

# General Terms and Conditions – Vita Florentis

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## Article 1 – Clear Definitions

**I want you to know exactly what to expect when you use my services.**

These terms are designed to give you clarity and confidence – because you deserve transparency, and that's exactly what I offer.

In these terms:

- **Terms & Conditions** – These clear agreements between you and me.
- **Cooling-off Period** – The time during which you can change your mind.
- **Consumer** – You, when buying from me without commercial intentions.
- **Day** – Just a regular calendar day.
- **Participant** – You, when you take part in my product or service.
- **Subscription/Long-term transaction** – An ongoing agreement like a subscription.
- **Durable Medium** – Any way of saving information securely and permanently (like a PDF).

- **Right of Withdrawal** – Your right to cancel your purchase within the cooling-off period.
- **Entrepreneur** – Me, Julian, representing Vita Florentis.
- **Distance Agreement** – When you buy something online, without meeting in person.
- **Distance Communication Technology** – Online communication tools like email or my website.

## Article 2 – About Me

Vita Florentis

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Amsterdam/Groningen Region, Netherlands

Chamber of Commerce (KvK): 82811148

VAT Number: NL003735337B09

## Article 3 – When Do These Terms Apply?

These terms apply whenever you purchase from me. You'll receive them digitally and can easily save them as a PDF.

If specific services come with extra terms, the most favorable conditions for you will always apply.

If any provision here becomes invalid, we'll find a fair solution together. When in doubt, we'll always stick to the intention behind these terms.

## Article 4 – Transparency About My Offer

My offers are clear, honest, and obligation-free. Errors do not require me to deliver. I'll clearly describe what you get and your rights and obligations.

## Article 5 – How We Seal the Deal

An agreement is formed when you accept my offer and meet the stated conditions.

I ensure secure online payments and communication. If I have doubts about your payment capabilities, I reserve the right to refuse your order or set extra conditions.

You'll always receive clear information, which you can easily save.

## **Article 6 – Right of Withdrawal – Digital Products**

Since this is a digital product you can experience immediately upon purchase, the standard withdrawal rights don't officially apply once you've started. However, I want only satisfied customers.

That's why, independent of the statutory right, I offer a clear satisfaction guarantee (see Article 13). You can complete the entire product, and if you're truly unhappy afterward, you'll still get your money back – quickly and without fuss.

## **Article 7 – How Refunds Work**

Not happy? Just let me know why within 14 days after participating using the withdrawal form on my website.

Under my satisfaction guarantee, I'll refund your full purchase amount within 14 days using the original payment method.

## **Article 8 – Clarity on Prices**

My prices always include VAT and are clearly listed. If there are any typographical errors, the correct price will apply, and I'll inform you immediately.

## **Article 9 – Quality and Guarantee**

My products meet promised quality standards and legal requirements. My guarantee doesn't affect your legal rights.

## **Article 10 – Careful Delivery**

I deliver as quickly as possible, within 14 days at the latest. If it takes longer, you may cancel free of charge. Delays don't entitle you to compensation.

## **Article 11 – Payments: Always Upfront**

You pay upfront and must report any payment issues immediately. If payments aren't made, I may charge additional costs.

## **Article 12 – Product: The Last Hour Experience**

You'll receive access to my digital product, including follow-up via e-book or audiobook.

- You have guaranteed access for at least 12 months from the date of purchase.
- Recording or sharing without permission is prohibited.
- Personal social media sharing is fine as long as it's non-commercial.
- Participation requires reasonable physical and mental health. In doubt? Email me first.
- Participation is at your own risk. I'm not liable for actions taken after participation. I make no guarantees regarding outcomes and recommend professional advice for major decisions.

### **Article 13 – My Money-Back Satisfaction Guarantee**

I firmly believe in the quality of my product. That's why, if you're not satisfied within 14 days after completing the full program, I'll refund you. Just let me know why, and I'll make sure you're taken care of – no hassle, because your satisfaction is my priority. And because I trust in your integrity, the satisfaction guarantee remains valid until 14 days after you complete the full experience – whenever that may be. I do ask you to genuinely complete the entire experience.

### **Article 14 – Complaints? Always Welcome**

Something not quite right? Let me know within 7 days. We'll find a solution together within a maximum of 14 days. If we can't resolve it together, you can also submit your complaint through the EU's ODR platform.

### **Article 15 – Disputes Under Dutch Law**

Dutch law governs all my agreements. The Vienna Sales Convention doesn't apply.

### **Article 16 – Transparent Additions**

Extra agreements can never disadvantage you, and you'll always receive them in writing.

### **Closing Thoughts – Transparency Above All**

I've created these terms to be clear and honest. Still have questions? Feel free to email me – I'm here to help.