



General Terms and Conditions of RDL Business

Article 1. Definitions

In these General Terms and Conditions the following definitions apply:

- **Contractor:** *RDL Business, located at Schuurkenspad 12 5986PD Beringe, registered with the Chamber of Commerce under number 76346595 user of these General Terms and Conditions;*
- **Client:** *The other party to the Agreement;*
- **Parties:** *Client and Contractor;*
- **Agreement:** *An oral or written Agreement between the Client and the Contractor regarding the provision of services by the Contractor;*
- **Services:** *All services provided by the Contractor and all related actions, both preparatory and executive in nature;*
- **In writing:** *in writing or electronically;*

Article 2. Applicability

2.1 These General Terms and Conditions apply to every quotation and offer from the Contractor, to every Agreement between the Parties and all related actions, both of a preparatory and executive nature.

2.2. If these General Terms and Conditions apply to an Agreement between the Parties, they will also apply to future Agreements between the Parties.

2.3. Deviations from these General Terms and Conditions are only valid if they have been expressly agreed in writing.

Article 3. Information exchange

3.1 If the Parties have not previously concluded an Agreement, a discussion will in principle take place prior to concluding an Agreement.

3.2 During an initial appointment, the Contractor will inform the Client of the applicability of these General Terms and Conditions and the prices and rates applied. These can also be viewed at www.rdlbusiness.nl/en-gb/prijzen

3.3 The Client will provide the Contractor with the information relevant to the service.

Article 4. Agreement

4.1 An Agreement is concluded when the agreements regarding the agreed services made orally or in writing and have been approved verbally or in writing by the Client.

4.2 Notwithstanding paragraph 1, an Agreement can also be concluded if the verbal agreements made have been confirmed by the Client by email or otherwise electronically and have been agreed to by the Client.

Article 5. Rules regarding agreements

5.1 If the Client wishes to cancel an appointment, for example due to illness or is otherwise prevented from doing so, he/she must inform the Contractor of this as soon as possible.

5.2 If an appointment is canceled by the Client less than 24 hours before the start, and there is no demonstrable reason for force majeure that allowed this to be reported earlier, the Contractor is entitled to charge the Client the agreed rate for the appointment.

5.3 The Contractor is at all times entitled to cancel or reschedule an appointment if the appointment cannot take place due to force majeure.

He will inform the Client of this as soon as possible. Force majeure in this context includes, among other things: illness or disability or necessary care for a loved one.

Article 6. Rates

6.1 Offers from the Contractor are based on the information provided by the Client, as well as the expected duration of the work and the applicable rates.

6.2 The applicable rates are listed at www.rdlbusiness.nl/en-gb/prijzen. Amounts are exclusive of VAT, unless stated otherwise.

6.3 Activities/services for which no fixed rate applies will be charged to the Client at the hourly rate based on time spent.

6.4 The Contractor is entitled to adjust the rates.

Article 7. Invoice and payment

7.1 The Contractor gives the Client an invoice for the agreed services. The Client must pay the invoice to the Contractor within 8 days of the invoice date.

7.2 If payment is not made on time, the Contractor is entitled to immediately suspend or discontinue the services.

7.3 If payment is not made on time, the Client will receive a reminder with the request to pay within 8 days. If payment has not yet been made, the Contractor is entitled to charge statutory interest and extrajudicial costs to the Client in accordance with the law.

Article 8. Confidentiality and privacy

8.1 The Contractor will treat the Client's personal data confidentially in accordance with the applicable laws and regulations in the field of the protection of Personal Data, including the General Data Protection Regulation (GDPR).

Article 9. Liability

9.1 The Contractor will conclude the Agreement to the best of its knowledge and ability, in accordance with the requirements of good workmanship.

9.2. Liability for indirect damage is excluded. Liability for direct damage is limited to the amount paid out by the insurer plus any amount deductible.

Article 10. Complaints and disputes

10.1 A complaint must be submitted in writing to the Contractor.

Article 11. Final provisions

11.1 Dutch law applies to these General Terms and Conditions and all Agreements between the Parties.

11.2 These General Terms and Conditions can be viewed and downloaded on the website of the Contractor: www.rdlbusiness.nl