

Terms and conditions Tamboer AI

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This is a translation of the Dutch terms (Algemene voorwaarden). If the two texts differ, the Dutch text prevails.

In short

This summary helps you read the terms. If it differs from the articles, the articles apply.

- Tamboer AI works only for businesses and organisations, not for consumers.
- AI prepares, a person decides. You check everything a workflow produces before you use or send it.
- Tamboer AI does its best to deliver a good result, but does not guarantee error-free AI, savings or uninterrupted operation of third-party services.
- If a delivered workflow does not work as agreed, you choose: Tamboer AI fixes it, or you get a refund. Report it within the reporting period stated in the proposal.
- Tamboer AI designs and builds workflows. You test them yourself and decide yourself whether to use them. From that moment on, you are responsible for the workflow, your systems and the results.
- Because one of your employees checks and approves everything, you are yourself responsible for what a workflow produces, even if there is an error in the workflow.
- The liability of Tamboer AI is limited to direct damage and to the amount of the assignment, with a maximum of 5,000 euro. Tamboer AI is not liable for free services.
- You pay half at the start and half on delivery.
- Your own accounts, data, documentation and what Tamboer AI makes specifically for you are yours once it has been paid for. Reusable building blocks of Tamboer AI and third-party licences are arranged separately.

Part A. General provisions

Article 1. Definitions

1.1 Tamboer AI: Joost Tamboer, sole proprietorship, trading as Tamboer AI, registered with the Dutch Chamber of Commerce under number 42176016.

1.2 Client: the business or organisation that gives Tamboer AI an assignment, requests an offer or uses a service of Tamboer AI, including a free service.

1.3 Assignment: the agreement under which Tamboer AI performs work for the client, such as advice, a review, designing, building, setting up, testing or managing a workflow, training or hands-on consultancy.

1.4 Proposal: the quote, plan of approach or other offer from Tamboer AI that sets out the content, price and planning of an assignment.

1.5 Workflow: a working method, instruction, prompt, integration, script, configuration, knowledge base or any combination of these, designed, set up or built by Tamboer AI, with or without the use of artificial intelligence.

1.6 AI output: all text, figures, calculations, summaries, drafts, classifications and other results produced by an AI model or a workflow.

1.7 Third-party services: software, platforms, AI models, integrations, hosting and other services that do not belong to Tamboer AI, such as those of Anthropic, OpenAI, Microsoft and Google, and the packages the client already uses.

1.8 Delivery: the moment at which Tamboer AI reports that a workflow or other result is ready for use or acceptance.

1.9 In writing: by letter, email or WhatsApp message.

Article 2. Scope

2.1 These terms apply to every offer, proposal, assignment and free service of Tamboer AI, including follow-up assignments and additional work.

2.2 Tamboer AI works exclusively for clients acting in the course of a profession or business. By requesting a service, the client declares that it is not acting as a consumer.

2.3 Purchasing terms or other terms of the client do not apply, unless Tamboer AI has accepted them in advance, in writing and expressly.

2.4 In case of conflict, this order applies: first the proposal accepted by the client, then Part B of these terms, then Part A, then anything else on the website. A departure from article 15 (liability), article 16 (indemnity), articles 9.5 and 9.6 (warranty) article 6.8 (responsibility for output) or article 9.8 (responsibility after putting into use) only applies if the proposal expressly states that it departs from that article.

2.5 If a provision is void or annulled, the other provisions remain in force. The invalid provision is then replaced by a valid provision that comes as close as possible to the purpose of the original. The same applies to a limitation that may not be invoked in a particular case: it then applies to the widest extent that is permitted.

2.6 If Tamboer AI does not require strict compliance with these terms, it does not lose the right to require compliance later.

2.7 Tamboer AI sends these terms as a PDF before or when an assignment is concluded, with the proposal or in the message to which the client gives its acceptance, and keeps them available at www.tamboerai.nl/voorwaarden. The proposal states the version number. By accepting, the client declares that it has received the terms and agrees to them.

