

OFFICE.EU

(EUfforic Europe B.V.)

Terms & Conditions of Use

V.1.10 – 16 July 2026

Provider

These terms apply to the services offered by **EUfforic Europe B.V.**, also trading under the name “**Office.EU**”, a Dutch private limited company (registered with the Dutch Chamber of Commerce under number 98746243), with its registered office at Dr. Kuiperstraat 10-A, 2514 BB, The Hague, and with VAT number NL868625504B01 (“Office.eu”, “we”, “us”, “our”) through its website <office.eu> and various associated apps (the “**Services**”).

What’s in here?

These terms and conditions apply to you, the user of our Services, whether you are a consumer, so a natural person using the Services primarily for non-business purposes, or whether you represent a legal entity or organization which is using the Services primarily for business purposes (in both cases, we will hereinafter address the legal party entering into the agreement with us as “you”, to keep things as readable as possible).

Documents we reference

These terms incorporate by reference the following documents (each as updated from time to time): (i) **Acceptable Use Policy (AUP)** and the (ii) **Privacy Policy**. If there’s a conflict, these terms prevail over the AUP and Privacy Policy. All of these documents can be found at office.eu/legal, where new versions will also be published.

EU-Only Data Hosting & Jurisdictional Control

- **EEA data residency:** We will store and process the data and files that you store on our Services (“Customer Data”) and your Personal Data (as defined in the GDPR) exclusively in data centers located within the European Economic Area (EEA).
- **No non-EEA access by default:** We will not transfer Customer Data outside the EEA nor permit routine remote access from third parties from outside the EEA. You yourself can access your Customer Data from outside the EEA.
- **Government access requests:** We do not voluntarily disclose Customer Data, and certainly not to non-EU/EEA governmental authorities. If any authority outside the EU/EEA seeks access, we will reject or challenge the request and, where legally permissible, require that it be made via applicable international cooperation mechanisms and EU/

Member State law. If any EU/EEA governmental authority seeks access, we will deal with that request under EU/Member State law.

- **Compelled disclosures (EU/Member State law only):** If any EU/EEA governmental authority seeks access, we will deal with that access request or order under by EU or Member State law (including court orders) and in such cases we may disclose data only where so required. We will provide prior notice to the customer/user unless legally prohibited.
- **(Sub-)processors:** We will use service providers established and operating in the EEA for the processing of your Personal Data and Customer Data (e.g. for the purposes of payment processing and storing data in the data centres of our providers); we have (sub)processing agreements in place with such service providers to safeguard your rights.

Encryption & access controls: We maintain role-based access controls and industry-standard encryption in transit and at rest. Technical and organisational measures are summarised in the FAQs on our website (office.eu/faq).

1. Your account & eligibility

If you are a natural person, you must be at least the age of digital consent in your country (16 in NL) to create an account. Keep your credentials confidential; you are responsible for activity under your account.

2. Your consumer rights at a glance

If you are a consumer, you will - in short - have at least the following rights regarding the Services:

- **Right of withdrawal (cooling-off):** If you buy a paid subscription online, you have 14 days from purchase to withdraw without giving any reason.
- **Early performance:** If you ask us to start the Service during the cooling-off period, you still have the right to withdraw within 14 days, but you may owe a proportionate amount for the period used.
- **How to withdraw:** Email us at support@office.eu and indicate that you wish to withdraw, stating your account email and order number. We will refund within 14 days of notice using your original payment method (minus any proportionate amount if early performance started).
- **Digital content/service conformity:** We will keep the Services in conformity with the contract, including providing security and functionality updates reasonably necessary for compliance under Directive (EU) 2019/770.

3. License & use

We license (and thus do not sell) you the right to use the Services. If you are a consumer, you may only use them for personal, non-commercial use, subject to these terms. In view of that

fact, you may not: (a) reverse engineer or attempt to access source code where not permitted by law; (b) circumvent technical restrictions; (c) resell or rent the Services; (d) use in breach of the AUP. Where we use free and open-source elements, you will be able to find the relevant details of those elements and their respective licenses at office.eu/legal/licensing.

4. Your content

You own your files and content. You grant us a limited, worldwide, royalty-free license to host, store, transmit, display and process your content solely to provide and maintain the Services and to comply with law. You are responsible for your content and for having the rights needed to upload it.

