

GENERAL TERMS AND CONDITIONS OF

TERMINATIONexperts.com Article 1 - Definition

In these terms and conditions, the following terms shall have the following meanings unless the context expressly indicates otherwise:

- **Consumer:** A natural person acting outside the exercise of a profession or business.
- **Services:** All services offered by Terminationexperts.com through the website.
- **Customer Service:** Terminationexperts.com's customer service, accessible at support@terminationexperts.com
- **Pluto BV:** The private company PLUTO B.V., operating under the name Terminationexperts.com, located at Verdunplein 17, Eindhoven, registered in the Commercial Register of the Chamber of Commerce under number 91200717.
- **Agreement:** The distance contract concluded between Terminationexperts.com and the Consumer through the Website, whereby the Consumer purchases one or more Services from Terminationexperts.com.
- **Website:** The website operated by Terminationexperts.com accessible at the named domain.

Article 2 - Scope

2.1 - These general terms and conditions apply to any offer of Terminationexperts.com and to any Agreement between Terminationexperts.com and the Consumer.

2.2 - All provisions of these general conditions also apply to all directors, partners of Terminationexperts.com, and all persons working for Terminationexperts.com or engaged by Terminationexperts.com.

Article 3 - Services

3.1 - If an offer has a limited period of validity or is made subject to conditions, this will be explicitly stated in the offer.

3.2 - Obvious mistakes or errors in the offer, including descriptions of Services, do not bind Terminationexperts.com.

Article 4 - Conformity

4.1 - Terminationexperts.com shall perform the Agreement to the best of its knowledge and ability and in accordance with the requirements of good workmanship.

4.2 - Terminationexperts.com will process personal data of the Consumer in accordance with the applicable legal requirements, as stipulated in the AVG and laid down in the Privacy Statement.

Article 5 - Execution of the Agreement

5.1 - The Agreement is established when the Consumer accepts the offer and complies with all the conditions set, such as completing required information on the Website and agreeing to these terms and conditions. The form completed by the Consumer and these terms and conditions together represent the rights and obligations of Terminationexperts.com and the Consumer.

5.2 - The Consumer shall timely provide Terminationexperts.com with all necessary data required for the performance of the Agreement.

5.3 - If the required information is not provided to Terminationexperts.com in a timely manner, Terminationexperts.com reserves the right to suspend the performance of the Agreement.

5.4 - Terminationexperts.com may investigate within legal frameworks the financial situation of the Consumer and other relevant facts and factors relevant to the conclusion of the Agreement. If there are good reasons not to enter into the Agreement, Terminationexperts.com may refuse an order or impose special conditions.

5.5 - Terminationexperts.com confirms the purchase of the Service(s) immediately upon receipt of the required information by the Consumer.

5.6 - The execution time mentioned on the Website is indicative and no rights can be derived from it.

Article 6 - No cooling off period

Since the delivery and performance of the Service takes place entirely within the statutory cooling-off period, the Consumer is not entitled to a cooling-off period. The Consumer expressly agrees to this and waives the cooling-off period.

Article 7 - Price

7.1 - The prices of the Services offered will remain unchanged during the validity period of the offer, except when legal requirements, such as changes in VAT rates, require this.

7.2 - The prices quoted for Products in the offer include VAT and are displayed in Euros.

Article 8 - Payment

8.1 - The Consumer is at all times obliged to pay the amounts due for the Service purchased.

8.2 - The Consumer must immediately report inaccuracies in payment information provided to Terminationexperts.com

8.3 - In case of non-timely payment, after a written reminder and a period of 14 days, the Consumer is entitled to pay the statutory interest and extrajudicial collection costs, as provided by law. Terminationexperts.com may deviate from these amounts in favor of the Consumer.

Article 9 - Complaints

9.1 - Complaints about the Services provided by Terminationexperts.com must be fully and clearly reported to Customer Service within 8 days of the performance of the Services.

9.2 - Within 14 days of receiving a complaint, Terminationexperts.com will respond. If a complaint takes longer to process, Terminationexperts.com will send an acknowledgement of receipt within the initial 14 days with an indication of the expected response date.

9.4 - If a complaint is well-founded, the Consumer will be given the opportunity to still properly perform the Agreement. If this is not possible according to objective standards, the liability of Terminationexperts.com is limited to the compensation paid by the Consumer, except in the case of intent or gross negligence of Terminationexperts.com.