Article 3. Offer and conclusion

3.1 A proposal is without obligation and valid for 30 days, unless the proposal states another period. Tamboer AI may withdraw a proposal as long as it has not been accepted.

3.2 An assignment is concluded when the client accepts the proposal in writing, or when Tamboer AI starts the work with the consent of the client. Acceptance by email or WhatsApp has the same effect as a signature.

3.3 A proposal is based on the information the client has provided. If that information turns out to be incorrect or incomplete, Tamboer AI may adjust the price, planning or content.

3.4 Obvious mistakes or typing errors in a proposal do not bind Tamboer AI.

3.5 Tamboer AI may decline an assignment without giving reasons.

Article 4. Performance

4.1 Tamboer AI performs the assignment to the best of its knowledge and ability. Tamboer AI has an obligation of effort, not an obligation of result, unless the proposal expressly promises a result.

4.2 Tamboer AI decides on the working method, the tools and the AI models, taking into account what has been agreed in the proposal.

4.3 In performing the assignment, Tamboer AI may use tools, third-party services and, after consulting the client, other persons.

4.4 Periods and dates in a proposal or planning are target dates, not strict deadlines. Exceeding them gives the client no right to compensation or termination, unless the client has given Tamboer AI written notice of default with a reasonable period, as a rule 20 working days, and Tamboer AI still fails to deliver within that period. If performance has become permanently impossible, no notice of default is required. The agreed operation of a delivered workflow is governed by article 9 and Part B.

4.5 Periods only start once the client has provided all requested information, materials, accounts and access, and are extended by any delay on the side of the client or of third-party services.

4.6 Tamboer AI is a sole proprietorship. In case of illness, incapacity for work or another personal impediment of Joost Tamboer, periods are extended by the duration of the impediment. Tamboer AI reports an impediment as soon as reasonably possible.

Article 5. Obligations of the client

5.1 The client provides in good time all information, materials, examples, accounts and access that Tamboer AI needs, and guarantees that they are correct and complete.

5.2 The client appoints a process owner who decides, tests and accepts on behalf of the client, and who answers questions from Tamboer AI within two working days.

5.3 The client guarantees that it may use, and allow Tamboer AI to use, the information, files, personal data and systems it makes available for the assignment, and that this use does not infringe third-party rights, confidentiality obligations or statutory rules.

5.4 The client itself subscribes to the third-party services a workflow needs, in its own name and at its own expense, and keeps them in place. The client complies with the terms of those services.

5.5 The client is itself responsible for managing and securing its systems, accounts, passwords and access keys, and for making and keeping current backups of its data, including before Tamboer AI gets access or connects a workflow.

5.6 The client makes its own assessment of the legal, tax and sector rules that apply to its processes. Tamboer AI does not give legal, tax, financial or accounting advice.

5.7 If the client fails to meet an obligation under this article, Tamboer AI may suspend performance and charge the extra time and costs in accordance with article 10.

Article 6. AI and human review

6.1 The client knows and accepts that AI models can produce incorrect, incomplete, outdated, biased or invented output, even if a workflow has been designed and tested properly, and that the same question can lead to different answers.

6.2 A workflow of Tamboer AI prepares work. The client has all AI output checked by a competent employee before it is used, sent, published, invoiced, booked or used as the basis for a decision. This applies in particular to amounts, prices, quotes, invoices, technical data, legal texts, personal data and messages to customers. The client ensures that its employees follow this check and the manual.

6.3 The client remains fully responsible for its decisions, actions and communications and for everything it or its employees do with AI output, including when a workflow has prepared that output.

6.4 A workflow of Tamboer AI takes no independent decisions with legal effect and sends, pays or orders nothing without approval by an employee. Departing from this requires a separate written agreement from the client that specifies exactly which actions the workflow performs on its own, with which permissions and which checks. For quotes, prices and messages to customers, approval by an employee always remains in

place. If the client itself removes or bypasses an approval step, lets a workflow act on its own or extends the permissions of a workflow, this is at its own expense and risk.

