

Terms & Conditions

These general terms and conditions apply to all services offered by Go Social Studios, a creative agency based in Amsterdam, the Netherlands. By engaging with our services or using our website, you agree to these terms.

Go Social Studios

KvK: 95048944

BTW: NL004565601B28

1. Scope of Applicability

These terms apply to all proposals, offers, and agreements between Go Social Studios and its clients, unless explicitly agreed otherwise in writing. They cover services such as branding, web design, social media strategy, and related creative work.

2. Offers and Agreements

All offers and quotes made by Go Social Studios are non-binding and valid for 14 days unless stated otherwise. An agreement is established once the client confirms the offer in writing (including email) or when Go Social Studios begins work at the client's request.

3. Prices and Payments

All prices are exclusive of VAT unless stated otherwise. Invoices must be paid within **30 days** of the invoice date unless agreed otherwise in writing. In case of late payment, Go Social Studios reserves the right to suspend further work until payment is received.

4. Delivery and Execution

Go Social Studios will carry out work within agreed timelines where possible. These timelines are indicative, not strict deadlines, unless expressly agreed in writing. Risk for delivered digital content transfers upon delivery. Delays do not entitle the client to compensation unless in case of proven negligence.

5. Right of Withdrawal (for consumers only)

If the client is a consumer and the agreement was made remotely (e.g. online), the client has a 14-day cooling-off period to cancel the agreement, provided that no work has yet been delivered. Once the work has started with the client's consent, the right of withdrawal lapses.

6. Liability

Go Social Studios is not liable for indirect damages, including consequential loss, loss of profit or data, or reputational damage. Direct liability is limited to the amount paid by the client for the specific service that caused the damage. Liability for delays, errors in briefings, or third-party services lies with the client unless caused by gross negligence on our side.

7. Force Majeure

Go Social Studios is not liable for any failure to perform due to circumstances beyond our control, such as illness, internet outages, third-party failures, government restrictions, or natural disasters. In such cases, deadlines may be adjusted or agreements paused.

8. Intellectual Property

All concepts, designs, and materials created by Go Social Studios remain our intellectual property until full payment is received. After payment, the client receives a non-exclusive right to use the delivered materials for agreed purposes. Use outside the agreed scope requires written permission.

9. Complaints and Disputes

Complaints about delivered work must be submitted in writing within 14 days after delivery. If a dispute arises, parties will first attempt to resolve the issue through mutual consultation. If no resolution is found, the dispute will be submitted to the competent court in Amsterdam.

10. Applicable Law

All agreements and these terms are governed by Dutch law. Any disputes will be submitted to the courts of the Netherlands, unless otherwise agreed in writing.