

1. General information

1.1

Startup Consulting v/Ole Kristiansen

Company registration no.: 35373160

Phone: +45 93 94 66 50

kontakt@startupconsulting.dk

Bakkedraet 91

6650 Brørup

1.2

The client is the person or company that has made an agreement with Startup Consulting.

1.3

These terms and conditions apply to the services provided by Startup Consulting and which the client has ordered from Startup Consulting at any time, unless otherwise agreed between the parties.

1.4

The terms and conditions apply regardless of whether clients order to Startup Consulting's services was made in writing, orally, by telephone, via e-mail or in any other way, regardless of the form of communication.

2. Parties of the Agreement

The parties are understood to be the client and Startup Consulting, who are both responsible for compliance with the terms in accordance with these terms and conditions.

3. Services

3.1

Services are understood to mean Startup Consulting's offers to its clients on its website, www.startupconsulting.dk/en.

3.2

Startup Consulting begins delivery of the service when the agreed time for the consultation starts.

4. Prices and payment

4.1

All prices posted on Startup Consulting's website, www.startupconsulting.dk/en, are stated in DKK meaning Danish Kroner.

4.2

The prices are stated without VAT.

4.4

When ordering, whether it is in writing, orally, by telephone, by e-mail or in any other way regardless of the form of communication, the client must have paid the full amount of the selected service no later than 24 hours before the agreed delivery or after orally or written agreed time.

5. Confidentiality

5.1

Startup Consulting is obligated to treat all material and all information, including the service performed, in complete confidentiality.

5.2

Startup Consulting may not, without obtaining oral or written permission from the client, mention or share information about the client with third parties.

6. Limitation of Liability

6.1

Startup Consulting's responsibility for consulting services does not include matters that could not have been foreseen at the time the service was provided or an agreement was made with the client.

6.2

Startup Consulting is not responsible for the client's own actions taken after the consulting has been provided in the areas under which the consulting has been provided, including the errors made by the client himself or herself in performing actions that Startup Consulting has consulted.

6.3

Startup Consulting cannot be held liable if the client does not achieve the business goals that the client himself has agreed to in the consultancy. The client is thus fully and solely responsible for achieving the business goals set by the advice.

7. Cancellation

7.1

The customer may at any time cancel certain fixed-term services by contacting Startup Consulting in writing or orally before the advice is provided, under the following conditions:

- a. If the service is canceled more than 24 hours before the agreed time, the client will receive a refund of 100% of the prepaid amount.
- b. If canceled less than 24 hours before the agreed time, the client will receive a refund of 75% of the prepaid amount.
- c. In the event of cancellation after the delivery agreed between the parties for the service time or in the event of the client's own deliberate avoidance of participation in the delivery of the service, the client is only entitled to 50% of the prepaid amount refunded.
- d. The client will always be able to receive 100% of the prepaid amount in the event of serious illness or force majeure, regardless of whether the agreed time for delivery of the service has been exceeded.

7.2

The client has no right of withdrawal for services in which the service has already been started by Startup Consulting, unless otherwise is or was agreed in writing.

8. Processing of personal data

8.1

Personal data shared by the client with Startup Consulting will only be used to perform the service, unless otherwise is or has been agreed between the client and Startup Consulting.

8.2

Startup Consulting is obligated to process the client's personal data responsibly and does not share them with third parties without the client's express consent through written or oral permission.

8.3

Startup Consulting is obligated to never sell the client's personal data to third parties.

9. Terms and conditions changes

Startup Consulting has the right to change the terms of business unilaterally and at any time.

10. Complaints

The client has the right to complain to Startup Consulting about the company's services with a 30-day deadline after the service has been provided. Complaints can be made orally or in writing.

11. Law and venue

Startup Consulting is subject to Danish law. All possible disputes between the clients and Startup Consulting must go through Danish court.