



General Terms and Conditions SMT Caribbean

1. Definitions

SMT Caribbean operates under Helouise Holding B.V., registered in the Netherlands.

“Client” refers to any company or organization engaging services.

“Services” include QuickScan, Internal Coach Program, workforce advisory, and related consultancy services.

2. Applicability

These Terms apply to all offers, agreements, and services provided by SMT Caribbean unless otherwise agreed in writing.

3. Offers and Agreements

- All proposals are non-binding unless stated otherwise.
- An agreement becomes effective upon written confirmation or signed contract.

4. Service Execution

- Services are delivered to the best of our professional ability.
- SMT Caribbean has an obligation of effort, not an obligation of result.
- Timelines may vary depending on client cooperation and circumstances.

5. Client Responsibilities

The client agrees to:

- Provide accurate and complete information
- Cooperate in a timely manner
- Assign internal contact persons
- Maintain confidentiality where applicable

Failure to cooperate may affect service delivery.



6. Fees and Payment

- Fees are specified in the service agreement.
- Invoices must be paid within the agreed payment term.
- Late payments may result in suspension of services.

7. Confidentiality

Both parties agree to maintain confidentiality of sensitive business information shared during collaboration.

8. Intellectual Property

All materials, reports, frameworks, and methodologies remain the intellectual property of SMT Caribbean unless explicitly transferred in writing.

Clients may not reproduce or distribute materials without written consent.

9. Liability

Liability is limited to the amount invoiced for the specific service concerned.

SMT Caribbean is not liable for indirect or consequential damages.

10. Termination

Either party may terminate the agreement according to the terms specified in the service contract.

Early termination may result in payment obligations for work already performed.

11. Force Majeure

SMT Caribbean is not liable for delays or failure to perform due to circumstances beyond reasonable control (natural disasters, government restrictions, technical failures, etc.).

12. Governing Law and Disputes

These terms are governed by Dutch law. Disputes shall be submitted to the competent court in the Netherlands unless otherwise agreed in writing.



13. Amendments

SMT Caribbean reserves the right to amend these Terms. The latest version will be available upon request or on the website.