



Terms and conditions

Art. 1. Definitions

- 1.1 **Cromberge | Genealogisch Onderzoeksbureau:** hereinafter referred to as CGO, established in 's-Gravendeel (municipality Hoeksche Waard), The Netherlands.
- 1.2 **Customer:** the person who conducts one or more products.
- 1.3 **Products:** Descendent report (Afstammingsreeks), Genealogy (Genealogie), Pedigree chart (Kwartierstaat) or other predefined genealogical research.

Art. 2. Privacy

- 2.1 The customer delivers privacy-sensitive data for the purpose of one or more products. CGO will use this data only in the context of genealogical research and never share it with third parties.
- 2.2 All data about both deceased and living persons which are supplied at the request of the customer by CGO are covered by Dutch privacy laws.
- 2.3 The customer is not entitled to publish data on living persons.
- 2.4 The customer is not entitled to publish data on deceased persons without the permission of living relatives.
- 2.5 CGO will not research for or publish on living relatives of an ancestor of the customer.

Art. 3. Prices

- 3.1 All prices on the site are in EUR.
- 3.2 The prices give an indication of the likely costs.

Art. 4. Offer

- 4.1 CGO is obliged to offer the customer a customized written quotation.
- 4.2 The tender is binding upon written acceptance by the customer.
- 4.3 The customer will be informed in cases of price deviations,. The client is then allowed to cancel the contract.

Art. 5. Cancellation

- 5.1 The customer can cancel a request for investigation.
- 5.2 Costs and hours worked by CGO are charged to the customer.

Art. 6. Payment

- 6.1 Payment is effected within 14 days after the invoice date. All payment details are listed on the invoice.
- 6.2 CGO will charge interest if payment is not effected within 14 days and/or enable a collecting agency.
- 6.3 All costs made by the collecting agency will be of charge for the customer.

Art. 7. Delivery

- 7.1 The customer shall confirm acceptance of the preview (watermarked report in pdf format) in order to have the final version published in digital format.
- 7.2 Delivery will take place after receipt of the invoiced amount on the bank account of CGO.
- 7.3 The delivery will be done via email or letter, unless otherwise agreed.



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- 7.4 In case the products do not reach the customer because of lost in the mail, CGO will send new products to the client.

Art. 8. Copyright

- 8.1 All reports and images provided from archives and other sources are copyrighted. The customer may only use it for his/her own genealogical research.
- 8.2 The customer requires written permission from the copyright holder to publish the documents presented, for example, a (personal) genealogical website, book or any form of publication.

Art. 9. Liability

- 9.1 CGO is not liable for any damage the customer causes by breaking privacy or copyright laws.