



# Terms and Conditions

*RouwUitvaart.nl – Independent funeral information & referral platform*

**Legal notice:** The Dutch version of these terms is legally binding. This English translation is provided for convenience only. In case of any discrepancy, the Dutch text prevails.

These general terms and conditions apply to any contact with or use of the website of RouwUitvaart.nl. Please read them carefully. By using our website, you agree to these terms.

## Article 1 – Definitions

- **Visitor / Caller:** the person who visits the website or contacts RouwUitvaart.nl.
- **RouwUitvaart.nl:** the independent information and referral platform. We provide general information and a 24/7 telephone line through which we connect callers to independent entrepreneurs in the funeral industry.
- **Independent professional:** an independent funeral professional who has registered with us and is introduced to callers by us.
- **Leads / Sales:** the telephone referral of a caller to an independent professional. We are not a party to the agreement concluded between the caller and the independent professional.

## Article 2 – Applicability

2.1 These terms apply to any contact with or use of the website.

2.2 Deviations are only valid if agreed in writing (by e-mail).

2.3 These terms are available on the website and can be saved and printed.

## Article 3 – Our role and disclosure

3.1 RouwUitvaart.nl is an independent information point. We:

- Answer questions about funerals and bereavement.
- Connect callers by telephone to an independent professional from our network.
- Do not own funeral homes and do not perform funeral services ourselves.

3.2 We may receive a referral fee when a caller, through our telephone referral, actually enters into an agreement with an independent professional. This compensation is variable and may be zero. This costs the caller nothing extra.

3.3 The independent professionals in our network have registered with us. We conduct a telephone introduction, check their Chamber of Commerce registration, and perform an online check for complaints or findings from surviving relatives. This is a check at registration, not an ongoing quality guarantee. Each independent professional is solely responsible for their own services.

3.4 RouwUitvaart.nl is not a party to the agreement that a caller enters into with an independent professional. We are not a mediator with a duty of care and accept no responsibility for the services, prices, quality, or performance of the independent professional. We have no contracts with the independent professionals – only a business relationship based on leads.

3.5 The information on the website is of a general nature and does not replace personal legal, medical, or financial advice. No rights can be derived from the information.

3.6 For the creation of certain recommendations and referrals on our website, we use the services of recognised affiliate networks, including Daisycon and Awin. These networks provide a technical platform that allows a possible referral fee to be recorded when a visitor, via a link on our website, proceeds to make a purchase with one of the advertisers in their network. The use of these networks does not affect the objectivity of our information and costs the visitor nothing extra.

## **Article 4 – Costs**

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4.1 The use of the website and calling our 24/7 telephone line are free of charge for the caller.

## **Article 5 – Liability**

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5.1 RouwUitvaart.nl strives for accuracy, but cannot guarantee that all information is at all times complete, up-to-date, or accurate.

5.2 RouwUitvaart.nl is not liable for:

- Damage, delays, or problems with the services of independent professionals;
- Damage caused by incorrect or incomplete information provided by the caller;
- Indirect or consequential damage, however arising, from the referral or the actions of the independent professional.

5.3 Any liability of RouwUitvaart.nl is, to the extent permitted by law, limited to a maximum of €500 per event, or – if lower – the amount of the referral fee received by

RouwUitvaart.nl in the relevant month from the independent professional concerned.

## Article 6 – Complaints

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6.1 Complaints about our information or referral can be reported by e-mail to [contact@rouwuitvaart.nl](mailto:contact@rouwuitvaart.nl). Complaints about an independent professional must be submitted directly to that professional; we are not responsible for them.

6.2 If no solution is reached, the complainant may submit the matter to the competent court.

## Article 7 – Privacy

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7.1 Personal data are processed carefully in accordance with the GDPR, solely for the purpose of providing information and referrals. See our [privacy\\_policy](#) for more information.

## Article 8 – Applicable law

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8.1 These terms are governed by Dutch law. Disputes shall be submitted to the competent court in the district of the complainant's place of residence.

## Final provision

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If any provision is found to be invalid, the remaining provisions shall remain in full force and effect.

These terms may be amended; the most current version on the website always applies.

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**RouwUitvaart.nl**

E-mail: [contact@rouwuitvaart.nl](mailto:contact@rouwuitvaart.nl) · Website: [www.rouwuitvaart.nl](http://www.rouwuitvaart.nl)

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