



Terms and Conditions – GreenOnline B.V.

Version 1.6 – 14 May 2025

1. Definitions

- 1.1. **Cancellation Service:** as described in Article 2.2.
- 1.2. The websites Moneytoring.com, opzeggen.nl, and opzeggen.be are operated by GreenOnline B.V. (greenonline.org), registered with the Dutch Chamber of Commerce under number 34202424, VAT number NL8129.38.124.B01.
- 1.3. **Service Provider:** the third party with whom you have entered into a subscription or recurring service agreement.
- 1.4. **Cancellation Guarantee:** the assurance offered by GreenOnline that cancellations sent via our platform are handled properly.
- 1.5. **Terms and Conditions:** these terms, which apply to all services provided by GreenOnline.
- 1.6. **You:** the consumer, 18 years or older, acting independently (i.e. not under guardianship), who makes use of the Cancellation Service.

2. Cancellation Service

- 2.1. These terms apply to all services offered by GreenOnline, including services delivered through third-party partners.
- 2.2. The Cancellation Service allows you to cancel one or more subscriptions easily. GreenOnline sends the cancellation notice on your behalf by registered post, fax, registered email, or another suitable communication channel to the relevant Service Provider.
- 2.3. To do this, you grant GreenOnline a revocable power of attorney. If you withdraw this authorisation, GreenOnline may no longer be able to assist with your cancellation.
- 2.4. GreenOnline undertakes a best-effort obligation and guarantees, via the Cancellation Guarantee, that your cancellation request will be processed—provided that you have submitted accurate and complete information. The termination date depends on the contract terms agreed with the Service Provider.



2.5. If the Service Provider refuses to process your valid cancellation, you may contact them directly and provide your cancellation request along with the legally valid proof of receipt. If the issue remains unresolved, you may contact us. With your authorisation, we will follow up with the Service Provider on your behalf. If necessary, we will initiate legal proceedings at our own expense—there will be no extra cost to you.

2.6. To use the Cancellation Service, you must be at least 18 years old and legally competent.

3. Fees and Refunds

3.1. The Cancellation Service is offered either free of charge or for a one-time fee. We do not use direct debit or recurring payments.

3.2. If you exercise your right of withdrawal, you will receive a full refund. If the cancellation letter has already been sent and you wish to reverse it, you must take action yourself with the Service Provider. If the letter has not yet been sent, we will cancel the order.

3.3. Not satisfied with our service? Let us know, and we'll refund your payment in full.

4. Communication

4.1. Communication with you will generally be conducted electronically.

4.2. We will keep you informed via email, unless paper communication is legally required.

4.3. We may also offer other contact methods, such as telephone support.

4.4. We communicate in English or another supported language.

5. Intellectual Property

5.1. All rights to content and technology (including text, images, databases, and software) are owned by GreenOnline or its partners.

5.2. Any use beyond personal use—such as copying, distributing, or storing content—requires prior written permission. This also applies to use on



social media, apps, or in any other public environment. Downloading or transmitting source code does not transfer ownership or intellectual property rights.

5.3. Unless stated otherwise, the limitations of copyright law and applicable legal provisions remain in effect.

6. Liability

6.1. GreenOnline is only liable if:

- the contract involves a consumer subscription;
- the cancellation form was filled in correctly and completely;
- you notified us within 8 weeks after the intended cancellation date that the Service Provider did not act on the cancellation;
- and the subscription is legally cancellable.

6.2. Our maximum liability is limited to €100. We are not liable for indirect damages, consequential loss, lost profits, or delays due to force majeure.

6.3. We are not liable for damages resulting from published content.

6.4. We are not responsible for outages or issues in third-party IT systems.

6.5. These limitations do not apply in cases of:

- wilful misconduct or gross negligence on our part or by our agents;
 - personal injury or death caused by our negligence;
 - or breach of essential contractual obligations where the customer can reasonably expect compliance.
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7. Complaints

7.1. Have a complaint? Please email us at info@greenonline.nl.

7.2. If you are not satisfied with our handling of your complaint or wish to escalate it externally, you may contact the **Netherlands Authority for Consumers and Markets (ACM)** at www.acm.nl.



8. Assignment

8.1. We may transfer our rights and obligations under these Terms and Conditions to a third party, provided your rights are not adversely affected.

8.2. You may not transfer your rights or obligations under these Terms to anyone else.

9. Severability

9.1. If any provision of these Terms is deemed invalid or unenforceable, the remaining provisions will remain in full force and effect.

10. Applicable Law

10.1. These Terms and Conditions are governed by Dutch law.

10.2. Disputes will be submitted to the competent court in Amsterdam, unless mandatory consumer law dictates otherwise.