

Terms and Conditions

Klusjesman Tim Rotterdam - Version: 17 July 2026

1. Who are we and when do these Terms apply?

These Terms and Conditions apply to all quotations, agreements and work carried out by:

Klusjesman Tim Rotterdam

Chamber of Commerce number: 50541870

VAT number: NL001103590B78

IBAN: NL21INGB0005157100

Email: admin@klusjesmantim.nl

Telephone: +31 10 307 1759

The customer is referred to below as the Client.

An agreement is formed as soon as the Client confirms a quotation, price agreement or appointment in writing. Written confirmation also includes WhatsApp and email.

Any different arrangements only apply when they have been recorded in writing.

2. Prices and estimates

Unless a fixed price has been agreed in writing, work is carried out at the applicable rate:

- the first two hours: EUR 225 including VAT;
- after that: EUR 85 including VAT per hour worked.

An estimate of time or costs is not a fixed price, unless it expressly states that it is a fixed price.

Materials, parking costs, waste-disposal costs, hire of special equipment and time needed to collect materials are charged separately, unless agreed otherwise.

Work that is not part of the original agreement is treated as additional work and will only be carried out after consultation with the Client.

3. Carrying out the work and unexpected situations

Klusjesman Tim carries out the work carefully and in accordance with the arrangements made.

If, during the work, it appears that:

- the situation differs from what was described in advance;
- additional work or materials are needed;
- the job takes more time than could reasonably have been estimated in advance;
- or it is not possible to continue safely and responsibly,

this will be discussed with the Client as soon as possible.

The Client then decides whether the work will be adjusted, continued or stopped. Work already carried out and costs already incurred will still be charged.

The law requires a contractor to give timely warning of known issues in the job, materials or situation. Any necessary price increase must also be reported as soon as possible, so that the Client can still make an informed choice.

4. Client responsibilities

The Client ensures that:

- the work area is accessible and sufficiently clear at the agreed time;
- electricity and water are available when needed;
- accurate and complete information about the job is provided;
- known pipes, cables, defects and risks are reported in advance;
- permission from a landlord, owners' association or other entitled party has been arranged;
- materials supplied by the Client are suitable, complete and available on time.

Additional time or costs arising because these conditions have not been met may be charged.

Klusjesman Tim is not responsible for defects in materials selected or supplied by the Client, unless he knew or should reasonably have known about those defects and did not warn the Client.

5. Cancellation or rescheduling

An appointment may be cancelled or rescheduled free of charge up to 48 hours before the start time.

For cancellation within 48 hours, 50% of the agreed starting rate may be charged. For cancellation on the day itself, if the job cannot start, or if access is not provided, the full starting rate may be charged.

Materials purchased specifically for the assignment and other demonstrable costs incurred will always be charged, unless they can be returned without loss.

These cancellation costs do not apply where the Client makes use of a statutory right of withdrawal.

6. Cooling-off period for consumers

A private Client who enters into the agreement remotely, for example through WhatsApp or email, generally has a fourteen-day cooling-off period.

If the Client wants the work to start during this cooling-off period, the Client must expressly request this in advance. If the agreement is cancelled after work has started, the Client pays the reasonable amount due for work already carried out and costs already incurred.

Where work has been fully performed during the cooling-off period at the Client's express request, the right of withdrawal may expire after the Client has agreed to this in advance.

7. Completion and complaints

After completion, the Client has the opportunity to inspect the work.

Visible issues should preferably be reported immediately. Issues discovered later must be reported as soon as possible after discovery, with a clear description and photographs where possible.

Where a defect can be attributed to Klusjesman Tim, he will first be given a reasonable opportunity to repair it free of charge. The Client must not have the repair carried out by someone else without prior consultation.

A Client is in principle entitled to repair free of charge where work has not been carried out as agreed.

Normal wear and tear, incorrect use, work by third parties and defects in materials supplied by the Client are not covered by free repair.

8. Payment

After the work has been completed, the Client will receive an invoice with an iDEAL payment link. The invoice must be paid immediately after completion of the job, unless otherwise agreed in writing in advance.

If immediate payment is not reasonably possible, the invoice remains due and payable and must be paid no later than the payment deadline stated on the invoice.

If a private Client does not pay on time, the Client will first receive a free payment reminder with a period of fourteen days to make payment. After that, statutory interest and legally permitted collection costs may be charged.

A complaint does not fully suspend the payment obligation. The part of the invoice that is not reasonably disputed must still be paid.

9. Liability

Klusjesman Tim is liable for direct damage demonstrably resulting from an attributable error in carrying out the work.

To the extent permitted by law, liability is limited to the amount paid out by the liability insurer in the relevant case. If no insurance payment is made, liability is limited to the invoice amount for the relevant assignment.

This limitation does not apply in cases of intent or deliberate recklessness and does not affect mandatory consumer rights.

Klusjesman Tim is not liable for damage resulting from:

- incorrect or incomplete information from the Client;
- hidden defects, cables or pipes;
- unsuitable materials supplied by the Client;
- instructions from the Client against which a warning was given in advance;
- normal operation, movement or wear of existing structures;
- work that has been changed by others after completion.

10. Force majeure

In the event of illness, accidents, extreme weather, disruptions, transport problems, supplier failure or other circumstances beyond the reasonable control of Klusjesman Tim, an appointment may be rescheduled.

Klusjesman Tim will report this as soon as possible. Both parties will look for a new date together. In that case, there is no right to compensation for consequential loss.

11. Photographs

Photographs of the work or final result will only be used recognisably for the website, portfolio or social media after the Client has given permission.

Personal data and recognisable personal belongings will be kept out of view as much as possible.

12. Disputes and governing law

Dutch law applies to the agreement.

In the event of a complaint, the parties will first contact each other and try to find a reasonable solution together. If that does not succeed, the dispute may be submitted to the competent Dutch court.