

## General Terms and Conditions

**Last updated: 10 of September 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 100% payment in advance and if necessary after having signed the correspondent contract/agreement between client and Wise Help. Among the most used contract can be found the commission or collaboration agreement.

### **Payment:**

It's required a 100% payment in advance, unless otherwise stated on the invoice. In the cases of partial payment (50% upfront and 50% afterwards) the client needs to pay within 14 days after the completion of the project (only applicable for Dutch residents). If unable to pay on time, a fine of 250.00 euros is added to the total amount to be paid. Wise Help will charge you a fine of 250.00 euros per month delayed. Internationals customers/ residents of other European countries or Latina American are required to make a 100% payment upfront.

## ❖ **Participants and Project Completion:**

### **Project Participants:**

The projects can be assigned to an in-house freelancer or to Wise Help representatives. This would be stated in the 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 Agreement is maintained. In addition, an extension of the days necessary to complete the project can be requested in such cases, as long as it doesn't exceed the period of 14 days after the agreed deadline on the Agreement with the client.

### ❖ **Withdrawal:**

After providing a service offer, you have 14 days of reflection period in order to determine whether to contract the services with Wise Help or not. After that period, prices might change. In case of having paid the service and you still would like to withdraw your contract with us, you need to inform us within 14 days in order to receive a reimbursement. If you inform after the 14 days, Wise Help is entitled to invoice 50% of the services costs and reimburse only the 50% or withhold the payment for another moment in the 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 of the Netherlands (Geschillencommissie at [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl))

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

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 Agreement between client and Wise Help, breach of Agreement between Freelancer and Wise Help, Inability to pay, Fraud, Mutual Mistake, Cancellation of Service or Impossibility to complete a project. In all these scenarios, an official termination letter would be presented by us (Wise Help CEO or representatives) to the client and a reimbursement will be granted to the customer within 7 days.

### ❖ **Cancellation: (before a project has started)**

The cancellation of the service can be presented by Wise Help to the client at least 24 hours before the date and time stipulated for the beginning of the provision of the service. The refund will be granted to the customer within 7 days, if the customer has already made the payment.

### ❖ **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](mailto:info@wisehelp.nl)

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