

Terms and conditions

Last updated 20/10/2026

Besona / Werkbonnen.ai — for our website and app. These terms apply to business licence holders and their users.

1. Definitions

- 1.1 Provider: Besona B.V., with its registered office at Kralingen 49, 1566 CC Assendelft and registered with the Dutch Chamber of Commerce under number 42179813, the provider of the Platform.
- 1.2 Customer / Licensee: the business customer, whether self-employed or a company, that purchases a licence to use the Platform.
- 1.3 Platform: the Werkbonnen.ai application, including its associated services.
- 1.4 User: any individual who accesses the Platform on behalf of the Customer, including the primary user and employees added by the Customer.
- 1.5 Agreement: the licence agreement between the Provider and the Customer, of which these Terms and Conditions and the Data Processing Agreement form an integral part.
- 1.6 Customer Data: all data, including personal data relating to the Customer's own customers, that the Customer or its Users enter, upload or generate through the Platform.

2. Scope

- 2.1 These terms and conditions apply to all offers made by, and agreements entered into with, the Provider concerning the use of the Platform.
- 2.2 These terms apply exclusively to Customers acting in the course of their trade, business or profession. The Platform is not offered to consumers.
- 2.3 Any departure from these terms is valid only if agreed in writing.
- 2.4 Any purchasing terms or other terms of the Customer are expressly excluded.

3. Entering into the Agreement

- 3.1 The Agreement is formed when the Customer purchases a licence to use the Platform through www.werkbonnen.ai and accepts these terms and conditions and the data processing agreement.
- 3.2 The Customer is responsible for ensuring that the information provided when purchasing the licence is accurate and complete. This includes the name, Chamber of Commerce registration number, VAT number, bank account number and primary user's contact details.

4. Free trial

- 4.1 These terms and conditions apply in full to any use of the services during a free trial ("Trial Period"), unless expressly agreed otherwise in writing.
- 4.2 By registering for a Trial Period, creating an account and/or using the services during the Trial Period, the Customer accepts these Terms and Conditions.

- 4.3 During the Trial Period, the Customer may use the services free of charge for the duration and within any usage limits specified at the start of the Trial Period.
- 4.4 To the extent permitted by law, the services are provided on an “as available” basis during the Trial Period. Any provisions concerning service levels, warranties, credits, compensation or other obligations specifically related to paid services apply during the Trial Period only if expressly agreed.
- 4.5 The Provider may end, suspend or restrict the Trial Period if the Customer uses the services in breach of these Terms and Conditions or if there are reasonable grounds to consider that the Trial Period is being abused.
- 4.6 The right to use the services free of charge ends when the Trial Period expires, unless the parties agree that the Customer will continue using the services on a paid basis. A paid agreement is formed only in accordance with the applicable arrangements and terms.

5. Licence and right of use

- 5.1 The Provider grants the Customer a non-exclusive, non-transferable right to use the Platform for the duration of the Agreement, in accordance with the agreed licence package.
- 5.2 The Customer may increase or reduce the number of Users during the term of the Agreement.
- 5.3 The applicable licence fee for each additional User is payable from the time that User is added. The fee is calculated proportionally for the remaining part of the relevant calendar month and will be collected with the next invoice.
- 5.4 If the Customer removes a User or otherwise reduces the number of Users, the fee for that User remains payable until the end of the calendar month in which the reduction takes place. The reduction takes effect from the start of the following calendar month.
- 5.5 Changes to the number of Users are accounted for monthly. Removing a User during a calendar month does not entitle the Customer to a refund, offset or credit for fees relating to that month.
- 5.6 The Customer is responsible for managing its User accounts, including promptly revoking access when an employee leaves.
- 5.7 Access to the Platform is provided through a username and password. The Customer is responsible for keeping login credentials confidential.

6. Fees and payment

- 6.1 The Customer must pay the fee shown on www.werkbonnen.ai at the time the licence is purchased.
- 6.2 Payments are processed through Stripe. By purchasing a licence, the Customer authorises the Provider to collect the agreed fee periodically through Stripe.
- 6.3 If payment is late, the Provider may suspend access to the Platform without affecting its right to recover outstanding fees, statutory interest and collection costs.
- 6.4 Prices may be adjusted annually in line with an index or otherwise changed with 30 days' notice.