5. Templates, fonts & stock assets

Unless stated otherwise, we grant you a non-exclusive license to use included templates, fonts and stock assets within the Services and to create end-products. You may not extract, resell, or re-distribute the assets standalone. Third-party content may have additional license terms shown in-product.

6. Storage, quotas & fair use

Plans include storage and feature limits described on the pricing page. We may reasonably throttle or suspend excessive consumption that materially degrades the Service for others, after notice where feasible.

7. Beta/preview features

Pre-release features may be offered for evaluation. They are provided “as is” and may change or be withdrawn.

8. Fees, billing, renewals, cancellation

Paid plans auto-renew monthly or annually, as chosen by you when you subscribed for your selected price and subscription type: you can find the details in the confirmation mail you received from us at that time.

We will keep your payment details stored in order to process the transactions regarding your subscription and your subscription fee will be deducted when you order and thereafter around the same day of the month (if paying monthly) or anniversary of that day (if paying yearly). You will always get a receipt for each completed transaction.

We will notify you of price changes in advance and how to cancel before each renewal. Cancel anytime by sending us an e-mail at support@office.eu. You will retain access until the end of the paid period (unless you withdraw under Section 2). Taxes are added as applicable.

Your card details are stored in connection with the subscription. You will receive a receipt following each completed transaction.

9. Support

We provide consumer support via our support portal accessible via the main page on our website office.eu. For more details, see the support related FAQ on our website.

10. Service availability & changes

Online services may occasionally be unavailable due to maintenance (where possible, such maintenance windows will be announced ahead of time) or unplanned outages. We may modify features to improve performance, security or compliance. Material changes that negatively impact core functionality will be communicated in advance where reasonable.

11. Privacy

Our Privacy Policy explains what data we collect and how we process it. See also the EU-Only Data Hosting & Jurisdictional Control clause above.

12. Termination & suspension

You may stop using the Services at any time. We may suspend or terminate your access for: (a) material breach (including AUP violations); (b) non-payment; (c) legal compliance. Where reasonable, we will give prior notice and an opportunity to cure.

13. Data export & deletion

You can export your content from the product interface. On account closure, we delete or irreversibly anonymize personal data per our retention schedule, except where EU/Member State law requires a longer retention.

14. Warranties, liability & consumer law

We provide the Services with reasonable skill and care. If you are a consumer, then nothing in these terms limits rights you have under mandatory EU and national consumer laws and the following applies:

Limitation: We are liable for foreseeable loss or damage caused by our failure to use reasonable care and skill. We do not exclude or limit liability for death or personal injury caused by negligence, fraud, or other liability that cannot be excluded under law.

Exclusions: We are not responsible for losses not caused by our breach, or for business losses (loss of profit, business, etc.) under consumer accounts.

If you are not a consumer, then the following applies:

Limitation: We are not liable for foreseeable loss or damage caused by our failure to use reasonable care and skill and where such exclusion of liability is not permitted by law, any such liability is limited to the amount that you have paid us over the last 12 months. We do not exclude or limit liability for death or personal injury caused by negligence, fraud, or other liability that cannot be excluded under law.

Exclusions: We are not responsible for losses not caused by our breach, or for business losses (loss of profit, business, etc.) under consumer accounts.

15. Governing law & disputes

These terms are exclusively governed by Dutch law, without regard to its rules on the conflict of laws. Any claims or disputes regarding these terms or the Services will first be corresponded about in good faith to see if they can be resolved amicably. In the unhoped-for event that that is not successful, then you or we may bring legal action. If you are a consumer, then you may bring any such claims or dispute regarding these terms and the Services in the courts of your habitual residence in the EU or in the Netherlands. If you are not a consumer, you agree that any dispute regarding these terms and the Services must be brought exclusively before the courts of The Hague, the Netherlands.

16. Notices & contact

We send service notices by email, in-product messages, or your account dashboard. Contact us regarding legal issues (where not already referred to specifically to another address or point of contact) under these terms and the associated documents referenced therein at: legal@office.eu, or by regular mail at our office address: Dr. Kuyperstraat 10-A, 2514 BB, The Hague, the Netherlands.