

General Terms and Conditions

Last updated: 12 May 2022

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

❖ **Acknowledgment:**

These are the Terms and Conditions that govern the use of this service and the agreement that operates between the client and Wise Help. These Terms and Conditions establish the rights and obligations of customers who participate in the purchase of one of Wise Help's digital marketing and communication 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 natural or legal person over 18 years of age whom Wise Help provides marketing and digital communication solutions in 4 areas: Courses, Coaching, Consulting and Outsourced Marketing and Digital Communication Services.
- Company representatives are appointed by the CEO/Founder and Creative Marketing Director of Wise Help (Vanessa Stefania Boonstra Intriago). Company representatives may speak on behalf of the company and/or provide defined services, including the development and execution and delivery of Courses, Coaching, Consulting, and Outsourced Digital Marketing and Communication Services for clients.
- Freelancer is the self-employed worker designated by Wise Help for the development and execution of a project. Wise Help remunerates the work of freelancers. The freelancer is part of the portfolio of professionals and can be assigned periodically and temporarily to different company projects as long as there are projects available and the freelancer has time for the project.

❖ **Privacy Policy:**

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

❖ **Prices:**

Prices are found in the website and the price list changes every October of the year. The company is also free to charge the price of a service according to hourly rate, project rate, or service value rate. Discounts may be offered in special cases.

❖ **Contract Validity and Payment:**

Validity:

The contracting of the service is only valid after payment of 100% in advance or any other form of payment established in the invoice. If necessary also after the signing of the corresponding contract/agreement between the client and Wise Help.

Payment:

A 100% down payment is required, unless otherwise stated on the invoice. In the case of partial payment (50% in advance and 50% later) the customer must pay before the agreed date (only applicable to Dutch residents). If the customer is unable to pay on time, a fine may be imposed for the full amount due. International customers, such as residents of other European or American countries, must pay 100% in advance.

❖ **Participants and Project Completion:**

Project Participants:

Projects can be assigned to an internal company representative or an external freelancer. This would be stated on the invoice or contract.

Project Completion:

The completion of a project is carried out within the period established in the invoice. In the event that a project cannot be completed for various reasons (such as illness, force majeure, etc.), an extension of the days necessary to complete the project may be made, provided that it does not exceed the period of 14 days after the deadline. previously agreed upon by the client.

❖ **Withdrawal:**

After providing a service offer, the customer has a 14-day reflection period to determine whether or not to contract the services. After this period, prices may change. If the customer has already paid for the service and decides to unsubscribe, they must notify Wise Help within 3 days of making the payment to request a refund. After 3 days, only 50% of the costs can be reimbursed

❖ **Disputes:**

If you have any concerns or disputes about the marketing services provided, you agree to try to resolve the dispute by first contacting Wise Help (informally between the company and the person / company concerned). If this is not possible, you can contact the dispute committee of the Netherlands (Geschillencommissie at www.degeschillencommissie.nl).

❖ **Termination: (once a project has started)**

We may cancel or suspend services once a project has been initiated, including, but not limited to, reasons such as breach of the Terms and Conditions, breach of agreement between the client and Wise Help, breach of agreement between collaborator and Wise Help, inability to pay, fraud, mutual error, cancellation of service or inability to complete a project. In all of the above scenarios, we (the CEO or Wise Help representatives) will present an official termination letter to the client.

If necessary, a refund will be granted to the client based on the reasons for the cancellation (only applicable to inability to complete a projects). In all the other scenarios a refund will not be granted.

❖ **Refund: (only within 3 days after payment has been processed)**

If the consumer invokes the right of withdrawal within 3 days after having paid and before the project starts, the refund will be made between 7-14 days. (1 to 2 weeks)

❖ **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>