7. Duration and termination

- 7.1 The Agreement is entered into for an initial term of one (1) month. After this initial term, it automatically renews for successive periods of one (1) month unless the Customer gives one (1) month's notice of termination.
- 7.2 After the first month, the Agreement may therefore be terminated on a monthly basis. The Customer's payment obligations remain fully in effect throughout the applicable notice period.
- 7.3 Either party may terminate the Agreement immediately in writing if the other party remains in breach of an obligation for which it is responsible after receiving written notice of default, or if the other party becomes bankrupt, is granted a suspension of payments or ceases its business operations.
- 7.4 Access to the Platform ends when the Agreement terminates. The Customer may export its Customer Data for thirty (30) days after termination. After this period, the Provider will delete the Customer Data in accordance with the Data Processing Agreement. Data subject to a statutory retention requirement will be kept for the applicable statutory period and deleted once that period expires.

8. Data processing and privacy

- 8.1 Where the Provider processes personal data on behalf of the Customer under the Agreement, including data the Customer enters into the Platform about its own customers, the Data Processing Agreement between the parties applies. The Data Processing Agreement forms an integral part of the Agreement.
- 8.2 Where the Provider processes data relating to the Customer and its Users as a data controller, including account details, the Provider's Privacy Policy applies. This is available at www.werkbonnen.ai.
- 8.3 The Customer remains the data controller for personal data relating to its own customers that it processes through the Platform. This includes the obligation to inform those customers about the processing in accordance with the General Data Protection Regulation (GDPR).

9. Availability, maintenance and support

- 9.1 The Provider will endeavour to make the Platform and its features available and functioning properly, but does not guarantee that the Platform will always be uninterrupted, error-free or fully available. Availability may also depend on third-party services, infrastructure, software and systems. To the extent permitted by law, the Provider is not liable for failures, interruptions or restrictions caused by circumstances beyond its reasonable control, including failures or shortcomings of those third parties.
- 9.2 The Provider may change, expand, replace or discontinue the Platform or its features from time to time. Reasons may include maintenance, security, technical developments, changes to third-party services or further development of the Platform. The Provider does not guarantee that all features will remain available without changes throughout the Agreement.

- 9.3 If a change materially reduces the core features of the Platform on which the Customer could reasonably rely, the Provider will inform the Customer in advance where reasonably possible.
- 9.4 The Provider may temporarily take the Platform offline for maintenance, updates or security measures. Planned maintenance will be announced in advance where possible.
- 9.5 For questions or technical issues, the Customer can contact support@werkbonnen.ai.

10. Integrations with third-party accounting software

- 10.1 The Platform may offer integrations with third-party accounting software and other software or services, including through APIs. The operation and availability of these integrations depend in part on the relevant third party's systems, APIs and services.
- 10.2 The Provider does not guarantee that an integration with third-party accounting software or another service will always be available, uninterrupted, error-free or unchanged. To the extent permitted by law, the Provider is not liable for loss or damage resulting from failures, errors, delays, changes, restrictions or the discontinuation of an API, integration or other service by a third party.
- 10.3 The Provider is also not liable for the accuracy, completeness or timeliness of data supplied or processed by a third party through an integration, to the extent that the Provider is not responsible for the inaccuracy, incompleteness or delay.
- 10.4 If a third party changes its API, systems or terms in a way that prevents an integration from being offered or limits its functionality, the Provider may modify, temporarily suspend or discontinue that integration.

