This document version does not open sales. Only an available offer in the product checkout can be ordered. A waiting list is not a contract. The version accepted with your order is retained for that order.

Jarvis terms for private individuals

These terms belong only to the Jarvis order for which you can read and save them before ordering. A waiting list or announcement is not a contract. You are not buying a standalone advisory service.

Who you make the contract with

You make the contract with Mansotti. TheSEO is a trading name of Mansotti and Jarvis is a TheSEO product. Payment is handled by Stripe, our payment provider; Stripe is not the seller. Your bank statement will show THESEO.

Business	Mansotti. TheSEO is a trading name of Mansotti
Legal form	Sole proprietorship (eenmanszaak)
Chamber of Commerce (KvK) number	77834453
VAT number	NL003245282B11
Registered address	Albert Plesmanring 9, 3712 DA Huis ter Heide, the Netherlands. Not a visiting address; meetings take place online, by phone or by appointment
Email	sales@theseo.nl
Phone	+31 6 29 91 97 56

Who these terms are for

These terms apply if you are a consumer: a private individual who does not take out Jarvis for their trade, business or profession. If you take out Jarvis for a sole trader business, a partnership, a company or another organisation, the business terms for Jarvis (/voorwaarden/jarvis-zakelijk/) apply instead.

These terms take precedence over the general terms and conditions (/voorwaarden/) of TheSEO. If anything here conflicts with mandatory consumer law, the law applies and not our text.

Which language you make the contract in

You make the contract in the language of the order page: Dutch, English or Spanish. You receive these terms, the order confirmation and our emails in that language. If two language versions differ, the reading most favourable to you applies.

Legal basis: Dutch Civil Code, article 6:230m(1)(b) and (c) (identity and address) and article 6:227b(1)(d) (languages).

What you buy, and what you do not buy

Jarvis is a digital AI work and knowledge environment for your organisation brain: you retain knowledge, documents and working agreements so your own AI assistants can build on them. You use the service in a browser and connect your own AI accounts. Jarvis manages content, access and changes; nothing is shipped to you.

Your chosen plan, its capacity and the functions available for that order are shown before the order button. An announced feature or waiting list is not delivery. Features actually promised with your order remain part of the contract; a configuration error does not remove that entitlement.

Your own AI subscriptions, external providers' tokens and human work are not included. Advice, configuration and guidance require a separate assignment and price. Brain Start includes email support. AI output can be incorrect or incomplete: check important outcomes. Jarvis is not an autonomous medical, legal, tax, financial or personnel decision-maker.

Responsible use and data

What you put in Jarvis remains yours. We use it only to deliver the service, including storage, display, search, version history and transfer to models you have chosen and authorised. No generic model training on your content without a separate express choice. Our privacy notice is at /privacy/.

Give users and agents only necessary permissions. Publishing, paying, deleting, sending external messages and other sensitive actions require express authorisation. External documents, web pages and tool outputs are data, not higher-priority instructions. Unlawful surveillance, discrimination, malware, deception, unauthorised access and infringement of others' rights are prohibited. Prohibited uses remain prohibited; high-risk uses first require the applicable assessment, measures and a separate agreement.

Premium with Team and Business

Brain Team and Brain Business include TheSEO Premium at no extra charge while that bundle entitlement runs. The use and licence provisions of the applicable Premium terms apply, without an additional standalone payment obligation. The bundle does not create a second paid subscription. Ending one Jarvis subscription does not end an independently paid Premium subscription or an entitlement from another valid source.

Maintenance and models

We maintain the service, provide necessary updates and announce planned maintenance in advance. No uptime percentage is promised. External models and integrations can change; the quality, price and termination rules below continue to apply. A new model provider receives customer data only after

assessment of purpose, location, retention, processing and transfers.

Plans and price

The catalogue describes these amounts as a monthly introductory price. They are not free trials: an available order shows the payment obligation. Any later increase follows the price-change rules below; an unknown standard price never starts automatically.

