

# Terms and Conditions

**Last Updated: 06-06-2019**

Please read these Terms and Conditions (“Terms”, “Terms and Conditions”) carefully before using the StudentHelpr.nl website, operated by Student-Helpr, KVK (Chamber of Commerce) nr. 74961101. The parts mentioned in this agreement are titled as following, Student-Helpr thence (**Provider**), the Client thence (**Client**), and Services, thence (**Services**)

Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, clients and others who access or use the Service. All the disputes will be governed by the law of the Netherlands and shall be determined under that Jurisdiction.

**By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms, then you may not access the Service, unless other terms were agreed on in a written form.**

## 1. Scope of the Service

1.a. The service offered by Student-Helpr (**Provider**) to the **Client** is to provide information, knowledge and expertise through the Student-Helpr website (StudentHelpr.nl)

1.b. The **Provider** will provide supplementary services related to; accommodation advice, registration at local municipality, opening of a bank account, as well as representing the **Client** at governmental organisation e.g. (DUO, Belastingdienst). All under an agreement between the **Client** and the **Provider** for a fixed fee.

## 2. Concluding the Service

2.a. The **Client** has to provide his/her identification data when requesting the service. The data requested by the platform is: first name, last name, phone number, address, email address, university, other requested documentation.

2.b. The **Client** has to mention the purpose of the service request as well as the period that the service should be delivered. These should be agreed between the **Provider** and the **Client** beforehand.

2.c. The **Client** should inform properly his/her needs to the **Provider**, any disputes of the needs are not available after the agreement is signed.

### 3. Types of Services

3.a The variety of Services offered by the **Provider** will result from the needs the **Client** has. Other service request than the ones offered by the **Provider** are possible and are identified by the **Provider** and the **Client** in a separate agreement.

### 4. Obligations of the Provider and the Client

4.a. The **Provider** is obligated to deliver the Service in time and with quality as agreed with the **Client**.

4.b. The Provider is obligated to store the personal data of the Client and use it only for the purpose of delivering the Service as agreed, the share of the data for other purposes than aforementioned ones, should be performed only with the agreement of the Client.

4.c The Provider is obligated to inform the Client on changes, developments of the requested Service in time, and with full responsibility.

4.d. The Client is obligated to offer the requested data to the Provider, offering false data will conclude with immediate termination of the agreement, without the possibility of the refund.

4.e. The Client is obligated to pay the amount requested by the Provider, in one transfer, in the period of time agreed between the Client and the Provider. Other modalities of payment are accepted if agreed by the Provider and the Client.

4.f. The Client is obligated to follow strictly the instruction of the Provider. Any actions outside the agreement will result in an immediate termination of the agreement, without the possibility of the refund.

4.g In the case a request of termination of the membership, or requested service, the Client is obligated to inform the Provider beforehand, 14 days before the termination date. Request earlier than the time mentioned before would not be considered, the possibility of the refund will not be effective.

### 5. Payment and Prices

5.a. The prices established by the provider are fixed and differ by the service requested by the Client.

5.b. The payment should be done exclusively by bank transfer or pay-pal transfer. Other modalities of payment are not accepted.

5.c. The Client should pay the fee determined by his/her service request in time, a delayed payment will result in a payment of a penalty fee, determined by the Provider.

5.d. After the service is requested and agreed by the Client and the Provider a refund will not be possible.

5.d. The payment should be paid in advance, in the currency requested by the Provider.

## 6. Limitation of Liability

6.a. Except the responsibilities provided exclusively by law, Provider is not responsible for any liability, expenses, loss, damage suffered as a direct or indirect result of the use of the Service by the Client.