
Terms

Terms and conditions

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Clear agreements make working together easier. These terms explain how Taitan works, from quote to launch and after. We wrote them as simply as we could. If your quote says something different, the quote applies.

1. About Taitan

Taitan is the trade name of the sole proprietorship (eenmanszaak) of Tarun Ravi. Taitan designs and builds websites and provides SEO, AI integration, custom software and maintenance.

Business	Taitan, sole proprietorship (eenmanszaak) of Tarun Ravi
Address	Muzenlaan 135, 2353 KD Leiderdorp, the Netherlands
Email	taitanconnect@gmail.com
Chamber of Commerce (KvK)	93700202
VAT (BTW)	NL004396403B07

2. Definitions

- Taitan, we, us: the sole proprietorship above.
 - Client, you: the person or organisation that hires Taitan.
 - Quote: our proposal describing the work, the price and the planning.
 - Project: the work we agree on together, based on an accepted quote.
 - Deliverables: what we make for you, such as designs, the website, copy, code and files.
 - Maintenance plan: an ongoing monthly agreement. For a website this covers hosting, maintenance and small changes; for an AI solution, automation or custom software it covers keeping it running, monitoring it and improving it.
 - In writing: on paper or by email.
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3. When these terms apply

- 3.1 These terms apply to all of Taitan's quotes, projects and maintenance plans.

- 3.2 Different agreements only apply if we have put them in writing, for example in the quote.
 - 3.3 The client's own terms do not apply, unless we have agreed to them in writing.
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4. Quotes and the start of a project

- 4.1 A quote is not binding and is valid for 30 days, unless it states another period.
 - 4.2 The project starts once you accept the quote in writing (an email saying yes is enough). If you let us start without accepting, the quote counts as accepted.
 - 4.3 The quote is based on the information you give us. You make sure it is correct and complete.
 - 4.4 A quote does not automatically apply to later projects.
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5. How we do the work

- 5.1 We carry out the work carefully and skilfully, as you may expect from a professional. We do our best for a good result, but don't promise a specific outcome, such as a certain position in Google, number of visitors or revenue.
 - 5.2 You provide the information, copy, images, access and approvals we need, on time. You confirm you have the right to use that material.
 - 5.3 A delivery date is a target date, unless we have agreed a fixed date in writing. If material or feedback arrives later than agreed, the planning moves with it.
 - 5.4 We may bring in a specialist for part of the work. Taitan stays your point of contact and remains responsible for the work.
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6. Changes and extra work

- 6.1 If you want something that isn't in the quote, or the project changes along the way, that is extra work.
 - 6.2 We always tell you in advance what extra work costs (at our usual rate or as a fixed price) and only start once you agree.
 - 6.3 The number of feedback rounds is in the quote. Extra rounds are extra work.
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7. Delivery and approval

- 7.1 When the work is ready, we deliver it for you to check. You have 14 days to report, in writing, any errors or points that don't match what we agreed. We fix those at no extra cost.
- 7.2 The deliverables are approved once you say so, the website goes live, or 14 days after delivery if nothing has been reported.

8. Prices and payment

- 8.1 Prices are in euros and exclude VAT, unless stated otherwise.
- 8.2 For a fixed-price project you pay 50% at the start and 50% at launch, before it goes live. The quote may set a different split.
- 8.3 A maintenance plan is invoiced monthly, in advance. If it comes with a one-time setup fee, as with an AI solution or automation, you pay that at the start, and the maintenance plan begins once everything is live.
- 8.4 Invoices are due within 14 days of the invoice date.
- 8.5 If you don't pay on time, we first send a reminder giving you 14 more days. After that, statutory interest and the statutory collection costs are due, and we may pause the work and the maintenance plan until payment is made.
- 8.6 Third-party costs your project needs, such as a domain name, paid fonts, images or plugins, are agreed with you in advance and paid separately, unless they are in the quote.

