

Trevernovum GmbH

General terms and conditions

§1 Scope of Application

(1) The General Terms and Conditions (hereinafter referred to as "GTC") regulate the contractual relationship between the Trevernovum GmbH (the contractor, hereinafter also referred to as "us/we") and the client (customer, hereinafter also referred to as "you") in the version valid at the time of the conclusion of the contract.

(2) Clients are not only companies but also private individuals (consumers), e.g. in the case of customised consulting and training.

(3) Deviating GTC of the client are rejected or do not apply, even if we do not object to their validity in individual cases.

§2 Conclusion of the contract

(1) The website of the Trevernovum GmbH only describes general services. The concrete services to be provided will be formulated by us within the framework of a written offer.

(2) The contract is concluded when the client signs and returns the offer to the Trevernovum GmbH within four weeks of receipt, by post or by e-mail.

§3 Terms of payment

(1) Depending on the scope of the service to be provided, we reserve the right to agree on a pro rata advance payment and/or partial payments for partial services already provided. Where applicable, such agreements shall form part of the contract.

(2) A separate invoice shall be issued by the Trevernovum GmbH for each partial payment due. Payments by the Client shall only be made after the corresponding invoice has been received.

(3) Payments shall be made either by bank transfer to the bank account stated on the invoice in the currency EUR or via PayPal, also in EUR. Other forms of payment are not accepted. Costs for any currency conversions shall be borne by the Client.

(4) Should the ordering party be in default of payment, the Trevernovum GmbH reserves the right to claim damages for default.

§4 Cancellation policy

(1) Consumers have a right of revocation in accordance with the following provisions:

(2) Right of revocation: As a consumer, you have the right to revoke this contract within fourteen days after conclusion of the contract without giving any reasons. This withdrawal period applies to services and deliveries of goods.

In order to exercise your right of withdrawal, you must send your withdrawal to the Trevernovum GmbH by means of a clear written declaration (by post or by e-mail). You can use the model withdrawal form on our website or send us another clear declaration. After receipt of this, the revocation will be confirmed to you at the latest on the following working day (e.g. by e-mail).

(3) Consequences of revocation: If you revoke this contract, we must refund all payments we have received from you without delay and at the latest within 14 days of the day on which we received notification of your revocation of this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you. In no case will you be charged any fees because of this repayment.

If you have requested that the services begin during the withdrawal period, you must pay us a reasonable amount corresponding to the proportion of the services already provided up to the time you notify us of the exercise of the right of withdrawal with regard to this contract compared to the total scope of the services provided for in the contract.

(4) Exceptions to the right of withdrawal

The right of withdrawal does not exist or expires for the following contracts:

- Delivery of goods, such as software, sound or video recordings, which are made to customer specifications or are clearly tailored to personal needs.
- In the case of services, if the Trevernovum GmbH has already provided these in full and you have taken note and expressly agreed before placing the order that we can start providing the service and you lose your right of cancellation on complete fulfilment of the contract.

§5 Data protection and data security

(1) Data processing is carried out in accordance with the European Data Protection Regulation (GDPR / DSGVO) and the Federal Data Protection Act (BDSG) of Germany. You can find more detailed information in our data protection declaration, available at <https://www.trevernovum.com>.

(2) In order to fulfil the contract, data is usually transmitted via the Internet by both parties. This concerns, for example, the exchange via e-mail but also the use of voice and video-based services. We therefore expressly point out that the use of these services is not to be considered as secure, error-free or confidential with regard to access by third parties. Both contracting parties are required to take appropriate measures to make the exchange of data as secure and confidential as possible. This includes, for example, the transmission of password-protected files if they contain confidential data.

§6 Final provisions

(1) The German version of the GTC is contractually binding. Translations into other languages are for information purposes only.

(2) We reserve the right to make changes to the GTC, our website and rules and regulations at any time. When a contract is concluded, however, the contractual conditions and GTC in force at the time of the conclusion of the contract shall apply. If any provision of these Terms and Conditions of Sale is invalid, void or for any reason unenforceable, that provision shall be deemed severable and shall not affect the validity and enforceability of any remaining provisions.

(3) The invalidity of any provision shall not affect the validity of the other provisions under the contract. Should this occur, the provision shall be replaced according to meaning and purpose by another legally permissible provision which corresponds to the meaning and purpose of the invalid provision.