6.5 Each party bears the obligations that follow for it from the European AI Act. The client is the deployer for the use of AI in its business and itself ensures, among other things, transparency towards its customers and sufficient AI literacy of its employees. A training from Tamboer AI helps with this, but does not take over that obligation.

6.6 Tamboer AI designs, builds and sets up workflows. The client tests a workflow itself and decides itself whether, when and how to put it into use. Tamboer AI does not run or manage workflows, unless management has been agreed under Part B.

6.7 Advice from Tamboer AI is a recommendation; the client decides itself whether to follow it. Results of a baseline measurement, review, opportunity map, calculator or other advice are estimates. Tamboer AI does not guarantee time savings, cost savings, revenue or any other result.

6.8 Because an employee of the client checks and approves all output of a workflow before it is used (articles 6.2 and 6.4), the client alone is responsible for its consequences. Tamboer AI is not liable for damage caused by output of a workflow, even if that output is incorrect because of an error in the workflow itself. This includes a price that is too low or too high or an incorrect amount in a quote, invoice or message, an incorrect, incomplete or inappropriate message to a customer, incorrect treatment of or a decision about a customer, and data processed or sent incorrectly. For an error in the workflow itself, the client only has the rights under article 9.5.

Article 7. Third-party services

7.1 Workflows work with third-party services. Tamboer AI has no influence on the availability, operation, security, prices, terms, data processing and further development of those services. The terms of those third parties apply to their use.

7.2 Tamboer AI is not liable for outages, errors, changes, price increases, restrictions, security incidents, data loss or discontinuation of a third-party service, even if a workflow works less well or stops working as a result.

7.3 If a workflow has to be adjusted because a third-party service changes, this is additional work under article 10, unless it falls within the warranty of article 9.

7.4 Licence, subscription and usage costs of third-party services are not included in the price of Tamboer AI, unless the proposal expressly states so.

Article 8. Access to the client's systems

8.1 The client gives Tamboer AI only the access needed for the assignment, preferably with separate accounts, limited permissions or a test environment. The client decides on granting and revoking access and revokes it after the assignment ends. Access keys, passwords and customer data stay in the systems and accounts of the client.

8.2 Tamboer AI handles access with care and uses it only for the assignment.

8.3 Tamboer AI only connects a workflow to a live system after the client has approved this. The client makes a backup beforehand.

8.4 Tamboer AI is not liable for loss, damage or alteration of data, disruption of systems or security incidents that were not caused by a failure of Tamboer AI itself, such as actions of the client, its employees or third parties, or the absence of a backup. Damage that was caused by a failure of Tamboer AI is governed by article 15.

Article 9. Delivery, acceptance and warranty

9.1 After delivery, the client tests the result within ten working days against what was agreed in the proposal.

9.2 The result is deemed accepted if the client does not state in writing, with reasons, within ten working days of delivery on which points it does not meet the proposal. Use during those ten working days counts as testing and does not shorten the period. The warranty of article 9.5 continues to apply after acceptance.

9.3 Minor defects that do not substantially hinder use are no reason to refuse acceptance. Tamboer AI fixes them under the warranty.

9.4 Tamboer AI fixes a deviation reported in time within a reasonable period. A new test of five working days then follows for the fixed parts.

9.5 Warranty: if a delivered workflow does not work as agreed in the proposal, measured against the delivery check in the proposal, and the client reports this in writing within the reporting period stated in the proposal, the client chooses: (a) Tamboer AI fixes it free of charge within a reasonable period, or (b) Tamboer AI refunds what the client has paid for the assignment and the instalment not yet paid lapses. If the proposal does not state a reporting period, it is 30 days after delivery. If a fix does not succeed within a reasonable period, the client may still choose a refund. A defect reported in time continues to be handled, even if the fix runs beyond the reporting period. In case of a refund, the assignment ends and the client stops using the workflow for which it receives the refund. A refund under this article is not compensation for damage; article 15 governs damage.