9. Maintenance plan

- 9.1 What a maintenance plan includes is described in the quote or the plan description. For a website that is, for example, hosting, updates, backups, security and small changes; for an AI solution or automation it is keeping it running, monitoring it and improving it.
 - 9.2 A maintenance plan runs per month and renews automatically each month.
 - 9.3 You can cancel it in writing at any time. It then runs until the end of the current billing period, the month you have already paid for. If you want to move to another provider, we help you move everything over.
 - 9.4 Work outside the plan counts as extra work (article 6).
 - 9.5 We make sure everything keeps working well, but we depend on other parties such as the hosting provider or the provider of an AI model. We are not liable for outages at those parties; we do help to resolve them as quickly as possible.
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10. Ownership and intellectual property

- 10.1 Once everything is paid, the deliverables are yours: the website, the design, the copy and the code we made specifically for you. You may freely use it, change it or have someone else manage it.
- 10.2 We register your domain name and accounts in your name wherever possible. They are and remain yours.
- 10.3 Until everything is paid, the rights stay with Taitan.
- 10.4 Taitan keeps the rights to its own tools, standard components and methods that we also use in other projects. You get a lasting right to use them as part of your website.
- 10.5 Third-party parts, such as fonts, images or plugins, are covered by their own licence.
- 10.6 We may show the deliverables in our portfolio and promotion, unless you object in writing.

11. Liability

- 11.1 If Taitan is liable, this is limited to the amount you paid for the project concerned. For a maintenance plan, it is at most the amount of the last six months.
- 11.2 We are not liable for indirect damage, such as lost revenue or profit, loss of data or damage to reputation.
- 11.3 We are not liable for damage caused by material or information you provided, or by other parties' services (such as hosting, email or search engines).
- 11.4 A claim must be reported to us in writing within one year after you discovered the damage. After that it lapses.
- 11.5 These limits do not apply in case of intent or gross negligence by Taitan.
- 11.6 You indemnify Taitan against claims from others about material you provided, for example if you didn't have the right to use it.

12. Force majeure

- 12.1 If either of us can't keep an agreement because of something outside their control (such as illness, fire, a major supplier outage or a cyberattack), that is force majeure. The agreement then moves for as long as the force majeure lasts.
 - 12.2 If the force majeure lasts longer than 60 days, either of us may end the project in writing. Work already done is then paid for proportionally.
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13. Confidentiality

We both keep the other's confidential information secret and only use it for the project. This also applies to specialists we bring in, and continues after the project ends.

14. Personal data

- 14.1 How Taitan handles your personal data is set out in our privacy statement.
 - 14.2 If we process personal data of your customers or visitors for you (for example through hosting, a contact form or maintenance), you are the controller and Taitan is the processor. This article then serves as the data processing agreement; no separate document is needed.
 - 14.3 We only use that data for your project and on your instructions, never for our own purposes.
 - 14.4 We protect the data appropriately, including encrypted connections, secured accounts and backups. Anyone who works with it is bound by confidentiality.
 - 14.5 We may use other parties that help us with this, such as the hosting provider and the email service. They follow the same rules. Data only leaves the EU on a valid basis. If we choose a new party, we tell you in advance and you can object.
 - 14.6 If we discover a data breach, we tell you as soon as possible and within 48 hours at the latest, so you can report it to the Dutch Data Protection Authority in time.
 - 14.7 We help you when a customer or visitor wants to see or delete their data, and give you the information you need to show you comply with the GDPR.
 - 14.8 When the maintenance plan ends, we return or delete the data, whichever you choose, unless the law requires us to keep it.
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15. Ending a project early

- 15.1 If you stop a project before it is finished, you pay for the work already done and the costs already made. The deposit is used for this first. Work already done is not refunded.
 - 15.2 Either of us may end a project immediately if the other seriously fails to keep the agreements and doesn't put it right within a reasonable period after a written warning.
 - 15.3 If either of us goes bankrupt or is granted a suspension of payments, the other may end the project immediately. Work already done must then be paid at once.
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16. Are you a consumer?

- 16.1 If you hire us as a private person and not for your business, the mandatory rules of consumer law take precedence where they differ from these terms.
- 16.2 You then have a 14-day cooling-off period. If you ask us to start within those 14 days, you only pay for the part already done if you withdraw. If the work is fully completed with your consent, the cooling-off period no longer applies.

17. Other agreements

- 17.1 We may change these terms. For ongoing projects, changes only apply after we have told you about them.
- 17.2 If a provision is invalid, the others still apply. We then agree a replacement rule together that comes as close as possible.
- 17.3 Dutch law applies to all agreements with Taitan. We first try to solve a dispute together. If that fails, the District Court of The Hague (rechtbank Den Haag) decides, unless the law appoints another court.
- 17.4 These terms exist in Dutch and English. If the two differ, the Dutch text prevails.

Questions about these terms? Email us at taitanconnect@gmail.com.