GENERAL **TERMS AND CONDITIONS**

These general terms and conditions apply to all services provided by Workx Advocaten.
Our clients are hereinafter referred to as 'you', and Workx as 'we'.

1. The assignment
You engage us on the basis of a service agreement (overeenkomst van opdracht).

2. Who will execute the assignment?
After consultation we will determine which lawyers in our office can assist you best with the assignment.
This depends on among others the different specializations of our lawyers and availability. In some cases we will engage a third party to assist with the assignment. We will discuss this with you beforehand.

Third parties we may engage are for example: a translator, notary or tax consultant. Or another lawyer specialized in another area of law.

3. AI never replaces the judgment of the handling attorney.
The attorney remains responsible at all times for the content and quality of the work delivered. More information can be found in our AI policy on our website.

4. Our remuneration and the term of payment
Our fee is calculated on the basis of the hours worked multiplied by the agreed hourly rate.
This amount is increased by a reimbursement for incurred costs.

Examples of additional costs are: travel expenses, court fees, courier costs, translation fees and in general the cost of third parties.

Our work will be invoiced on a monthly basis. The term of payment is 30 days. After the expiration of this term, we are entitled to claim statutory interest and extrajudicial collection costs. These costs jointly amount to 15% of the principal amount.

5. Not satisfied with our work? Let us know.
If you are not satisfied with our services, we would like to be informed as soon as possible. All complaints expire one year after you have found out, or reasonably should have found out, about the existence of the complaint.

6. Liability
We do everything we can to execute our assignment in the best possible way. However, it remains possible that you will incur damages due to the execution of the assignment. Our insurance may cover such damage.
Our liability for damages is limited to the amount paid by our professional liability insurance. If our insurer will not pay for any reason, any liability is limited to the amount you paid us in relation to the assignment. This amount is capped at EUR 10,000. We are not liable for any errors or deficiencies of the third parties we have engaged.

7. Finally
Our agreement is governed by Dutch law. The Amsterdam District Court has exclusive jurisdiction.

Workx advocaten B.V.
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