

# **Just Beauty's conditions and safety policy**

## **1. Company details:**

- Name of the company: Just Beauty  
Employer Identification Number: 27999646  
Address: Strøbyholm 50, 2650 Hvidovre

## **2. Payment and termination conditions (this primarily relates toward the service providers):**

- All invoices are sent online. The invoice will be send per email through dinero.dk. Consequently it is a condition that the client can receive emails.
- It is the client's own responsibility to ensure that the invoice email from Just Beauty does not end up in the spam filter as well as it is paid on time.
- The payment deadline is net 8 days on all invoices.
- The subscription has to be paid prior to the 1st of the month.
- If the payment deadline is exceeded, a payment reminder will be sent 3 days after the deadline.
- The reminder fee is 100 DKK for the 1st and the 2nd reminder, with a payment deadline of 8 days.
- If the payment is still not received within 8 days after the first reminder is issued, Just Beauty is entitled to block access of the profile on the app until the payment is registered.
- After the second reminder, the claim goes to the debt collection. All fees, interest etc. that will be added in relation with the transfer to the debt collection agency is beyond reach of Just Beauty, and therefore Just Beauty has no influence on that matter.
- All prices at Just Beauty are settled in Danish Kroner (DKK) and are excl. value added tax. Just Beauty is entitled to make general price increases without notice corresponding to the increase in the net price index, as well as entitled to make individual price increases with 3 months' notice.
- Just Beauty does not handle the settlement of any kind between the service provider/freelancer and consumer, and thus is not responsible for that.
- The subscription commences as the service provider signs up and is subscribed for one month at a time. If the subscription is not canceled, it will automatically be extended by another month every month unless canceled. First billing period runs from the start date to end of the month. The user is then billed monthly in advance.
- Termination of the subscription with Just Beauty must be made in writing by email to justbeautydk@gmail.com, and the notice period is the ongoing month plus another 30 days.

## **3. Delivery service:**

- Regarding services that are provided to you at e.g. your home or your business by the service providers/freelancers it must be pointed out that this is individual for each service provider/freelancer if delivery service is offered or not, and possibly in which areas the services are provided. This is described under each freelancer's profile, as well as whether a possible delivery fee will be charged. Contracts for the provision of services are solely between the service provider/freelancer and the consumer, and Just Beauty cannot be held responsible for any errors or misunderstandings between the two parts.

#### **4. Cancellation policy:**

- At Just Beauty, we strongly urge that our cancellation policy will be followed and respected by both the service provider and the consumer in the app.
- Customers can cancel their bookings made through Just Beauty's calendar booking system within 24 hours before the start of the treatment. **A notice of at least 24 hours before any cancellation is a general norm and respect for the service provider** and therefore gives them the opportunity to fill in the missing booking time with a possible new consumer.
- If the consumer has booked and prepaid through the pre-pay feature of the app and the consumer does not appear in the agreement, the entire amount is paid to the service provider and thus lost to the consumer.
- Likewise, if a service provider at Just Beauty wants to cancel their agreement with the consumer, then it is good respect for the consumer that they should know it as soon as possible so that the consumer has the opportunity to rebook their appointment or find another service provider.
- All cancellations made between the service provider and the consumer is a matter between the two parts, and thus Just Beauty cannot be held responsible for that.

#### **5. Responsibility and safety:**

- If customers repeatedly cancel or fail to attend booked appointments, Just Beauty reserves the right to delete and block the customer's profile.
- Just Beauty also reserves the right to delete and block the service provider's or freelancer's profile if the service providers repeatedly cancel booked appointments or repeatedly provides general poor service.
- Just Beauty cannot - either directly or indirectly - be held liable for any loss as a result of cancellations or lack of attendance by the provider or the customer.
- Likewise, Just Beauty cannot be held responsible for the booked appointments that do not take place through our own booking system.
- Just Beauty is liable under Danish law's general rules for losses due to significant coarse errors or neglect on that, but is not responsible for the errors that there may be in the service provider's data.
- Just Beauty's liability cannot, for any reason, exceed the amount paid by the service provider for the use of the app for a period of 12 months up to the time of the incident.
- The service providers at Just Beauty are responsible for ensuring that their username and associated passwords are not misused. The service providers are also responsible for ensuring that the units used for the application and access to the Internet work.

