

Terms and conditions

1. SERVICE PROVIDER

Service provider: Harmony Hills (hereinafter "the Provider"), 3347991-9 Isokankaantie 104 69600 Kaustinen, matias@paatoksentekokonsultti.com

For the purposes of this contract, the term "producer" is used to refer to the entity producing/providing the service and the term "subscriber" is used to refer to the entity ordering/purchasing the service.

The term "parties" refers to the producer as one party and the subscriber as the other party.

2. DEFINITIONS

The provision and supply of the Service shall be governed by Finnish law.

3. PURPOSE OF THE CONTRACT

This document sets out the terms and conditions of the service and its performance.

4. SUBJECT MATTER AND DELIVERY OF THE CONTRACT

The service covered by this contract includes a face-to-face meeting with the client, either online or on-site. If the client wishes to meet on the spot without remote access, he will be charged for the costs of travelling to the client's premises and any overnight stay. The maximum duration of a client meeting is two hours, if the client needs more time to clarify the situation, this will be agreed separately.

For organisations, the implementation and delivery of the service is always agreed on a case-by-case basis.

5. VALIDITY OF THE CONTRACT

The contract is valid until both parties have fulfilled their obligations. The service provider has delivered the service on the agreed date and the customer has paid as agreed.

6. TASKS OF THE PARTIES

The Service Provider undertakes to comply with the following obligations under this agreement:

Perform the Service for the Client at the agreed time and to use all his professional skill to carry out the work in the best interests of the Client.

Comply with Finnish law in all circumstances, using its best endeavours.

Ensure that the client's data is handled and stored securely and in the best interests of the client.

Client

The service purchaser undertakes the following obligations under this contract:

Provide the Service Provider with the information necessary to perform the Service in the best possible way.

7. ARCHIVING, CONFIDENTIALITY AND DISCLOSURE OF INFORMATION IN ORDER TO ENSURE THE BEST POSSIBLE SERVICE IN THE BEST POSSIBLE WAY

The data collected before the start of the service, such as the name and contact details of the person concerned, will be stored off-line and separately from the computer in order to protect against possible data breaches and the risks they entail. The data is processed only by the service provider and cannot be accessed by others. The data will be kept only until the obligations under the contract have been fulfilled. If the customer has given his consent to the marketing register, his/her data will be kept in the register until he withdraws his/her consent.

All information about the customer which the service provider becomes aware of in the course of the service is confidential and no information will be disclosed to third parties. For more information, please see the company's privacy policy.

8. QUALITY MANAGEMENT

At the end of the service, the customer will be asked to provide feedback on the service for further development.

9. PRICE AND PAYMENT METHODS

10.1 The Service is provided at a fixed price. If the customer requires additional time, the price will be agreed separately.

10.2 The price of the Service to the consumer is EUR 299 including VAT. The price for organisations will be agreed on a case by case basis.

10.3 An invoice will be sent to the customer's e-mail address immediately after the service has been provided.

10.4 The payment period is 14 days.

10.5 The interest rate for late payment is 11.5%.

Payment methods are those offered by STRIPE, such as credit cards and mobile payments.

10. AMENDMENT, TRANSFER AND TERMINATION OF THE CONTRACT

If the customer cancels the service 24 hours before the service is due to be performed, the contract will lapse. The customer may change the date of performance free of charge. The contract cannot be terminated after the service has been performed, in which case the customer must pay for the work performed.

11. DISPUTES

Disputes shall be resolved primarily by negotiation. If the parties are unable to reach an agreement through negotiation, the dispute will be settled by the courts.

12. GUARANTEE

The service provider does not give any guarantee for the service.

13. FORCE MAJEURE

If the service cannot be provided on the agreed date, the parties may agree on a new date if the customer still needs the service. If the customer is not satisfied with the new date, the contract will expire immediately.

14. DISCLAIMER

The service offers the client help in making decisions and helping him/her to understand his/her situation. At the end of the service, the individual client is offered one or up to three possible solutions based on the information provided by the client during the service. Recommendations are offered to organisations to improve their decision-making. The service provider makes suggestions, but under no circumstances takes responsibility for the client's final decision. The final authority for decisions lies with the client and cannot be delegated to the service provider, who in no case assumes such authority or responsibility.