9.6 The warranty does not cover incorrect AI output in an individual case where the workflow otherwise works as agreed (see article 6), and does not apply to the extent a defect is caused by:

- changes by the client or a third party to the workflow, the instructions, the knowledge base or the connected systems;
- use that departs from the proposal or the manual;
- changes, outages or restrictions of third-party services;
- incorrect or incomplete information or data from the client.

9.7 Tamboer AI does not guarantee that a workflow works without errors or interruptions.

9.8 From the moment it is put into use, the client is responsible for the operation and use of the workflow in its business, for the connected systems and for all its results. For defects in a workflow, the client only has the rights under article 9.5. Damage from the use of a workflow is borne by the client.

Article 10. Additional work and changes

10.1 Work not included in the proposal is additional work. Tamboer AI only performs it after written agreement from the client on the content and the price or cap.

10.2 Unless agreed otherwise, additional work is charged at the hourly rate in Part B.

10.3 A change to the assignment can shift the planning. Tamboer AI reports this in advance.

Article 11. Prices and payment

11.1 All amounts are in euro and excluding VAT, unless stated otherwise.

11.2 Invoices have a payment term of 14 days from the invoice date.

11.3 If the client does not pay on time, it is in default without notice of default. Tamboer AI may then charge the statutory commercial interest and suspend performance of all assignments until payment in full. Extrajudicial collection costs are borne by the client, in accordance with the Dutch Decree on compensation for extrajudicial collection costs.

11.4 The client raises any objection to an invoice in writing within 14 days of the invoice date. An objection does not suspend the obligation to pay the undisputed part.

11.5 The client may not set off payments against a claim on Tamboer AI and may not suspend its payment, unless Tamboer AI is bankrupt.

11.6 The prices of Tamboer AI are based in part on the limitations of liability and the indemnity in these terms.

11.7 Unless the proposal states otherwise, Tamboer AI invoices half of the assignment price at the start and half on delivery. Delivery here means: the delivery check in the proposal has been passed.

Article 12. Intellectual property

12.1 What Tamboer AI makes specifically for the client, such as the process map, the baseline measurement, the workflow design, the prompt library, the set-up plan, the knowledge base with the client's data and the built workflow, becomes the property of the client once all invoices for the assignment have been paid. Until then, the client has a right of use for the duration of the assignment. Accounts and third-party services are in the client's name (article 5.4). The client also receives the documentation and the configuration needed for its workflow.

12.2 After payment, the client may use the result internally, change it and have it maintained by someone else, also without Tamboer AI.

12.3 Tamboer AI's own working method, methods, templates, standard prompts, tools and general knowledge remain with Tamboer AI. To the extent they are included in a result, the client receives after payment a permanent, non-exclusive right to use them for its own business. Tamboer AI may also use them for others, without the data or the specific design of the client.

12.4 Tamboer AI does not guarantee that AI output is protected by copyright or free of third-party rights.

12.5 The client remains the owner of all information and data it provides.

Article 13. Confidentiality

13.1 Tamboer AI keeps confidential what the client shares in confidence in the course of the assignment, or what Tamboer AI should reasonably understand to be confidential, also after the assignment ends.

13.2 Confidentiality does not apply to information that is already public, that Tamboer AI has lawfully received from someone else, or that Tamboer AI must disclose by law, court order or at the request of a regulator.

13.3 Tamboer AI may process confidential information with the third-party services needed for the assignment, such as the AI models and platforms named in the proposal or used by the client itself.

13.4 In a first request and for a free service, the client sends no customer files, personal data or other sensitive information, but anonymised examples.

Article 14. Personal data

14.1 For personal data that Tamboer AI processes on behalf of the client, the client is as a rule the controller and Tamboer AI the processor. The parties record the roles for each processing activity. Before Tamboer AI gets access to personal data of the client's customers or employees, the parties conclude a data processing agreement with the content required by the GDPR.

14.2 The client guarantees that it has a legal basis for the processing, that it informs the data subjects and that processing through a workflow and through third-party services is permitted.