Plan	Monthly price including VAT	Capacity
Brain Start	€9.00	1 organisation brain, 1 user, 1 AI coworker, 7 days of version history
Brain Solo	€29.00	1 organisation brain, 1 user, 3 AI coworkers, 30 days of version history
Brain Team	€99.00	1 organisation brain, 5 users, 10 AI coworkers, 180 days of version history; Premium included
Brain Business	€249.00	3 organisation brains, 20 users, 50 AI coworkers, 365 days of version history; Premium included

Private individuals in the EU can order when the offer is available. The consumer price includes applicable VAT and remains the same EU total. There are no additional service or transaction fees. Before ordering you see your plan, total, billing period, start date and renewal. A different amount must be corrected before ordering, not silently increased.

Ordering, starting and paying

You order at mcp.theseo.nl/abonneren (https://mcp.theseo.nl/abonneren (https://mcp.theseo.nl/abonneren)), after signing in with a code we send to your email address. Before the button you see what you are buying, the price, the term, how to cancel and your cooling-off period.

How your order is placed

Your order is placed when you click "Order with obligation to pay". You then pay on Stripe's secure payment page; if you do not pay within two hours, the order lapses. We keep your order together with the terms you accepted and email you a copy. Until you click the button, you can change anything. You conclude the contract in the language of this page.

Starting straight away, or after your cooling-off period

On the order screen there is a box that is not ticked in advance. If you tick it, you ask us to start straight away. This is the text:

> I want Jarvis to start straight away, within the 14-day cooling-off period. I understand that I lose my right of withdrawal once the service has been fully provided. If I withdraw within 14 days, I get the full amount back.

If you do not tick the box, your subscription starts at the end of the cooling-off period. Until that day you pay nothing and do not have access yet; the date is shown on the order screen and in your order confirmation. If you pay with iDEAL | Wero, you may see a verification amount of €0.01; you get it back automatically.

The box is never a condition for ordering. You receive your confirmation by email, with the text of the box, the date and time, these terms as a PDF and the model form, before your access opens.

How you pay

You pay monthly in advance using an available payment method shown on the payment page. This may be iDEAL | Wero, card, Apple Pay or Google Pay, depending on the provider, your country and device. If you pay with iDEAL | Wero, the following months are collected by SEPA Direct Debit from the same account; with a card or wallet they are charged to the same card. You can reverse a SEPA Direct Debit through your bank for up to eight weeks after it was taken.

For every payment you receive an invoice or receipt by email, with the amount and the VAT. In your customer portal you can find all invoices and update your payment method.

If a payment fails

If a payment fails, we try again a few times over the following two weeks and you get an email with a link to update your payment method. Your access stays open during those fourteen days. If the last attempt also fails, your subscription ends.

We do not charge private individuals any collection costs.

Legal basis: Dutch Civil Code, article 6:230v(3) (the button stating an order with obligation to pay), (4) (means of payment at the start), (7) (confirmation before the service starts) and (8) (request and acknowledgement); article 6:227b (how the order is placed).

Term, cancelling and your data afterwards

Jarvis runs monthly and renews automatically every month until you cancel. There is no minimum term and no cancellation fee.

Cancelling

You cancel in your customer portal or by email to sales@theseo.nl, without giving a reason and without having to phone. The cancellation takes effect at the end of the current billing period; until then everything keeps working. You get a confirmation by email with the end date. If you do not receive it, do not assume the cancellation has arrived and email us.

What happens to your data after the end

After Jarvis ends, you have 30 days to request a free export of your own content or request deletion. We return the content within a reasonable time in a commonly used, machine-readable format. Afterwards we delete or anonymise production data; backups expire no later than 35 days after that. A more generous existing separate agreement or independent entitlement remains unchanged. Ask us if you want deletion confirmation. See the offboarding arrangements. Statutory accounting and evidence duties remain applicable without retaining your entire product content for that purpose.