#### **6. Recommendation:**

- In order to create the best experience for both the service provider and the consumer, we strongly recommend that the consumer will rate the service after the end of each treatment. This helps the service provider as well as the consumer and ensures high quality work that benefits the consumers.
- Just Beauty can in this way also be alerted if poor service is repeatedly given and thus reserves the right to take the necessary measures.
- Just Beauty, however, encourage you if you are dissatisfied to keep a nice and unostentatious tone in your review.

## **7. Contact:**

- Just Beauty can be contacted via email every day Monday-Sunday at: [justbeautydk@gmail.com](mailto:justbeautydk@gmail.com). We strive to always reply back as soon as possible.
- For technical support, write to: [magnus@schifter.me](mailto:magnus@schifter.me)

## **8. Operational stability:**

- Disruption caused by factors that cannot be controlled by Just Beauty is not the responsibility of Just Beauty and thus cannot justify Just Beauty.
- In order to provide the service providers and costumers with the best possible service, it is necessary from time to time to expand and make updates etc. in the app. In regards to this, Just Beauty reserves the right, after reasonable notice, to make short-term interruptions. Interruptions will, however, be pursued during the 9pm-6am time period.
- In the event of technical problems or other abnormalities within Just Beauty's control, the work will be done as soon as possible and without undue delay.

## **9. Force Majeure**

- Neither party can be held liable for any damage that the other party may suffer as a direct or indirect consequence of the party being affected by force majeure. As force majeure designates war, mobilization, natural disasters, strike, lockout, fire, water damage, trade restrictions, virus or hacker attacks, main employees' illness or death, IT and system breakdowns, breakdowns or errors in communication systems as well as other unforeseen circumstances which the party concerned does not by reasonable efforts could prevent. If there is force majeure for one of the parts for more than 40 days, either part may terminate the agreement in whole or in part for the future. In case of cancellation due to force majeure, neither part can claim compensation.

## **Privacy policy**

- At Just Beauty, we commit to maintain a trusted relationship with our suppliers and our consumers. For example, we do not sell or trade lists of our consumers or visitor data with third parties for marketing purposes.
- Just Beauty has a duty of confidentiality on all information that Just Beauty has to possess about both the service provider and the costumer. In addition, Just Beauty ensures that any information received is not disclosed or used for any purpose other than the one agreed upon, unless the service provider or costumer consents in advance, as well as that all data is securely and confidentially processed.
- When entering into an agreement with Just Beauty, the service provider and costumer accepts Just Beauty's terms and conditions for the storage of the stated personal data.
- When the collaboration with Just Beauty ceases, all personal data at Just Beauty will automatically be deleted after 14 days.
- Users can request data deletion via support.

## **Data, website and cookies**

- We store a cookie, which is a small file on your computer, so we can know who you are and whether you have logged in to our app before. That way, we can show you relevant information. We also store your search preferences that you have used to save you time to reinsert them the next time you visit our app.

## **Google Analytics**

- When you use our app, we use a third-party service Google Analytics to collect standard login information e.g. which tabs are used and in what order. We use this to analyze consumer and visitor behavior as a whole, and we do not collect or require Google to collect personal information that may identify you.

## **Registration with Just Beauty**

- When you register with us, you are registered as either "provider" or "consumer", and we then store the information you write to us e.g. your name, email address and phone number. This information is stored in our private database, which is hosted in a private network without public access, using security and encryption technologies that comply with industry rules.

## **Booking**

- When you book with us, we also collect and store information such as your address and other information you may provide at this time. We will share this information with the provider you want to book so that they can make the reservation for you. We also store this information so that we can show you a history with your previous bookings you made through our app.
- We never share your personal information with other companies without your consent.