14.3 In the relationship between the client and Tamboer AI, the limitations of liability in article 15 and the indemnity in article 16 also apply to claims under a data processing agreement and the GDPR, to the extent

the law permits and unless the data processing agreement expressly departs from them. The rights of data subjects and the powers of the Dutch Data Protection Authority remain unaffected.

14.4 How Tamboer AI itself handles personal data, for example when you contact it through the website, is set out in the privacy statement at www.tamboerai.nl/en/privacy.

Article 15. Liability

15.1 Tamboer AI is only liable for damage that is the direct result of an attributable failure in performing an assignment. Liability only arises after the client has given Tamboer AI prompt written notice of default, with a precise description of the failure and a reasonable period to remedy it, and Tamboer AI still fails attributable after that period, unless remedy is permanently impossible.

15.2 Direct damage means exclusively:

- the reasonable costs of bringing Tamboer AI's performance into line with the proposal, to the extent the assignment is not terminated;
- the reasonable costs of establishing the cause and extent of the damage, to the extent they relate to direct damage;
- the reasonable costs of preventing or limiting damage, to the extent the client shows that they led to a reduction of direct damage;
- the reasonable costs of restoring, from the backups in article 5.5, data or settings damaged by a failure of Tamboer AI during performance of the assignment, before the workflow is put into use (article 9.8 prevails).

15.3 Tamboer AI is not liable for other damage, including in any case:

- indirect damage and consequential damage;
- damage from the use of a workflow or other result after it has been put into use (article 9.8);
- damage caused by output of a workflow, even if it is incorrect because of an error in the workflow itself (article 6.8);
- lost profit, lost revenue, lost savings and reduced goodwill or reputation;
- damage from business interruption or delay;
- loss, damage or leaking of data, except the restoration costs in article 15.2;
- damage to the extent caused by decisions, quotes, prices, invoices, bookings, messages or other actions of the client or its employees, also if they were prepared with a workflow or AI output;
- damage to the extent caused by AI output that was not checked in accordance with article 6.2;
- damage to the extent caused by an outage, error or change of a third-party service;
- damage to the extent caused by incorrect or incomplete information from the client;
- fines, penalty payments and additional tax assessments imposed on the client;
- damage from claims of third parties, including customers of the client.

15.4 To the extent Tamboer AI is liable, its total liability is limited to the agreed amount excluding VAT of the assignment in which the damage arose. For an assignment with a term of more than three months, such as management or hands-on consultancy, this is the amount for the work in the three months before the event causing the damage. In all cases, total liability per assignment is limited to 5,000 euro. A series of connected events counts as one event.

15.5 Tamboer AI is not liable for free services, such as the free AI plan, the free tools on the website, examples, prompts and knowledge base articles.

15.6 The client reports a claim for damages in writing, with a description, within 30 days after it discovered or could reasonably have discovered the damage and the involvement of Tamboer AI, failing which the claim

lapses. A claim reported in time lapses if the client does not bring legal proceedings within one year of the report.

15.7 The limitations in this article do not apply to the extent the damage results from intent or deliberate recklessness of Joost Tamboer personally.

15.8 The limitations in this article apply towards the client on every legal ground, including liability in tort. Persons engaged by Tamboer AI in performing the assignment may invoke this article directly against the client.

Article 16. Indemnity

16.1 The client indemnifies Tamboer AI against claims of third parties, including customers of the client, data subjects, regulators and suppliers, and against the reasonable costs of defending them, to the extent those claims result from:

- the use by the client or its employees of a workflow, AI output or another result, including messages, quotes and decisions the client sends or takes on that basis;
- instructions from the client;
- the information, data and materials the client provides;
- the processing of personal data for which the client is responsible;
- the client's failure to comply with these terms, the terms of third-party services or statutory rules.

16.2 The indemnity does not apply to the extent the claim results from a failure of Tamboer AI itself, and not to fines imposed on Tamboer AI itself. A failure of Tamboer AI is governed by article 15.

