



YOUR PARTNER IN ONLINE MARKETING

- a. Yuno Agency: Client, operating under the name Yuno Online VOF, located in Maassluis, Steenen Dijck 101, Chamber of Commerce number 83396322;
- b. Client: The entrepreneur or company that gives an assignment to Yuno Agency.
- c. Written: By letter, email, SMS, WhatsApp message, or a social medium;
- d. Force Majeure: A cause not attributable to Yuno Agency (such as disability, power or internet outage, terrorism, flooding), which makes it reasonably impossible for Yuno Agency to fulfill its obligations.

Applicability

These general terms and conditions apply to all agreements between Yuno Agency and the client.

Agreements

- a. Yuno Agency provides advisory, coordinating, and executive services to the client in the field of communication and advertising through digital and other media at its own discretion.
- b. Yuno Agency cannot be held to obvious errors in quotations and/or accepted quotations that were accepted late.
- c. Agreements regarding duration, price, expected end date, and delivery criteria are separately agreed upon in writing between the client and Yuno Agency.
- d. If an agreement lasts longer than a year, Yuno Agency is entitled to reasonably increase the agreed rates and fees, to the extent they are demonstrably based on increased costs or indexing.
- e. The quotation and agreement between the client and Yuno Agency, these general terms and conditions, and other written agreements form a whole. In case of conflict or changes to an original agreement, the most recent written agreement applies.
- f. Yuno Agency will make efforts to carefully execute the assignment and strive for a result that is good and usable for the client. Yuno Agency may engage third parties in this process.

Confidentiality and Non-Disclosure

- a. The client and Yuno Agency mutually keep information confidential about each other's company, personnel, processes, and customers, unless this information is already public or must be made public.
- b. Yuno Agency may refer to a client for advertising purposes, provided that Yuno Agency does not disclose confidential information.



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Payment

- a. Yuno Agency may request payment of an advance from the client up to 50% of the quotation amount.
- b. The payment term is 14 days after the invoice date. If a client does not pay within that period, Yuno Agency will charge an additional 15% of the outstanding invoice as collection costs, with a minimum of €40.
- c. The client only becomes the owner of or gets the right to use the delivered goods and/or services from the moment he has fulfilled all his obligations to Yuno Agency.

Limitation of Liability, Force Majeure, Indemnification

- a. Yuno Agency is only liable for direct damage to the client if there is gross negligence, recklessness, or intent on the part of Yuno Agency.
- b. Yuno Agency is not liable for damage resulting from the actions or omissions of the client or third parties engaged by the client, such as not providing information in a timely, correct, or complete manner.
- c. In case of temporary force majeure, Yuno Agency will still do its best to fulfill the agreed obligations and will invoice according to the agreement.
- d. After force majeure, the client and Yuno Agency can revise or terminate the agreement.
- e. Yuno Agency is not liable for the consequences of force majeure.
- f. The total liability of Yuno Agency in no case exceeds the lower of the following amounts:
 - (1) The amount agreed upon by Yuno Agency and the client for the current assignment.
 - (2) The total amount charged by Yuno Agency for the relevant assignment.

Intellectual Property

- a. Yuno Agency has and retains the intellectual property rights, including copyright, of works created by Yuno Agency when executing the assignment.
- b. After full payment, the client obtains the exclusive right to use the delivered works.



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Complaints and Applicable Law

- a. Complaints must be reported in writing to Yuno Agency no later than two weeks after completion of the assignment. If no complaints are reported within this period, the client is deemed to have fully accepted the result.
- b. The client must give Yuno Agency a reasonable time to eliminate or rectify the cause of a complaint.
- c. Reporting complaints does not suspend the payment obligation of the client.
- d. The entirety of agreements with Yuno Agency falls under Dutch law, unless the law dictates otherwise.

Disclaimer:

Although Yuno Agency will make every effort to provide good, accurate, and up-to-date knowledge transfer, neither Yuno Agency nor its representative will accept any liability for damage resulting from incorrect, incomplete, or inappropriate actions, or any consequences suffered.