

VIPPA INTERNATIONAL 2014 TERMS OF CONDITION

These Terms of Condition should be carefully read by users of Vippa International services as they provide the legal framework against which the company agrees to provide services to her users and which the user agrees to be bound.

Terms of Service

By using the services of Vippa International, you agree to all of the terms and conditions of this Usage Agreement ("Usage Agreement"). If you do not agree with any of the terms or conditions contained herein, please do not use Vippa International services. Vippa International reserves the right to change, modify, add or remove portions of this Agreement or the terms or conditions contained herein at any time. Changes to the agreement will be periodically made and included in a new "Usage Agreement" which will be posted in replacement of the old "Usage Agreement". Your continued use of the services of Vippa International following the posting of any changes will mean that you have accepted the changes.

Payment

All monthly membership packages and hourly plans must be paid for up front by cash, debit card or credit card. Any rates listed by Vippa International, are for services rendered directly by Vippa International and do not include charges for third party vendors, or merchandise purchased to complete the request. One hour minimum on all services requested with billing then being charged in 15 minute increments. We can provide services to you 24/7, however, Vippa International hours are 9:00 A.M. to 6:00 P.M. Monday through Friday. Services requested outside of normal business hours and/or on holidays may be subject to additional fees.

Third Party Expenses

At the user's request, Vippa International may purchase items either over the internet or on the phone with third party vendors with the user's credit card. In the event that the user initially wants Vippa International to make purchases for the user, the user will be asked for a credit card to be used for those charges. Such authorization may be either orally or in writing. Any request over €150 must be by email, fax, or other written authorization. Vippa International shall not purchase any item on behalf of the client from a third party unless first authorized to do so by the client. Vippa International does not warrant or stand behind any purchases made on the user's behalf. Vippa International is merely acting to facilitate the purchase and all disputes with charges need to be addressed to the user. All invoices, shipping information, etc. will be sent directly to users email address for vendor. If Vippa International agrees to make a purchase in behalf of the client (i.e. not made directly with the client's credit card), Vippa International reserves the right to charge a convenience fee of 5%.

Errands

Hourly rate for on-site errand running begins from the time the office in The Hague is left until the requested task is completed.

Unused Hours

All hours for monthly memberships must be used within 30 days of the first hour used. Hours not used within 30 days will not be refunded or rolled over to the following month.

Cancellations

Services scheduled with less than 24 hours' notice, may incur a convenience fee of €35, to accommodate necessary scheduling changes. Services canceled without prior notice may result in the full price of service being charged. Unfortunately we cannot refund any reservations, but all reservations can be rescheduled 24 prior to your reservation booking.

Access to Property

If the task requested by the client requires access to a business or residence, arrangements must be made to allow Vipppa International access to the property. If, for any reason, Vipppa International cannot gain access, the full charge will be assessed to the client. Clients may choose an option of a key safe to arrange for service access or arranging for key pick up and drop off if the client is not available.

Memberships

Use of the membership signifies acceptance and understanding of these terms and conditions. Membership is conditional on payment in advance and in full of the membership fee. You will be billed 1 day prior to the beginning of your membership cycle each month automatically. Your subscription will renew automatically once you purchase your membership and agree to these terms. Please note that your membership will begin from the date you signed up and automatically renew in 30 days. Memberships are not set to renew at the beginning or ending of each month, rather they begin on the day that you activate your membership.

Cancellations memberships

Cancellations of memberships are subject to review and must be requested in writing prior to the next billing cycle. Should you cancel any time after the 1st day of your renewed membership cycle, you will be billed for that month. If you sign up for a membership and want to cancel in the same month, you will not be eligible for a refund. We will bill you for that first month and revoke your membership thereafter and ensure that your membership no longer renews. Please email us at info@vipppainternational.com for further instructions on how to cancel your membership.

Limitations

By agreeing to our terms, you realize that there are inherent limitations to the services we are to provide. We will not make illegal purchases on your behalf or represent you in any unlawful or illegal way. For purchases made on your behalf, Vipppa International nor its employees will be held accountable for returns, refunds, or guarantees on behalf of the products or services you are purchasing. We will take all the precautions necessary to protect your information, but we will not be held responsible or accountable or liable for any reason whatsoever should your information become exposed or if you are not pleased with the products or services you approved for us to charge on your behalf. Vipppa International employees will also not lie on your behalf for any reason or be involved or responsible for any of your personal, business, financial or other actions. Our operators will not honor fraudulent outbound calling, money collections, prank calling or other illegal activities.

Refunds

There will be no refunds for services that are cancelled. As mentioned above, to cancel monthly membership plans we must be notified in writing one month in advance. The current month will be billed for services accordingly, whereas the following month will not. There will also be no refunds for purchases made on your behalf. When you ask for our employees to make purchases on your behalf, we will not be held accountable should the product or service you are purchasing not meet the expectations you had in mind. Please review on your own, all refund and exchange policies with the service providers you intend for us to make purchases on your behalf, PRIOR to asking that we make any purchases for you. We will not be held accountable, liable or responsible in anyway for purchases on your behalf that are lost during shipping, tickets arriving late, goods damaged in the mail, etc. We will make purchases on your behalf simply to save you time, but will not be responsible for the goods or services we are purchasing.

Privacy

Vippa International knows how important privacy is to you and is committed to honoring your privacy. All information obtained is gathered for the purpose of providing concierge services and billing the client for services. At no time, will the collected information be disclosed to a third party, except for the purpose of completing the client's financial obligation to Vippa International.

Limitation of Liability

In no event will Vippa International, any of its partners, providers, affiliates, including their respective officers, directors, employees or representatives, be liable for any indirect, incidental, compensatory or punitive damages or damages resulting from loss of profits, lost data or business interruption arising out of the use, inability to use, or the results of use of the service. You agree to indemnify, defend and hold harmless Vippa International, its service providers, and each of their subsidiaries, affiliates, officers, directors, shareholders, beneficiaries, members, partners, employees, consultants, attorneys and agents and their respective successors and assigns, if any, (collectively the "Indemnified Parties") from and against all claims, actions, losses, liabilities, damages, costs and expenses (including, but not limited to, attorneys' fees and costs) arising from or relating to your use of the Services. Recommendations of third party vendors are at your own risk and Vippa International shall not be held responsible for any dissatisfaction from any service or merchandise. The decision to use any third party service vendor is totally your own, and is only a recommendation by us and holds no guarantees for satisfaction. Any complaints, refunds, etc. should be directed to the specific vendor and not to Vippa International. The concierges' comments and recommendations presented are based on research and opinions collected by the concierges, and are subject to change at any time. We use all reasonable endeavours to monitor the goods and/or services provided by our service partners but we cannot accept responsibility for any loss, liability or cost incurred by you as a result of any acts or omissions of service partners nor can we guarantee the accuracy of information supplied to you by service partners. No guarantees can be given on behalf of any service partners. You shall require seeking compensation for any loss or damage suffered directly from the service partner.

Vippa International holds the right to refuse any business it feels is unsafe and unsuitable for its employees. Any activities related to drugs, prostitution and gambling are excluded from our services. We always have the right to decline any requests which are not meeting the rules of Vippa International.

Signed by:

Vippa International
Lange Voorhout 25
2514 EB The Hague

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