Article 17. Force majeure

17.1 Tamboer AI is not obliged to perform if it is prevented by force majeure. Force majeure includes, in addition to what the law considers force majeure, any circumstance beyond the control of Tamboer AI, including: outage, change, restriction or discontinuation of third-party services; disruptions of internet, power or telecommunications; cyber attacks; government measures and new laws or regulations; and illness or incapacity for work of Joost Tamboer.

17.2 If force majeure lasts longer than 60 days, either party may terminate the assignment in writing for the part not yet performed, without any right to compensation. The client pays proportionally for the work Tamboer AI has already done.

Article 18. Suspension and termination

18.1 The client may terminate an assignment early, subject to the cancellation rules in Part B. The client then pays for the work Tamboer AI has done up to that moment and the costs Tamboer AI has already incurred.

18.2 Tamboer AI may suspend or terminate an assignment in whole or in part with immediate effect if the client fails to meet its obligations, if the client is bankrupt or applies for a suspension of payments, if its business is discontinued, or if continuing the assignment cannot reasonably be required of Tamboer AI, for example because the client wants to use a workflow for something unlawful.

18.3 In case of termination by Tamboer AI under article 18.2, Tamboer AI owes no compensation and all claims on the client become immediately due.

18.4 After an assignment ends, the client revokes the access of Tamboer AI and Tamboer AI deletes within 30 days the client's data it received for the assignment, unless the law requires retention or the parties agree otherwise.

Article 19. Complaints

19.1 If the client is not satisfied with the work of Tamboer AI, it reports this in writing, with a description, within 30 days after it noticed or could have noticed it. Tamboer AI responds substantively within five working days and, if the complaint is justified, proposes a remedy.

19.2 A complaint does not suspend the obligation to pay.

Article 20. References

20.1 Tamboer AI only names the client as a customer, or uses an example from its business, after the client has given permission for each case.

Article 21. Transfer

21.1 The client may only transfer rights and obligations under an assignment to someone else with the written consent of Tamboer AI.

21.2 The client consents in advance to Tamboer AI transferring its legal relationship with the client to a legal entity in which Joost Tamboer continues the Tamboer AI business, such as a private limited company. Tamboer AI reports such a transfer in writing.

Article 22. Changes to these terms

22.1 Tamboer AI may change these terms. For an ongoing assignment, the version in force when the assignment was concluded applies, unless the client agrees to a new version.

22.2 Each version has a number and a date. Tamboer AI sends earlier versions on request.

Article 23. Applicable law and disputes

23.1 Dutch law applies to all assignments and to these terms. The Vienna Sales Convention (CISG) does not apply.

23.2 The parties first try to resolve a dispute together. If that fails, the District Court of Midden-Nederland has exclusive jurisdiction, unless mandatory law designates another court.

23.3 These terms also exist in Dutch. If the two texts differ, the Dutch text prevails.

Part B. Specific provisions per service

The prices in this part are the standard prices of 19 October 2026. The proposal may state a different price or content.

B1. The free AI plan

B1.1 The free AI plan is free and places the client under no obligation. The client receives an AI plan for its business, three tailored examples, a demonstration, a personal video and a discussion of the plan. The client provides a short conversation and one work example without personal data (article 13.4).

B1.2 Tamboer AI agrees a start date and a delivery date with each organisation. The client can cancel at any time, at no cost.

B1.3 Where this is small and feasible, Tamboer AI puts one solution into use. There is no right to a working or production-ready solution. What is put into use runs on the client's accounts; the client pays licence and usage costs directly and Tamboer AI states them in advance.

B1.4 The plan, the examples and the video belong to the client.

B1.5 The free AI plan is a first draft based on limited information, not a legal review. Article 9.5 does not apply; article 15.5 applies.

B2. One process on AI, with the AI Workflow Audit

B2.1 One process on AI costs 1,500 euro excluding VAT, payable in two parts of 750 euro: at the start and on delivery (article 11.7). Tamboer AI reviews one agreed process (the AI Workflow Audit), builds it to work on AI, tests it on the client's own work and delivers an opportunity map for the rest of the business.

