

Terms & Conditions of Business

The following terms of trade (hereinafter referred to as the "Terms of Trade") apply to all products and/or services sold by Lineo ApS (hereinafter referred to as "Lineo") on the website www.lineo.dk (hereinafter referred to as the "Platform").

The Terms of Trade are therefore applicable to all users who choose to register and/or make use of the Platform, and all users are encouraged to read the Terms of Trade carefully before registering.

1. Use of the Platform & Identification Requirements

1.1 It is possible to purchase services on the Platform without creating a user account, but the ordering/purchasing process will require documentation in the form of ID to verify the identity of the buyer/orderer. Therefore, it is not possible to purchase services without uploading ID documentation, such as a passport, health insurance card, or driver's license.

1.2 In connection with the purchase of services on the Platform, there must also be an acceptance that the provided information and uploaded files are correct by accepting a sworn statement of truth.

1.3 Users can always cancel their purchase on the Platform within 14 days or at the latest before the work has begun. In the event of cancellation, Lineo will delete all information and files received in connection with the order.

1.4 Lineo always strives to ensure that the Platform is accessible to all users, but there may be outages or failures in access to the Platform for various reasons beyond Lineo's control, for which Lineo will not be held liable.

2. Price and Payment

2.1 All prices are listed on the Platform for each service and are calculated and payable in Danish kroner (DKK), excluding VAT. If the customer wishes to purchase additional services, the prices for these will be shown in the relevant form or agreed separately between Lineo and the customer.

2.2 All purchases on the Platform are made per transaction, and there are no subscriptions associated with the use of the Platform.

2.3 All prices presented to users of the Platform include VAT.

2.4 Users can pay via the Platform using approved credit cards (Dankort, VISA, and Mastercard). Lineo covers the fee charged by the payment processor (who processes payments via the Platform), while the user pays any fees that may be charged directly by the user's bank, card issuer, or others.

2.5 If the user wishes to establish a limited liability company (an ApS or A/S), they must transfer the company's capital for approval. This deposit is made into a client account (hereinafter referred to as the "Client Account") with Lineo's partner in this area. The user may keep the company capital in the Client Account for 30 days from the receipt of the company registration number (CVR number). After 30 days, the user will be charged a monthly fee of 250 DKK, which will accrue for every 30 days the company capital remains in the Client Account. This is also outlined in the form when the user orders the establishment of a company.

3. Delivery of Services

3.1 As a general rule, the user will receive their products in the form of legal documents on their profile immediately after completing their order, from where they can be retrieved at any time.

3.2 However, certain products require registration with public authorities, such as the Danish Business Authority (Erhvervsstyrelsen) and/or the Land Registration Court (Tinglysningsretten). Lineo, therefore, cannot guarantee the delivery time for the registration of these services, as this requires the submission of correct information and documentation from the customer and approval by the public authority. Consequently, Lineo cannot be held responsible for any extended delivery times for these services. There is also a risk that a specific application may be selected for manual processing, which can further extend the delivery time. Lineo also cannot be held responsible for any extended delivery time due to this reason.

3.3 Lineo reserves the right to cancel the purchase. In certain exceptional cases, Lineo may not be able to deliver certain company formations, as Lineo's obligations under the anti-money laundering legislation may prevent the establishment of certain companies, such as those with a complex ownership structure or other relevant factors. Lineo reserves the right to cancel the purchase in such cases. The user will receive a full refund if it is determined that Lineo cannot assist the user.

3.4 If the user starts a product/service but does not complete and/or pay for it, the user will have the option to save it as a draft. The draft will automatically be deleted after a certain number of days, depending on the product/service. The user will automatically be notified by email prior to deletion so that they can take action accordingly.

4. Complaints & Refunds

4.1 Both consumers (private individuals) and businesses (companies) can use www.lineo.dk to purchase various services. However, different rules apply depending on whether it is a consumer purchase (B2C) or a business purchase (B2B).

Business Purchases (B2B)

- There is no right of withdrawal for business purchases once the service has been ordered and paid for via www.lineo.dk.

Consumer Purchases (B2C)

- There is a right of withdrawal for the remote sale of a service via www.lineo.dk. However, the right of withdrawal expires once the service has been provided by Lineo ApS and subsequently sent back to the consumer or forwarded for approval by a public authority. The consumer also has the option to withdraw from the purchase before the entire service has been prepared/delivered by Lineo ApS. In this case, a proportionate amount will be deducted due to "deduction for use" by the consumer. The consumer may at any time receive the portion of the service that has been prepared at that point.

4.2 If a consumer wishes to cancel their purchase after completion, the consumer must write an email as soon as possible to info@lineo.dk, with the subject line "CANCEL," followed by a brief description in the email that allows Lineo ApS to identify the purchase.

4.3 The consumer will be refunded the money to the same account from which the payment was originally made.

5. Liability

5.1 Lineo is responsible for the content of the products and/or services created by a user through the platform and registered by Lineo. If there is an error in a legal document that results in a financial loss for the user, or if Lineo performs an incorrect registration with a public authority that causes a financial loss for the user, claims can be made against Lineo. However, Lineo does not assume responsibility for indirect losses, including but not limited to lost profits, goodwill, or similar consequential losses.

5.2 Lineo is not responsible for users' incorrect use of products and/or services on the platform, whether due to the incorrect use of a product and/or service in general or incorrect/false input in forms on the platform.

5.3 Users cannot, under any circumstances, claim compensation for indirect damages, including but not limited to loss of profit, loss of revenue, loss of goodwill, or similar consequential losses.

5.4 Lineo uses partners to deliver ancillary services, such as client accounts and referrals to complementary services like banking, insurance, and similar. Lineo cannot be held responsible for services and/or products provided by such partners.

5.5 Lineo disclaims liability for any breakdowns, hacking, or similar security issues that are beyond its control. Lineo is not responsible for any breakdowns or temporary interruptions on the platform, system damage, computer viruses, hacking, misuse of personal data, or other unforeseeable circumstances beyond Lineo's control.

6. Processing of Personal Data

6.1 Lineo processes personal data in accordance with the applicable data protection regulations and the Danish Data Protection Act. For more information on the handling of personal data, please refer to Lineo's Privacy Policy [here](#).

7. Information on Complaints

7.1 If a consumer (acting privately) wishes to complain about a purchase, the consumer should first contact Lineo at info@lineo.dk. If it is not possible to find a solution, the consumer can submit a complaint about a product or service to the Danish Mediation Team for Consumer Complaints, Nævnenes Hus, Toldboden 2, 8800 Viborg, via the Complaint Portal for Nævnenes Hus. The Mediation Team will attempt to mediate the dispute through mediation. If no resolution is found, the consumer can bring the complaint before the Consumer Complaints Board.

8. Governing Law and Jurisdiction

8.1 Any dispute arising from the user's use of the Platform or resulting disputes, including the scope or validity of these Terms of Trade, is subject to Danish law and the exclusive jurisdiction of the Danish courts.

If the user is a business, the venue will always be the Aarhus City Court.