

General Terms and Conditions

1. Applicability

1.1 These General Terms and Conditions are applicable to all assignments given to Florent B.V. ("Florent").

2. Requests for services

- 2.1 All requests for services made to Florent will be exclusively accepted and executed by Florent. This will also apply even if it is the explicit or tacit intention that the services be executed by a specific person. The applicability of Article 7:404 of the Dutch Civil Code, which contains a regulation covering the above instance, and the applicability of Article 7:407 para. 2, which establishes joint and several liability for cases in which an engagement is issued to two or more persons, is explicitly excluded.
- 2.2 Netherlands law is applicable to all requests for services issued to Florent.
- 2.3 Requests for services issued to Florent never extend to the provision of advice on foreign law.
- 2.4 In the context of the execution of services, Florent will be entitled to engage third parties on behalf of the client. Florent will be authorised to accept limitations of liability from said third parties on behalf of or at the expense of the client.
- 2.5 The client indemnifies Florent against all third-party claims and the costs to be incurred by Florent in this context, if these are related in any way to the work performed for the client.
- 2.6 Requests for services will be executed exclusively on behalf of the client. Third parties cannot derive any rights from the content. If the client notifies third parties of results of work performed by Florent, the client must notify said third parties to this effect in writing.
- 2.7 Florent processes personal data and records such data in a client file. The personal data shall be used strictly on a professional basis and only in accordance with the justified purposes in connection therewith. A detailed description of the way processing of personal data is handled by Florent and of your rights in that regard can be found in Florent's [privacy and cookie policy](#) that is published on its website www.florent.nl.
- 2.8 The dossier in question will be kept by Florent for 10 years after the end of the matter, after which it will be destroyed without further notice.
- 2.9 These General Terms and Conditions are applicable to all requests for services placed with Florent. In the event of amendments to these terms and conditions by Florent, the amended terms and conditions will be applicable to all new requests for services as of the day of publication on the website of Florent. The persons authorised to accept requests for services on behalf of Florent will also be referred to as "partner" below.
- 2.10 These General Terms and Conditions have been drawn up in the Dutch and English languages. The Dutch text is binding.

3. Fees and collection

- 3.1 The fees of the lawyers working for Florent vary, depending on their experience and specialist knowledge. Florent is entitled to amend the fees applied by it periodically.
- 3.2 The fee notes to be sent by Florent must be paid in full within the period indicated on the fee notes. A client who fails to do so will be in default. In such cases the client will be required to reimburse Florent for all judicial and extrajudicial collection costs, including integral costs for lawyers incurred in this context, and the statutory interest or commercial interest.
- 3.3 Florent is entitled at all times to require advance payments for all work to be performed and costs to be incurred. These are set off at the end of the engagement, or in the interim as applicable.

4. Liability and time-limit

- 4.1 The liability of Florent is limited at all times to the amount paid out in the case in question under the professional liability insurance policies of Florent, plus the excess payable by Florent in the case in question under the policy terms and conditions. These insurance policies include cover restrictions, including regarding the levels of claims and the number of claims per year. Policy terms and conditions can be inspected on request. In the event that no payment takes place pursuant to said insurance policies, for any reason whatsoever, the liability of Florent will be limited to 3 times the fee charged by Florent in the context of the matter in question and paid on time in the 12 months prior to the moment at which the event leading to liability took place, with a maximum liability of €250,000 (two hundred and fifty thousand euros).
- 4.2 In the event that Florent engages third parties, other than those referred to in article 4.4, Florent can never be held liable for failures on the part of said third party, with the exception of its own failures, with regard to which that stated in article 4.1 will be applicable. If the client holds the third party liable directly, the client indemnifies Florent against each claim of the third party in the context of said liability claim and all related costs for Florent.
- 4.3 All rights of claim and other client rights vis-a-vis Florent in the context of work performed by Florent will lapse as soon as a period of one year has passed after the day on which the existence of said rights became known to or could reasonably have become known to the client.
- 4.4 These terms and conditions are also stipulated on behalf of: each person currently or formerly affiliated with Florent, such as directors, employees, advisers, partners and shareholders (and their directors) and their legal successors by universal title, notwithstanding the provisions in article 2.1. The exemptions contained in article 2.5 and 4.2 are applicable to them directly. They can never be held liable by the client, notwithstanding the provisions in article 2.1, except in the event of intent or deliberate recklessness. In these exceptional cases, the time limit clause contained in article 4.3 will be applicable to these persons directly. The limitation and exclusions of liability, time limit and exemptions contained in these terms and conditions also apply to all noncontractual claims of the client against Florent, to the extent that these are connected to the realisation of a request for services by Florent.

5. Disputes

- 5.1 The provision of services by Florent is subject to its complaints handling policy, as stipulated by the Netherlands Bar Association. This policy can be consulted on the website of Florent. If a complaint is not resolved after processing in accordance with the complaints policy, it can be put before the court referred to in article 5.2.
- 5.2 The legal relationship to which these General Terms and Conditions are applicable is governed by Netherlands law. The competent court in Amsterdam has jurisdiction to take cognizance of disputes between Florent and the client, to the exclusion of all other courts. In deviation from the above, however, if Florent is acting as the claimant it will be permitted to bring the dispute before the court applicable to the client.