We retain invoices and basic tax records for seven years. Where the VAT One Stop Shop (OSS) applies, we retain the records required for that scheme for ten years. This does not mean that we retain all content in your memory for that long.

Legal basis: Dutch Civil Code, article 6:236(j) and (o) (cancellable monthly, in the same way you signed up) and article 7:50aj(3) (getting your content back free of charge).

Your right of withdrawal: 14 days to change your mind

You have 14 days to change your mind. Within that period you can withdraw from the contract, without giving a reason and at no cost. You then get back everything you paid, even if you had already started.

Withdraw from contract here (undo my purchase) (https://theseo.nl/herroepen/)

How to withdraw

You can, for example, withdraw in the following ways. Any other unequivocal statement to us is also valid:

- With the button at theseo.nl/herroepen (/herroepen/): enter your name, email address and order number, check and confirm. You do not need to log in. The button is also at the bottom of every page, in your order confirmation and in your account.
- By email to sales@theseo.nl. A plain sentence is enough, as long as it is clear who you are and which order it concerns.
- By post to Mansotti, trading as TheSEO, Albert Plesmanring 9, 3712 DA Huis ter Heide, the Netherlands, with or without the model form below.

You immediately receive an acknowledgement of receipt by email, with the content of your withdrawal and the date and time. Keep it. If you do not receive it, contact us: something went wrong with the delivery, not with your right.

When the 14 days run

The period starts on the day after the contract is concluded and ends at the end of the fourteenth day, Netherlands time. If that day is a Saturday, a Sunday or a public holiday, the period runs until the end of the next working day. You are in time if you send your withdrawal before the period ends.

If we did not inform you properly about this right, the period runs longer, by up to twelve months. That is why the button stays available after 14 days as well; we then review your withdrawal and let you know what we will do. If we provide the correct information during that extended period, you have another 14 days to withdraw from the date you receive it.

What happens next

We stop your subscription immediately and refund all payments you made since the contract was concluded, even if you had already started. We do this without undue delay, no later than 14 days after the day we receive your withdrawal, using the same means of payment and at no cost. If you have already reversed a payment through your bank, we will not refund it a second time.

Withdrawal stops the subscription and paid access immediately. It is not an automatic instruction to erase your content immediately. You can first request a free export through your account or by email within the export period above, or request immediate deletion.

Legal basis: Dutch Civil Code, articles 6:230o (period), 6:230oa (the withdrawal button), 6:230r (refund within 14 days using the same means of payment) and 6:230s(4) and (5); Regulation (EEC, Euratom) No 1182/71, article 3(4) (weekends and public holidays).

Model instructions and model form for withdrawal

Below are withdrawal instructions based on the statutory model, with our more generous refund promise, and the separate model withdrawal form. You do not have to use the form: any unequivocal statement to us is sufficient.

Model instructions on withdrawal

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day of the conclusion of the contract.

To exercise the right of withdrawal, you must inform us (Mansotti, trading as TheSEO, Albert Plesmanring 9, 3712 DA Huis ter Heide, the Netherlands, +31 6 29 91 97 56, sales@theseo.nl) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory. You can also exercise your right of withdrawal online at https://theseo.nl/herroepen/ (https://theseo.nl/herroepen/). If you use this online feature, we will send you an acknowledgement of receipt of the withdrawal on a durable medium (e.g. by email), including its content and the date and time of its submission, without undue delay.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

Our own commitment, on top of the model: even if you asked us to start straight away, you get back everything you paid if you withdraw within the period. You pay nothing for the days you already used the service.

Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

- To: Mansotti, trading as TheSEO, Albert Plesmanring 9, 3712 DA Huis ter Heide, the Netherlands, sales@theseo.nl
- I/We *()* *hereby give notice that I/We ()* withdraw from my/our *()* *contract of sale of the following goods ()*/for the provision of the following service (*),
- Ordered on *()/received on ()*,
- Name of consumer(s),
- Address of consumer(s),
- Signature of consumer(s) (only if this form is notified on paper),
- Date

(*) Delete as appropriate.