B2.2 The lead time is ten working days after the requested information and working access have been provided.

B2.3 If the client starts the AI Operating System within 30 days of delivery, the full 1,500 euro is credited and 3,000 euro excluding VAT remains, payable in two parts of 1,500 euro: at the start and on delivery.

B2.4 If the review shows that building is not sensible, a no-go is a valid outcome. The client receives the review, the opportunity map and the reasoned decision, and the parties agree together whether Tamboer AI builds another process. A reasoned no-go with the review and the opportunity map counts as delivery and gives no right to a refund under article 9.5.

B2.5 The client can cancel an audit that has not yet started free of charge up to five working days before the start date. After that, Tamboer AI charges the hours worked up to the full amount.

B2.6 Defects in the built workflow are governed by article 9.5: the client chooses a fix or a refund. The review and the opportunity map remain with the client.

B3. The AI Operating System

B3.1 The AI Operating System costs 4,500 euro excluding VAT. It includes a second brain with the knowledge and working agreements of the client, the workflows set out in the proposal, testing on real cases and training of the team, in about three weeks from complete input and working access, unless the proposal states a different planning. Heavier integrations or a workflow that performs actions on its own (article 6.4) are budgeted separately by Tamboer AI.

B3.2 The client pays in two parts: 2,250 euro at the start and 2,250 euro on delivery. After One process on AI with crediting (B2.3): 1,500 euro and 1,500 euro.

B3.3 After week one there is a stop moment. If it then becomes clear, based on the first working version or the test in the proposal, that it is not going to work, either party may terminate the assignment in writing at that moment. Tamboer AI then invoices 1,500 euro excluding VAT for the week done. Anything the client has paid in excess is refunded and the instalment due on delivery lapses. With a direct start, that means 750 euro back from the start instalment of 2,250 euro. After One process on AI, the start instalment is 1,500 euro; there is then no refund and no extra invoice, and the crediting under B2.3 lapses.

B3.4 If a workflow does not work as agreed in the proposal after delivery and the client reports this within the reporting period stated in the proposal, article 9.5 applies: the client chooses a fix or a refund. Articles 9.6, 9.8 and 15.4 also apply.

B3.5 Organisations with more than about thirty employees or projects with many integrations receive a tailored proposal, built from the same building blocks.

B4. Management and ad hoc help

B4.1 Management and help after delivery are not part of the price of B2 or B3. They are agreed separately, at 125 euro per hour excluding VAT with a cap agreed in advance, or at another rate stated in the proposal.

B4.2 Management is an obligation of effort. Tamboer AI guarantees no availability, response time or resolution time, unless the proposal expressly states one.

B5. Training

B5.1 Tamboer AI provides training to the best of its ability. Tamboer AI does not guarantee that participants acquire particular knowledge or skills. The client remains responsible for how its employees use AI.

B5.2 If the client cancels a training later than five working days before the date, Tamboer AI charges it in full, unless the parties agree a new date.

B6. Hands-on consultancy

B6.1 For consultancy per day or half day, Tamboer AI works on the instructions of and in consultation with the client, who sets the direction and remains responsible for the choices and the result of the project. Tamboer AI has an obligation of effort.

B6.2 For hands-on consultancy, the amount in article 15.4 is always the amount for the work in the three months before the event causing the damage, with the maximum of 5,000 euro.

B7. Website and free tools

B7.1 The process check, the calculator, the baseline tool, the prompt builder, the workflow designer and the other tools on www.tamboerai.nl run in the user's own browser and give an indication, not tailored advice and not a commitment.

B7.2 No rights can be derived from the results, examples, cases and amounts on the website. The warranty on the website is the warranty in article 9.5. Which assignment, delivery check and reporting period apply is set out in the proposal. Tamboer AI is not liable for the use of the website and the tools.

B7.3 The texts, structure and images on the website belong to Tamboer AI. Reuse is allowed with attribution and a link.