

General Terms and Conditions



Last updated: 08 June 2021

Please read these terms and conditions carefully before using our service.

Acknowledgment:

These are the Terms and Conditions governing the use of this service and the agreement that operates between client and Wise Help. These Terms and Conditions set out the rights and obligations for the clients entering into a purchase of one of Wise Help marketing services. Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms and Conditions.

Definition:

Client is the legal or natural person with whom Wise Help concludes an agreement to provide marketing services. You represent that you are over the age of 18.

Freelancer is the self-employed worker designated by Wise Help for the development and execution of a project. Wise Help remunerates the work of the self-employed person. The self-employed person is part of the company's marketing professionals portfolio and can be assigned periodically and temporarily to different company's projects.

Company's representatives is composed by the CEO and the employee/s. The company's representatives are appointed by Wise Help and can speak on its behalf and/or to provide defined service and work, including the development and execution of projects.

Privacy Policy:

Our Privacy Policy describes our policies and procedures on the collection, use and disclosure of a client's personal information, applicant's personal information, freelancer's personal information and Wise Help private information. Your access to and use of one of Wise Help marketing services is also conditioned on your acceptance of and compliance to the company Privacy Policy.

Pricing:

The price of the marketing services may vary from project to project. Wise Help is free to specify a variety of pricing, including hourly price, project price, or price per value. A service offer is free of charge and a first appointment or intake is also free of charge.

Contract Validity and Payment:

Validity:

The contract is valid only after signature of the Commission Agreement and upfront payment of 50% of the cost of the project. After signature and correspondent 50% of the payment has been made, an order confirmation and updated invoice will be sent to the client's email address. Consulting/Educational services must be fully paid in advance.

Payment:

The 50% of the cost of the project is paid upfront. The remaining payment of 50%, needs to be paid within 14 days after the completion of the project.

The client is responsible for paying the remaining amount within 14 days (deadline is stated in updated invoice). If the client is unable to pay on time (within the 14 days), after 30 days from the deadline, a fine of 250,00 euros is added to the total amount.

Wise Help will charge you a fine of 250,00 euros per month delayed.

Project participants and Project Completion:

Project Participants:

The projects can be assigned to a freelancer or to Wise Help representatives and this would be clearly stated in the Commission Agreement between client and Wise Help.

Project Completion:

In the event that a freelancer or company's representative is unable to complete a project due to various reasons (such as illness, force majeure, etc.) another freelancer/ company's representative may continue the project without prior notice to the client, as long as the established in the collaboration agreement is maintained. In addition, an extension can be requested in such cases and the project can be extended as long as it doesn't exceed the period of 14 days after the agreed deadline on the collaboration agreement.

Withdrawal:

After providing a service offer, you have 14 days of reflection period to determine whether to contract the services or not. After that period, prices might change. In case of having paid the service you need to inform also within 14 days in order to receive your money back. Otherwise, Wise Help is entitled to invoice 50% of the services costs and refund only the 50% or withhold the payment for another time when the service can be used by the client (in the near future).

Disputes:

If you have any concern or dispute about the provided marketing services, you agree to try to resolve the dispute by contacting first Wise Help (informally between the company and the affected person/company). If this is not possible, you can contact the dispute committee.

Termination:

We may terminate or suspend the services once a project has started, including but not limiting to reasons such as breach of the Terms and Conditions, breach of Collaboration Agreement, breach of Freelancer Agreement, inability to pay, fraud, mutual mistake, cancellation of service or impossibility to perform the project from part of Wise Help.

In this scenario, where Wise Help is unable to carry out the project, and that is being stated in an official termination letter presented by Wise Help, a full refund will be made to the client within 7 days. An official termination letter can always be presented by Wise Help in the cases above mentioned.

Cancellation:

A cancellation of the service can be presented to the client by Wise Help at least 24 hours before the time / day stipulated for the start / delivery of the service.

Changes to These Terms and Conditions:

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is important, we will use reasonable efforts to provide at least 30 days notice before the new terms take effect.

What constitutes an important change will be determined at our sole discretion. By continuing to access or use our marketing services after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, in whole or in part, we recommend stop using the marketing services.

Contact Us:

If you have any questions about these Terms and Conditions, You can contact us:

By email: info@wisehelp.nl

By visiting this page on our website: <https://www.wisehelp.nl/contact-us>