Terms & conditions

Downloaded on 28 November 2026 · www.invisibleteam.nl/pages/terms

Who we are

These terms apply to every offer, agreement and service of Maria Cavali, Niasstraat 23-1, 1095 TT Amsterdam (KvK 57469695). Contact: invisibleaiteam@gmail.com. Dutch law applies.

Offers and agreement

Our offers are free of obligation until you accept them in writing (email, form or online payment). The agreement starts when you accept. We send you these terms before that, and again with the confirmation.

We may correct obvious mistakes in prices or descriptions.

Our services

We do the work with care and to the best of our ability, as described in the offer. Unless we agree otherwise, this is an obligation of effort, not of result. Dates are targets, not guarantees, unless we agree a fixed deadline in writing.

You provide the material and answers we need on time (texts, photos, access). If you are late, the delivery date moves with you.

We may use AI tools to do our work. We review what we deliver, and you remain responsible for checking facts about your own business before publishing.

Support, fixes and changes

Bug fixes are free: if something we built does not work as agreed, we fix it at no cost.

In the first month after delivery, our help and guidance are free (questions, how to update things yourself, tips).

Custom adjustments you ask for after delivery, beyond the rounds of changes in the offer, cost €65 per hour. We tell you the expected hours first and only start once you agree.

Free fixes do not cover problems caused by changes made by you or others, or by outside services we do not control.

AI chatbot

If you have our AI chatbot, it keeps a short anonymous summary of each chat on your website: what it was about and whether it could answer. No names or contact details. Summaries are deleted after 12 months. On the 1st of every month you get a report from them by email.

Your dashboard shows the questions the chatbot could not answer yet. You type an answer once, and the chatbot uses it within a minute. You are responsible for these answers, as for your other website texts. New features, new pages or design changes are custom adjustments, as above.

Visitors can choose "Talk to a person" in the chat. Their email address and the chat then go to your inbox, and you answer them yourself.

You are responsible for the privacy policy on your website. We give you a text that describes the chatbot, the summaries and "Talk to a person".

Prices and payment

Prices are in euros and include VAT where it applies. The invoice shows the VAT and our VAT number.

Pay by the method in the offer or invoice, within 14 days of the invoice date unless agreed otherwise. If you pay late we may pause our work, and charge statutory interest and reasonable collection costs after a written reminder.

Recurring services (subscriptions) renew each month until cancelled. You can cancel at any time, online or by email: you are not charged again from the next month, and monthly payments already made are not refunded (this does not limit the consumer right of withdrawal below).

While we build your website you pay no monthly fee. You start the monthly subscription when your website is ready to go live.

Right of withdrawal (consumers)

If you are a consumer buying online, you can withdraw from the agreement within 14 days without giving a reason. The period starts the day after the agreement is made. To withdraw, use the "Cancel purchase" form on our "Cancelling a purchase" page (https://www.invisibleteam.nl/pages/returns), or send a clear statement to the email address above. You can use the form below.

If you asked us to start the service within the 14 days, you pay a proportional part of the price for what we already did when you withdraw. If we have completed the service fully with your explicit agreement and your acknowledgement that you lose the right of withdrawal once it is done, the right ends.

Custom work made to your specifications cannot be withdrawn after we have started it with your agreement.

Model withdrawal form: "I hereby give notice that I withdraw from my agreement for the following service: [service], ordered on [date]. Name: [name]. Address: [address]. Date: [date]."

Ownership and use of results

Once you have paid in full, you may use what we made for you for your own business. We keep the right to use tools, templates and know-how we built, and to show the work in our portfolio unless you ask us not to.

You make sure you may use the material you give us, and you are responsible for it.

Liability

We are liable for damage that is the direct result of our failing in our work, up to the amount you paid for the agreement in question (or, for ongoing services, the last 12 months). We are not liable for indirect damage such as lost profit.

None of this limits liability that cannot be limited by law, such as intent or deliberate recklessness, nor your statutory rights as a consumer.

Complaints and disputes

Email invisibleaiteam@gmail.com. We reply within 14 days. If we cannot solve it, the Dutch court in our place of business decides, unless the law gives a consumer another court.

Privacy

How we handle personal data is in our Privacy policy.