



GENERAL TERMS AND CONDITIONS

Agreement:

This is an agreement whereby the consumer/client acquires products, digital content and / or services in connection with a distance contract and these goods, digital content and / or services are provided by the entrepreneur or by a third party on the basis of an appointment between that third party

Identity of the entrepreneur

Name entrepreneur: Sylvia Dokter

Acting under the name / names: Sylvia Dokter

Business address:

Retorno del Rey

77500 Cancun

Mexico

Phone number: 5219981087881

Accessibility: From Monday to Friday from 10 am to 7 pm EST

E-mail address: info@sylviadokter.com

Copyright

The delivered material and services are created and copyrighted by Sylvia Dokter. The material and services may not be given or sold to others and are destined to the buyer of the products only.

Responsibility

All services offered by Sylvia Dokter are aimed for educational purposes of increasing self-awareness and growth only, and do not replace any medical, psychological intervention. The client is responsible for their own health and wellbeing at all times, before, during and after the consultations and services.

Applicability

1. These general terms and conditions apply to every offer made by the entrepreneur and to every distance contract that has been established between the entrepreneur and the consumer.
2. Before the distance contract is concluded, the text of these general terms and conditions will be made available to the consumer. If this is not reasonably possible, the entrepreneur before the distance contract is concluded, indicate how the general terms and conditions at the entrepreneur can be seen and that they will be sent free of charge as soon as possible at the request of the consumer.
3. If the distance contract is concluded electronically, by way of derogation from the previous paragraph and before the distance contract is concluded, the text of these general terms and conditions can be made available electronically to the consumer in such a way that the consumers can be easily stored on a durable medium. If this is not reasonably possible, before the distance contract is concluded, it will be indicated where the general terms and conditions can be consulted electronically and that at the request of the consumer they will be sent free of charge by electronic means or otherwise.

The offer

1. If an offer is of limited duration or subject to conditions, this will be explicitly stated in the offer.
2. The offer contains a complete and accurate description of the offered products, digital content and / or services. The description is sufficiently detailed to allow a proper assessment of the offer by the consumer. If the entrepreneur uses images, these are a true reflection of the offered products, services and / or digital content. Obvious mistakes or errors in the offer do not bind the entrepreneur.
3. Each offer contains such information that it is clear to the consumer what rights and obligations are attached to the acceptance of the offer.

The contract

1. Subject to the provisions of the Offer, the agreement is concluded at the moment of acceptance by the consumer of the offer and the fulfillment of the corresponding conditions.
2. If the consumer has accepted the offer electronically, the entrepreneur will immediately confirm electronically the receipt of the acceptance of the offer. As long as the receipt of this acceptance is not confirmed by the entrepreneur, the consumer can dissolve the agreement.

The price

1. During the period mentioned in the offer, the prices of the offered products and / or services will not be increased, except for price changes due to changes in VAT rates.
2. Contrary to the previous paragraph, the entrepreneur can offer products or services whose prices are subject to fluctuations in the financial market and where the entrepreneur has no influence, with variable prices. This link to fluctuations and the fact that any mentioned prices are target prices are mentioned in the offer.
3. Price increases within 3 months after the conclusion of the contract are only permitted if they are the result of statutory regulations or provisions.
4. Price increases from 3 months after the conclusion of the contract are only permitted if the entrepreneur has stipulated this and:
 - a. they are the result of statutory regulations or stipulations; or
 - b. the consumer has the authority to terminate the agreement with effect from the day on which the price increase takes effect.
5. The prices mentioned in the offer of products or services include VAT.

Delivery and execution

1. The entrepreneur will take the greatest possible care when receiving and implementing orders for products and when assessing applications for the provision of services.
2. The place of delivery is the (email) address that the consumer has made known to the entrepreneur.
3. With due observance of what has been stated in the Offer of these general terms and conditions, the entrepreneur will execute accepted orders expeditiously but no later than 30 days, unless another delivery period has been agreed. If the delivery is delayed, or if an order can not or only partially be executed, the consumer will receive notification no later than 30 days after he has placed the order. In that case, the consumer has the right to terminate the contract without penalty and the right to any compensation.
4. After dissolution in accordance with the previous paragraph, the entrepreneur will immediately repay the amount that the consumer has paid.

Amendment to the General Terms and Conditions

1. Entrepreneur holds the right to adjust and better the General Terms and Conditions.
2. Amendments to these terms and conditions shall only take effect after they have been published in the appropriate manner on the website of Sylvia Dokter, on the understanding that in case of applicable changes during the term of an offer the most favorable provision for the consumer will prevail.