11. AI features

- 11.1 The Platform uses artificial intelligence and other automated technologies ("AI Features"), including to process spoken or entered information and to recognise, structure and generate data for work orders, reports, invoices and other purposes.
- 11.2 The Customer acknowledges that AI Features do not always operate completely, accurately or without errors, and that information generated or processed by them may contain inaccuracies, omissions or other errors. The Provider does not guarantee that this information is complete, accurate, error-free or suitable for a particular purpose.
- 11.3 The Customer is responsible for checking information generated or processed by AI Features before it is used in its final form, processed, sent or otherwise made available to third parties. The Customer remains responsible at all times for the content and accuracy of the final work orders, reports, invoices and other documents or data created using the Platform.
- 11.4 To the extent permitted by law, the Provider is not liable for loss or damage resulting from the use of information generated or processed by AI Features without adequate checking.
- 11.5 The Provider may use external AI service providers to deliver AI Features. Inputs, data and other information may be processed by or through those providers. Where this involves personal data, processing takes place in accordance with the applicable Privacy Policy, Data Processing Agreement and applicable data protection laws.

12. Intellectual property

- 12.1 All intellectual property rights in the Platform, including its software, source code, trademarks and documentation, belong to the Provider or its licensors. The Agreement does not transfer any intellectual property rights.
- 12.2 Customer Data entered into the Platform by the Customer or its Users remains the Customer's property.

13. Rules of use

- 13.1 The Customer may use the Platform only to administer its own work and the associated customer data, and must not use it for unlawful purposes.
- 13.2 The Customer must not reverse-engineer or decompile the Platform, arrange for anyone else to do so, or make it available to third parties except as permitted by these terms.
- 13.3 The Customer warrants that data entered by it or its Users is accurate and that it is entitled to process that data, including personal data relating to its own customers.
- 13.4 Before processing personal data relating to its own customers through the Platform, the Customer must make an adequate, GDPR-compliant privacy notice available to those customers.
- 13.5 If the Provider determines that the Customer has breached these rules of use, or receives a substantiated complaint about such a breach, the Provider may suspend or terminate access to all or part of the Platform. This does not affect the Provider's right to compensation for any resulting loss or damage.

14. Liability

- 14.1 The Provider's total liability for loss or damage arising from the Agreement is limited, per event, to the amount paid by the Customer to the Provider in the 12 (twelve) months preceding the event that caused the loss or damage, up to a maximum of €1000,-. A series of related events is treated as a single event.
- 14.2 The Provider is not liable for indirect loss or damage, including consequential loss, loss of profits, loss of anticipated savings or loss resulting from business interruption.
- 14.3 The limitations in this section do not apply in cases of intent or deliberate recklessness on the part of the Provider, or to the extent that mandatory law prohibits a limitation of liability.
- 14.4 Any right to compensation is conditional on the Customer notifying the Provider in writing of the loss or damage within thirty (30) days of discovering it.

15. Force majeure

- 15.1 The Provider is not required to perform an obligation if prevented from doing so by force majeure. This includes, in particular, failures affecting hosting providers, payment providers or internet connections that are beyond the Provider's control.

16. Changes

- 16.1 The Provider may amend these Terms and Conditions and/or the functionality of the Platform. Where possible, the Customer will be notified of material changes thirty (30) days before they take effect.
- 16.2 If the Customer does not agree to a material change, it may terminate the Agreement with effect from the date the change takes effect.

17. Transfer

- 17.1 The Customer may not transfer any rights or obligations under the Agreement to a third party without the Provider's prior written consent. The Provider may transfer the Agreement to an affiliated company.

18. Complaints

- 18.1 Complaints about the performance of the Agreement must be submitted to the Provider in writing at support@werkbonnen.ai as soon as possible, and no later than 10 (ten) days after the issue is identified.

19. Governing law and disputes

- 19.1 The Agreement is governed by Dutch law.
- 19.2 Disputes will be submitted to the competent court in the judicial district where the Provider has its registered office, unless mandatory law requires otherwise.

20. Final provisions

- 20.1 If any provision of these terms is found to be void or is annulled, the remaining provisions remain fully in effect. The parties will replace the affected provision with one that reflects the intent of the original provision as closely as possible.
- 20.2 Where these terms require written communication, email or a message through the Platform also satisfies that requirement, provided that the sender's identity and the integrity of the message can be established with sufficient certainty.
- 20.3 The Provider's stored version of communications and data will serve as evidence unless the Customer provides evidence to the contrary.
- 20.4 The latest version of these Terms and Conditions is always available at www.werkbonnen.ai.