

## General Terms and Conditions

**Last updated: 9 December 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 purchase one of Wise Help's digital marketing and communication services. Your access to and use of the service is conditioned to the acceptance of and compliance with Wise Help General Terms and Conditions.

### ❖ **Definition:**

**Client:** is the natural or legal person over 18 years of age whom Wise Help provides marketing and digital marketing and communication solutions in 4 business areas: Corporate Marketing and Communication, Strategic Consultancies, Coaching and Classes, and Hiring support.

**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 available projects and the freelancer has time for taking a new project.

**Volunteer:** is a person who freely offers to take part in an enterprise or undertake a task. Wise Help may provide the volunteer a compensation for their services.

### ❖ **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 digital marketing and communication services is also conditioned on your acceptance of and compliance with the company's Privacy Policy- (GDPR)

### ❖ **Prices:**

Wise Help prices are found on the website ([www.wisehelp.nl](http://www.wisehelp.nl)) and the Price List keeps changing every October of the year. The company is also free to charge the price of a service according to other service rates, such as: hourly rate, project rate, or service value rate. Discounts may be offered in special cases.

## ❖ **Contract Validity and Payment:**

### **Validity:**

The contracting of any of Wise Help digital marketing and communication services is only valid after the payment has been processed according to the payment terms stated in the invoice. Wise Help works with a invoice and if necessary a service agreement.

### **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. If the customer is unable to pay on time, a fine may be imposed for the full amount due. Customers from outside the EU are required to pay in full up front. Bank transfers to the Wise Help bank account stated on the invoice or the relevant contract or agreement created for the client are the only forms of payment that are accepted.

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

### **Project Participants:**

Projects are usually assigned and carried out by the Founder and CEO of Wise Help (V.S. Boonstra Intriago). However, other freelancers might participate in a project as co-workers.

### **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 requested, 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 from the service, they must notify Wise Help within 3 days of making the payment in order to receive the full refund.

### ❖ **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 feasible you can contact the dispute committee of the Netherlands (Geschillencommissie) at the following website: [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl).

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

Once a project has begun, Wise Help may stop or suspend services for a variety of reasons, including but not limited to failure to pay, fraud, mutual error, violation of the General Terms and Conditions, violation of the agreement between the freelance contractor and Wise Help, and failure to complete the project.

In each of the aforementioned situations, Wise Help will create a formal email of termination or formal letter of termination and deliver it to the client along with a reimbursement based on the proportionately incomplete part of the project. If already some project tasks have been completed and delivered to the client, these will not be refunded.

### ❖ **Refund: (if a project has NOT started )**

If a customer unsubscribe from the service within 3 days after making a payment and before the project begins, a full refund will be issued within 7 to 14 days.

### ❖ **Changes to the General Terms and Conditions:**

Wise Help reserve the right, at our sole discretion, to modify or replace these General Terms and Conditions 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 General Terms and Conditions, you can contact us: by email: [info@wisehelp.nl](mailto:info@wisehelp.nl) or by visiting our website: <https://www.wisehelp.nl>