



# Butler Point

A DO COMPANY SERVICE

## TERMS AND CONDITIONS

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### SCOPE OF APPLICATION, REGISTRATION AND USE

1. These terms of use (the "Terms and Conditions") are of apply to your (hereinafter referred to as "user") use of Butler Point (hereinafter referred to as the "Company") available via the website [www.butlerpoint.nl](http://www.butlerpoint.nl).
2. The terms of use apply as the provisions for between user and company agreements. Butler Point is a product of Do Company e.g. and has as its core activity supporting clients by offering services in the field of lifestyle management. These conditions apply to every application that the user has done verbally, by telephone, via e-mail or via the website and was handled by the company.
3. The company is located at Ramlehweg 9B, 3061JV Rotterdam registered with the Chamber of Commerce Rotterdam under the number 64127362 represented by the director Carlijn Oosthoek, also administrator of the website [www.butlerpoint.nl](http://www.butlerpoint.nl).

### ORDERS, PRICES AND DELIVERY TIMES

1. The user must request a service via the website. Company cooperates with various external suppliers and delivery services that are offered. The company determines together with the supplier or contract is being processed.
2. The order is only confirmed if the user receives a confirmation email from it company has received.
3. No quotations are issued.
4. The payment method and prices vary per service. If the price in advance clearly communicated, payment must be made directly online. This is possible with iDeal or Creditcard. If the price while performing the service is calculated, the user receives an invoice from the company afterwards.



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5. Payments are always made to the company whose account number is communicated on the invoice.
6. The company uses a payment period of 14 days with a payment per invoice.
7. The company does not have any subscription form; all services are separate from each other and therefore are paid for and treated separately. For every service new agreements may apply and other suppliers and / or resources needed.
8. Main activities of Butler Point:
  - Laundry, steam & ironing facilities
  - Clothing repairs
  - Shoemaker
  - Bicycle repair
  - Washing a car
  - Flower service
  - Cake service
  - Holiday service (such as Christmas trees, orange tompoes, oliebollen)
  - Different types of group sports
  - Massages
  - Personal training
  - Handyman
  - Household help
  - Relocation service
  - Catering
  - Taxi / driver service
  - Package service
  - Groceries
9. The different delivery times per service are communicated on the website. If the delivery time is not clear, you can go via the website be contacted.

## ADDITIONAL WORK AND OTHER COSTS

1. If during the termination of a service it appears that for a proper implementation, it is necessary to perform other activities, the company may change or supplement activities. When the costs of this additional work are above €25.00 the company will first consult with the user.



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## OBLIGATIONS AND LIABILITY

1. If damage occurs to property of the user by the supplier or company, one applies to the user deductible of € 250.00. Butler Point's liability is at all limited to the amount in the relevant case is paid by the insurer.
2. The user is obliged to pay all amounts that apply from the contract.

## CANCELLATIONS

1. All types of services or tasks assigned by the user to the company requested can be canceled.
2. The costs involved vary per order and per supplier. The possible cancellation costs also depend on the period between the cancellation and the service.
3. The user is obliged to pay the cancellation costs if necessary.

## PRIVACY STATEMENT

1. There is an extensive privacy statement on the website [www.butlerpoint.nl](http://www.butlerpoint.nl) find a privacy card that clearly states which contact details we keep, for what reason and for how long. For more information contact us.

## COMMUNICATION

1. The company has the right, when requested by the company, to contact the user about requests, feedback and assessments. The company may approach the user by telephone or e-mail.

## CODE OF CONTACT

1. There may be personal contacts between employees or external suppliers of the company and the user for services. The user must always respect the employees or external suppliers of the company.
2. The user agrees with the following after signing:
  - The user will never intentionally or accidentally hurt the employees or external suppliers of the company;



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- The user will never threaten the employees or external suppliers of the company;
  - The user will never place the employees or external suppliers of the company in a situation where health or safety is endangered;
  - The user will never sexually approach employees or external suppliers of the company or make a sexual approach;
  - The user will never, insult, stalk, intimidate, bully or harass the company's employees or external suppliers;
  - The user will never use vulgar or abusive language against employees or external suppliers of the company;
  - The user will never put the company's employees or external suppliers in a situation where they should feel ashamed or uncomfortable;
  - The user will never discriminate against employees or external suppliers of the company for skin color, religion, disability, age, gender, origin, sexual orientation or any other reason.
3. Any violation of the Code of Conduct is considered a substantial violation of these terms and conditions. The company may terminate your account and use of the services without charge or notice.

## FINAL PROVISIONS

1. The company is at all times entitled to, without giving reasons, to change functions of [www.butlerpoint.nl](http://www.butlerpoint.nl), delete or insert new functions, for example by using functions only below certain circumstances.
2. The company's website may contain hyperlinks to third-party websites. These links are included for visitor information. The company is not responsible and / or liable for the content of this websites.
3. Copying or using parts of the website without prior written permission from the company is not permitted.
4. The working language in this agreement and related negotiations is Dutch.
5. With regard to the user agreement, Dutch law applies.



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6. In the event of non-compliance with the General Terms and Conditions, the company may change the user's account and use of the services without costs and notice.

For disputes, questions and/or comments users can always send an email to [info@butlerpoint.nl](mailto:info@butlerpoint.nl).

Rotterdam, as of 01-03-2018

Last updated 02-05-2019