

# General Terms and Conditions

## Definitions

In these terms and conditions the following definitions are used:

1. Business: the natural person or legal entity that offers services and/or products to clients.
2. Client: the natural person who concludes the agreement with the business.
3. Agreement: the agreement of the client to purchase goods and/or services of the business.
4. Reflection period: the period in which the client has a right of withdrawal.
5. Right of withdrawal: the option of the client to withdraw from the agreement within the reflection period.

## Identity of the business

Name: JiLoall

Address: Roosmarijnhof 37, 1115 DX Duivendrecht

Telephone number : +31 20 8000150

E-mailadres: [info@arleenwesterhof.com](mailto:info@arleenwesterhof.com)

NL Chamber of Commerce number: 68075448

VAT number: NL002241483B10

Bank account: NL24 RABO 0364 3517 99. BIC : RABONL2U

## Application

1. These terms and conditions apply to all offers made by the business and to all agreements made between the business and the client.
2. The text of the terms and conditions is available for the client before the agreement is made.

## Offer

1. In case an offer has a limited period of validity and / or has specific conditions it will be explicitly mentioned with the offer.
2. The offer will be sufficiently described in detail in order for the client to make a proper decision regarding the purchase. Errors or mistakes in the offer do not bind the business.
3. Every offer contains sufficient information for the client to understand what the rights and conditions are for accepting the offer. In particular:
  - The price including taxes
  - The eventual extra costs.

- The process of the realization of the agreement and the steps that are needed to come to this agreement.
- The payment methods.
- The term for accepting the agreement and the time period for accepting the agreement.

## **Agreement**

The agreement is finalized at the moment the client accepts the offer and meets the conditions of the offer.

## **Right of withdrawal**

The client has the right of withdrawal after the agreement has been finalized for the reflection period of 1 week. This period starts the day the confirmation of the agreement has been communicated to the client by the business.

## **Costs of withdrawal**

In case the client has paid the costs of the agreement the business will reimburse these costs within 30 days of the withdrawal.

## **Confidentiality**

Personal information supplied by the client will be treated as confidential. It will not be disclosed to a third party without the client's prior permission, saved where required by law or where action might be necessary to prevent harm to the client or someone else.

## **Early termination**

In exceptional circumstances, such as inappropriate behaviour by the client, actual or potential conflict of interest, or other reasons, the business can decide to terminate the service to the client early or refuse or be unable to provide further service to the client. In such a circumstance the client will be given reasonable notice of termination by the business where practicable and will be refunded any advance payments.

## **Privacy**

Business will process privacy data according the privacy statement. Business will inform the client when requested about the handling of the personal data.

## **Applicable law**

The agreement is governed by the law of the Netherlands