

Terms & Conditions – Remote Site Engineering Support (RSES)

1. Scope of Services

RSES by B.A.B provides digital technical consulting services through photo analysis (via WhatsApp, email, or other agreed channels). An on-site inspection is explicitly **not** part of this service.

2. Conclusion of Contract

A binding contract is formed when the client receives our written confirmation by email, WhatsApp, or direct message. Payment must be completed in advance through the designated payment provider.

3. Fees & Payment Terms

Fees are based on our current price list and are due immediately upon invoicing. Payments are accepted via prepayment, PayPal, Stripe, or instant bank transfer.

4. Liability Disclaimer

Our consulting is provided to the best of our knowledge based solely on the information and images submitted by the client. We accept no liability for any consequences arising from incomplete, incorrect, or misleading input. No guarantee is given for the actual on-site condition.

5. Client's Duty to Cooperate

The client agrees to submit all relevant information, high-resolution photos, and clear descriptions of the issue in a timely, complete, and sufficient quality. Failure to do so may result in delayed or limited assessments.

6. Data Protection

All submitted data will be used exclusively for processing the client's request and will not be passed on to third parties.

7. Response Time

We commit to providing a personal response based on the selected package: **within 3 hours** for Premium Support or **within 12 hours** for Standard Support, after receiving all required information. Requests received outside of business hours (Mon–Fri, 8 am–6 pm) will be processed on the next business day.

8. Non-Transferability

Our consulting services apply exclusively to the project clearly identified by the client at the beginning (project name, address, or object description). Any transfer to other projects or third parties requires our written consent.

9. Acceptance of Terms

By starting the WhatsApp chat and using our services, the client confirms that they have read and accepted these Terms & Conditions and our Privacy Policy.

10. Governing Law & Jurisdiction

The laws of the company's registered office apply. The place of jurisdiction is our business location.