Terms and Conditions

Version: 17 October

> **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 terms apply to any use of the RouwUitvaart.nl website and any contact with 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 calls the RouwUitvaart.nl telephone number.
- **RouwUitvaart.nl:** a national information and referral platform for bereavement. We provide general information and a telephone number, +31 85 004 8099, through which callers are put through to our funeral partner.
- **Funeral partner:** M4LEF B.V., trading as Uitvaartland.nl, located at De Friese Poort 106, 1823 BT Alkmaar, the Netherlands, registered with the Dutch Chamber of Commerce (KvK) under number 70310629. This is the funeral company RouwUitvaart.nl works with and to whose team callers are put through.
- **Referral:** putting a caller through by telephone to the funeral partner. RouwUitvaart.nl is not a party to any agreement between the caller and the funeral partner.

Article 2 – Applicability

2.1 These terms apply to any use of the website and any contact with RouwUitvaart.nl.

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.

2.4 RouwUitvaart.nl provides information and refers callers. Anyone who calls is automatically put through to the funeral partner's team, which, if the caller wishes, arranges and carries out the funeral. The agreement for that service is made between the caller and the funeral partner, under the funeral partner's own terms and conditions, not under these terms.

Article 3 – Our role and disclosure

3.1 RouwUitvaart.nl is an information and referral platform. We:

- provide general information about death, funerals and bereavement;
- ensure that callers to our telephone number are automatically put through to the team of our funeral partner, who answer questions, give advice and, at the caller's request, set the funeral in motion with a funeral director;
- do not carry out funerals, do not own funeral homes and do not take telephone requests ourselves.

3.2 When you call +31 85 004 8099, you first hear a short message and are then put through to the funeral partner. The conversation, the quotation, the arrangements and the funeral itself are the responsibility of the funeral partner.

3.3 RouwUitvaart.nl receives a fee from the funeral partner for referrals.

3.4 The prices of the fixed funeral options and individual services shown on the website are the prices given to us by the funeral partner. The quotation from the funeral partner is binding. Other amounts on the website are indicative and based on public information.

3.5 RouwUitvaart.nl is not a party to any agreement a caller makes with the funeral partner or any other provider. We are not an intermediary with a duty of care and accept no responsibility for the services, prices, quality or performance of the funeral partner or other providers.

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

3.7 On pages about funeral insurance we use affiliate links through the Daisycon and Awin networks. If a visitor takes out insurance through such a link, we receive a fee. This costs the visitor nothing extra.

Article 4 – Costs

4.1 Using the website and being put through via our telephone number are free of charge; the caller only pays the normal call charges of their own provider. The costs of a funeral or an individual service are agreed directly with the funeral partner.

Article 5 – Liability

5.1 RouwUitvaart.nl strives for accuracy but cannot guarantee that all information is always complete, up to date or correct.

5.2 RouwUitvaart.nl is not liable for:

- damage, delays or problems with the services of the funeral partner or other providers;
- damage caused by incorrect or incomplete information from the caller;
- indirect or consequential damage, however arising, from the referral or the actions of the funeral partner or other providers.

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 fee RouwUitvaart.nl received for the referral concerned.

Article 6 – Complaints

6.1 Complaints about our information or about being put through can be sent to contact@rouwuitvaart.nl. Complaints about the performance of a funeral or service must be submitted directly to the funeral partner or the provider concerned.

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

Article 7 – Privacy

7.1 Personal data are processed carefully in accordance with the GDPR. Data you share in the telephone conversation with the funeral partner are processed by the funeral partner under its own responsibility. See our privacy policy for more information.

Article 8 – Applicable law

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

Final provision

If any provision is found to be invalid, the remaining provisions remain in force. These terms may be amended; the most recent version on the website always applies.

RouwUitvaart.nl
E-mail: contact@rouwuitvaart.nl
Website: www.rouwuitvaart.nl