
2. She receives the e-mail "Have you received your shipment properly?" and clicks the red button.
3. Maurice is notified immediately and looks up the parcel. It turns out to have gone missing in transit: Linda receives a new shipment free of charge.

20 Quick answers

The most frequently asked questions, short and sweet

Do I need an account to order?

No, you can order as a guest, both as a private customer and as a business. With an account, though, you earn Dex-Points, can find your invoices again and can register a return more easily (chapter 6).

Can I order my whole shopping list in one go?

Yes. Click "Dex fills your basket" below the search bar (xtremeoffice.nl/lijstje), type or photograph your list and Dex finds the best item for each line, in the right quantity. You check it and add it to your basket with one click (chapter 3).

When will I receive my order?

Ordered Monday to Wednesday before 12:00: usually the day after tomorrow. Ordered after 12:00 on Thursday, on Friday or at the weekend: Wednesday. See the table in chapter 10.

How much is shipping?

€4.95 incl. VAT in the Netherlands and Belgium, free from €49.95 in products. Wadden Islands and Marken: +€6.00. Collection in Venlo is free.

Which payment methods are available?

Via Mollie: iDEAL, Apple Pay, Google Pay, credit card, Bancontact and bank transfer. In addition, store credit, gift card (via credit) and, if you are eligible, Pay on receipt. Cash payment is not possible.

Why can't I see Pay on receipt?

The option only appears for a delivery address in the Netherlands, below the maximum amount (€50 for private customers, €250 for businesses) and if you meet the conditions at that moment. If you still have an outstanding deferred payment, a second one isn't possible.

Do the prices include VAT?

We show both: including VAT (large) and excluding VAT (small). Everyone pays the same price.

Can I still change or cancel my order?

As long as My Account says changes are still possible, you can cancel items yourself one by one; we refund via your original payment method. After that, cancelling is no longer possible, but as a private customer you can still withdraw from your purchase within 14 days of receipt.

How long do I have to return something?

As a private customer, 14 days after receipt to withdraw and then 14 days to send it back. You withdraw via Withdraw from purchase on the returns page, the link in your order confirmation or via Dex. Return costs are for you: send it yourself, or use our return label at €6.50 per parcel (several parcels = one label per parcel). For a defect or a mistake on our part, we pay. Businesses: no right of withdrawal, only a voluntary goodwill return on request; don't send anything before our written approval.

I received a broken or wrong item.

E-mail a photo with your order number to dex@xtremeoffice.nl and keep the packaging. We'll sort it out and pay the return costs in that case.

According to the tracking my parcel was delivered, but I don't have it.

Check with neighbours and housemates, the pile of post and any external letterbox. Still nothing? Click the red button in the delivery e-mail or contact Dex. We'll resend a lost parcel free of charge.

How many Dex-Points do I get?

4 points per euro (excl. VAT and shipping), +20 per additional item, 50 when you register. 100 points = €1. Points are valid for 12 months.

How long is a gift card valid?

2 years. Redeeming it adds the amount to your store credit (you need an account for this).

Do you deliver outside the Netherlands and Belgium?

No, only within the Netherlands and Belgium.

What is the maximum weight?

Items heavier than 25 kg each are sold to business customers only. It is about the weight of the item, not of your whole order.

I'm not receiving any e-mails from you.

Check your spam or promotions folder and check the e-mail address in your order. Dex can resend your confirmation or invoice.

Is Dex a real person?

No, Dex is an AI assistant. For complaints, or if he isn't sure, your question goes to Maurice, a real person.

Can I also call you?

Yes: +31 (0)77 369 0588. E-mailing or chatting with Dex is usually quicker.

You'll find even more questions and answers on the FAQ page.

21 Contact & company details

How to reach us

Chat with Dex

On every page, day and night.

WhatsApp

+31 6 57 91 59 74

E-mail

dex@xtremeoffice.nl
Usually a reply within 1 working day.

Phone

+31 (0)77 369 0588



Contact form

xtremeoffice.nl/contact, also for complaints.

Address

Groethofstraat 9 B
5916 PA Venlo

Company details

XtremeOffice® is a sole proprietorship of Maurice Gosselaar (trading as Merken Distributie), Groethofstraat 9 B, 5916 PA Venlo. KVK 70041962 · VAT NL001833656B70. Our general terms and conditions apply to all orders.



Ready to shop?

You now know everything you need to know. Can't find your question? Dex is there day and night in the chat, on WhatsApp and at dex@xtremeoffice.nl.

xtremeoffice.nl · dex@xtremeoffice.nl · +31 (0)77 369 0588