



Terms and conditions VZ Solutions

1. Applicability

These terms and conditions apply to all projects of VZ Solutions. Any changes are only valid if confirmed by an owner of VZ Solutions via email or WhatsApp.

2. Project discussion and estimate

During the project discussion, we will review the tasks and required materials. Based on this, we can provide a general estimate as the basis for a non-binding cost indication or a detailed quote, which we will send to you via email or WhatsApp.

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3. Travel costs

For work within Almere, we charge travel costs of €40,-.

For locations outside Almere, we apply an additional fee based on travel time. For locations up to 30 minutes one-way (60 minutes round trip), we charge one hour of travel time. For further locations, the rate will be adjusted in consultation before we arrive on site.

4. Project assessment costs

We charge a fee of €50,- for assessing a project. This covers the time we spend on-site discussing the project, clarifying the requirements, and developing a plan of action. The final fee may vary depending on the size of the project and the time required for a thorough discussion. We will make the costs clear in advance once we have a better understanding of the scope of the discussion.

5. Quote costs

We offer clients two options to gain insight into the costs of a project:

5.1 **Non-binding cost indication** – Upon request, we can provide a general estimate free of charge via email or WhatsApp. This is purely for orientation and does not include detailed specifications of materials or work hours. No right can be derived from this, including price certainty and time indications

5.2 **Detailed quote** – For a detailed quote, we charge a fee starting at €200,-. This amount will be discussed with the client in advance and depends on the complexity of the project. In this quote, all material costs and labor will be carefully calculated and itemized.

Note: The final amount for the project may slightly differ from the quote. We apply a maximum deviation of 10%, unless otherwise agreed.

6. Adjustment of Quote

If, after the quote is prepared, it becomes clear that the requirements differ from the initial discussion and a revision is necessary, we will charge our hourly rate for preparing an adjusted quote.

7. Team composition

Depending on the project, we generally work with two people for optimal efficiency, safety, and quality. In some cases, however, it may be sufficient to work with one person. The ideal team size will be determined on a project-by-project basis, based on the work involved. Additionally, if necessary, we may hire extra personnel to effectively complete the project.

8. Fixed rates

As mentioned in section 1, adjustments can be made for certain tasks, and a fixed rate can be agreed upon. We may also deviate from fixed rates if contracts or agreements between the parties have been made.

9. Hourly rate

Our standard hourly rate is €59,- per person for private clients and Insurance work. For business clients, the hourly rate will be determined by contract, depending on the complexity of the project. For every day we are on-site for a project, a minimum of 2 work hours will be charged.

10. VAT

The amounts listed for private clients include VAT. For business clients and Insurance projects, the amounts are exclusive of VAT. VZ Solutions is classified under the 21% VAT rate by the Dutch tax authority.



11. Insurance projects

After assessing and discussing the work, we will prepare a draft quote, which we will review with you. Once all decisions are made, we will finalize the quote and submit it to the Insurance company. In urgent cases, we can start immediately and provide a cost indication so we can proceed quickly and efficiently.

12. External rentals

If rental rates for external equipment deviate from standard prices, we will inform you in advance and ask for your confirmation

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13. Specific machines

When specific machines are required for the project and additional costs are involved, we will inform you in advance and ask for your confirmation.

14. Material costs and advance payment

Material costs are exclusive and must be fully paid in advance to cover the preparation and purchase of the necessary materials.

For payment of the work, we offer two options:

1. Payment in three parts 30/30/40
 - 30% of the estimated work hours and 100% of the material costs prior to starting the work.
 - 30% of the estimated work hours halfway through the project.
 - The remaining balance for work hours and materials after completion of the project.
2. Payment in two parts 50/50
 - 50% of the estimated work hours and 100% of the material costs prior to starting the work.
 - The remaining balance for work hours and materials after completion of the project.

Note: Other costs, such as travel costs, quote costs, and any travel time, are also part of the costs and will be invoiced according to the agreed payment arrangement.

15. Safety instructions

We place great value on a safe working environment and kindly ask you to always follow the safety instructions. If the instructions are not followed, we may be forced to temporarily pause the project to assess the situation. In such cases, the costs and hours already spent may be charged.

16. Payment terms

Invoices must be paid within 14 days of the invoice date. To ensure timely ordering of materials and progress of the project, we kindly request the First payment to be made prior to starting the work. Failure to pay may delay the project schedule, which could lead to additional costs such as material storage or rescheduling of work. These costs will be passed on to the client.

If payment is not received within the specified period, we will send a friendly reminder. If payment is still not received, we may consider further steps to secure payment.

For the First reminder, we will charge administrative fees of up to €40,-. Any further costs, such as collection fees and legally determined interest rates, will also be passed on to the client.

17. Appointments and obstacles

We will do our best to keep all appointments. However, if any unforeseen obstacle arises, we will inform our clients promptly and discuss possible alternatives.

18. Surcharges

If work is planned outside regular working hours, such as evenings, weekends, or public holidays, surcharges will apply, unless otherwise agreed. This may occur when we plan work outside normal hours to accelerate progress or minimize disruption. We always coordinate such scheduling with the client before surcharges are applied.

In general, we apply the following surcharges:

- Evening work (from 06:00 PM): +20% on the standard rate.
- Weekend work (Saturday and Sunday): +50% on the standard rate.
- Work on public holidays or in emergencies: +100% on the standard rate.



19. Project termination

If a client decides to cancel an ongoing project, the hours already worked, purchased materials, and any additional costs will be invoiced. We will ensure that all costs incurred are transparent and will coordinate with the client before the termination takes place.

20. Final result and changes

Together with the client, we will review the final result for approval. If changes are desired during or after the project that were not included in the original quote, any additional costs for these changes will be discussed and charged in advance.

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21. Damage and repairs

We strive for utmost care, but despite our best efforts, damage cannot always be ruled out. If damage occurs, we will discuss this with the client and ensure repairs are made. Damage caused by the client is at the client's own risk. However, we can always assist with repairs if desired, at the applicable costs.

22. Communication

We strive for clear and open communication to ensure both parties are well-informed. In the quote, we provide a link to our general terms and conditions, and we assume the client has read and agrees to these terms before the quote is approved or the work begins. A deal is a deal: we ensure that all agreements made together are correct and meet expectations, always with mutual understanding and respect. If unforeseen changes arise, we will communicate them in a timely manner and always consult with the client.

If a non-binding cost indication is chosen instead of a formal quote, we refer to the link to our general terms and conditions. By agreeing to the work, we assume the client agrees to these terms, even if no formal quote is provided.

23. Liability

We are not liable for indirect damage, consequential damage, or loss of profits, unless it is the direct result of intentional actions on our part.

24. Dispute resolution

Any disputes will be submitted to the competent court in the region where VZ Solutions is based, unless both parties choose mediation

25. Discounts and special offers

If discounts or special offers are provided, additional terms and conditions will apply and be considered as supplements to these general terms and conditions. These terms will be communicated specifically for each offer or discount and apply as long as the client agrees to the specific terms for the respective offer or discount. All discounts are subject to the agreed terms and cannot be combined with other offers unless otherwise agreed.

26. Translation and validity

The terms and conditions are available in both Dutch and English. In the event of any discrepancies or differences between the Dutch and English versions, the Dutch version shall prevail and be considered the official version.