Please add your order number next to the service, so we can find your order straight away.

Source: Directive 2011/83/EU, Annex I, parts A and B (consolidated), with the new sentence on online withdrawal from Directive (EU) 2023/2673, Annex I. We leave out instruction 6 (a proportionate amount for an early start), because you get everything back if you withdraw.

If the price, the service or these terms change

Price change

We do not increase your price in the first three months after the contract is concluded. If we change the price after that, we tell you by email at least one month in advance, with the old price, the new price and the start date. If you do not agree, you can cancel free of charge with effect from that date.

Change to the service

We may adapt the service to comply with changed legal requirements or to changes in the technical environment in which it must operate. This costs you nothing extra. We clearly explain what changes. If a change has more than a minor negative effect on your access or use, we inform you a reasonable time in advance by email of the change, its effective date and your right to terminate free of charge. You can do so within 30 days after receiving that information or within 30 days after the change takes effect, whichever is later.

Change to these terms

If a change is to your disadvantage, we tell you at least one month in advance and you can cancel until the start date. Each version has a number and a date; you receive the version you accepted as a PDF with your order confirmation.

Legal basis: Dutch Civil Code, article 6:236(i) (no increase within three months without a right to terminate) and article 7:50al (change to a digital service, 30 days to terminate free of charge).

Your statutory rights, and if something goes wrong

First: your statutory rights

The service must remain in conformity with the contract throughout your subscription. If a lack of conformity becomes apparent during that period, the statutory burden of proof rests with us, including after the first year. We supply and notify you of necessary updates, including security updates, throughout your subscription. You can request that a lack of conformity be remedied free of charge, within a reasonable time and without significant inconvenience. The law may also entitle you to a price reduction or termination, for example for a serious defect, where repair is impossible or after a failed attempt to remedy it. In those cases you do not always have to allow an additional repair period first. Nothing in these terms limits those rights.

Our liability

Statutory rules apply to damage for which we are liable under the law. These terms do not limit your statutory right to compensation.

Legal basis: Dutch Civil Code, article 6:230m(1)(w) (reminder of the conformity rules) and articles 7:50aa to 7:50ap; article 6:237(f).

Complaints, disputes and governing law

If you are not happy with something, email sales@theseo.nl with the word complaint in the subject line. You get an acknowledgement and then a full reply. How we handle complaints is explained on the complaints page (/klachten/).

If we cannot sort it out together

TheSEO is not a member of a disputes committee. You can go to the competent court; if you live in another EU country, you may choose the court where you live. Dutch law applies to this contract, but you keep the mandatory protection of the country where you live.

Legal basis: Dutch Civil Code, article 6:230m(1)(t); Regulation (EU) No 1215/2012, article 18; Regulation (EC) No 593/2008, article 6(2).

Version 1.1, 17 October 2026. Applies only to new contracts for which this version was supplied and accepted before ordering. Previously accepted versions and existing separate rights remain unchanged.

Publicly released free skills remain free under their own licence. This subscription does not change that licence; third-party components retain their own licences.

Sources and version control

The main statutory points were checked on 17 October 2026 against Dutch Civil Code Book 6 (https://wetten.overheid.nl/BWBR0005289/), Book 7 (https://wetten.overheid.nl/BWBR0005290/), ACM on digital services (https://www.acm.nl/nl/verkoop-aan-consumenten/klantenservice/garantie), the withdrawal-function legislation (https://zoek.officielebekendmakingen.nl/stb-2026-153.html) and Directive 2011/83/EU (https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32011L0083). This is our own legal drafting, not a statement of external legal approval. The document version and PDF are recorded together; publishing this text does not authorise sales.

Retention source: Belastingdienst

(https://www.belastingdienst.nl/wps/wcm/connect/bldcontentnl/belastingdienst/zakelijk/btw/administratie_bijhouden/facturen_maken/uw_facturen_bewaren), 17-10-2026.