



**Terms and Conditions of Sale  
France EasyHelp Limited  
(France-Ireland & United Kingdom / Ireland & United Kingdom-France)**

**1. Introduction**

- 1.1 France EasyHelp Limited (“France EasyHelp”, “our”, “us” or “we”) helps customers in France to relocate from France to Ireland or the United Kingdom and customers in Ireland or the United Kingdom to relocate from Ireland or the United Kingdom to France. France EasyHelp will perform administrative tasks with the aim of making your new life in France, Ireland or the United Kingdom easier.
- 1.2 These are the terms and conditions, as may be amended from time to time, governing the sale of our services or our files (the “Services”, the “Files”) offered through the website and the agreement that operates between us and you (the “Conditions”). These Conditions set out the rights and obligations of all users and those of us in relation to Services/Files provided by France EasyHelp.
- 1.3 France EasyHelp Limited is a private limited Irish company, with its registered address at 43 Trimbleston, Goatstown Road, Dublin 14, Ireland. Company registered on number 458981. Our VAT number is IE 9690702 P.

**2. Office Opening Hours and Days Off**

- 2.1 France EasyHelp is open Monday to Friday from 9.00 am to 5.00 pm (Irish standard time). For customers phoning from France, please add one hour.
- 2.2 France EasyHelp is closed on Saturday and Sunday and on all Irish public or bank holidays (see the following checklist):
  - 2.2.1 New Year’s Day.
  - 2.2.2 St Patrick’s Day (17th of March). (Ireland only).
  - 2.2.3 Good Friday.
  - 2.2.4 Easter Monday (An extended weekend break is taken from Good Friday to Easter Tuesday).
  - 2.2.5 May Holiday (1st Monday of May).
  - 2.2.6 June Holiday (1st Monday of June).
  - 2.2.7 August Holiday (1st Monday of August).
  - 2.2.8 October Holiday (last Monday of October). (Ireland only).
  - 2.2.9 Christmas Day (25th December), if Christmas Day falls on a Saturday or a Sunday, the following Monday shall be taken as a day off.
  - 2.2.10 St Stephen’s Day/Boxing Day (in the United Kingdom), (26th December), if Christmas Day falls on a Saturday or a Sunday, the following Monday shall be taken as a day off and St. Stephen’s Day will be taken as a day off on the Tuesday.
- 2.3 For Irish or English customers, France EasyHelp will be closed as set out above. Nevertheless, any apartment viewings in France could be made on French public holidays and the days off are set out below:

- 2.3.1 New Year's Day.
  - 2.3.2 Easter Monday.
  - 2.3.3 1st of May.
  - 2.3.4 8th of May.
  - 2.3.5 Ascension Day (it is a Public holiday and it is always on a Thursday, on the fortieth day after Easter. Many people take an extended weekend break during this period).
  - 2.3.6 Pentecost Monday (often the last Monday of May).
  - 2.3.7 14th of July (National Day).
  - 2.3.8 Assumption Day (15th August).
  - 2.3.9 All Saints Day (1st November).
  - 2.3.10 11th November.
  - 2.3.11 Christmas Day (25th December).
- 2.4 In France, Holy Days are moveable feasts and change every year in line with the holy calendar.
- 2.5 The price of any Service provided by France EasyHelp on a Saturday in France, Ireland or the United Kingdom shall be double the normal weekday price for that Service.

### **3. Viewings of Room Shares, Apartments, Houses**

- 3.1 All appointments for viewings shall only be made with your consent to our choice of location.

### **4. Terms and Conditions**

- 4.1 These Conditions are the only conditions that are applicable to France EasyHelp's Services/Files, and replace all other conditions, except with our express, prior written agreement. You agree that, by placing your order, you unreservedly accept these Conditions, having read them. These Conditions are important for both you and us as they have been designed to protect your and our rights and to create a legally binding agreement between you and us.
- 4.2 You agree that:
- (a) You may only use the website to make legitimate enquiries or orders.
  - (b) You will not make any speculative, false or fraudulent orders. If we are reasonably of the opinion that such an order has been made we shall be entitled to cancel the order.
  - (c) You also undertake to provide correct and accurate e-mail, postal address and/or other contact details (including telephone number) to us and acknowledge that we may use these details to contact you in the event that this should prove necessary (see our Privacy Statement [LINK]).
  - (d) You will provide us with a copy of your passport and a utility bill in your name. A written certificate signed by a parent(s) may be given in lieu of a utility bill for students together with a copy of their passport.

(e) If you do not give us all of the information that we need, we will not be able to complete your order and undertake any work on your behalf.

4.3 By placing an order with us you warrant that you are at least 18 years old and are legally capable of entering into binding contracts.

## 5. **How the Contract is Formed**

5.1 The information set out in the Annual Fees, the Conditions and the detail on the website do not constitute an offer for sale but rather an invitation to treat. No contract in respect of any of France EasyHelp Services/Files shall exist between us and you until your order have been accepted by us (whether or not funds have been deducted from your account).

5.2 If we do not accept your offer and funds have already been deducted, these will be fully refunded.

## 6. **Book & Pay for France EasyHelp services online**

6.1 To place an order you will be required to follow the ordering process online and press the ["BUY NOW"] button to submit the order. After this you will receive an e mail from us acknowledging that we have received your order (the acknowledgement of receipt"). Please note that this does not mean that your order for our Services/our Files has been accepted or that you are guaranteed a place on any course, seminar or workshop. Your order constitutes your offer to us to buy one or more of our Files or Services from us. All orders are subject to acceptance by us, and we will confirm such acceptance to you by sending you confirmation that the Files or Services are available (the "Order Confirmation"). The contract for the purchase of our Files or Services between you and us ("Contract") will only be formed when we send you the Order Confirmation.

6.2 The Contract will relate only to these Files or Services we are confirmed in the Order Confirmation. We will not be obliged to supply any other Files or Services, which may have been part of your order until the availability of such France EasyHelp Files or Services has been confirmed in a separate Order Confirmation.

## 7. **Book France EasyHelp Services Online & Pay offline**

7.1 To make a booking, you will be required to follow the booking process online. After this you will receive e mail from us acknowledging that we have received your booking (the "Acknowledgement of Receipt"). Please note that this does not mean that your booking has been accepted or that you are guaranteed any particular viewing, viewing package or a specific day. Your booking constitutes your offer to us to book any of France EasyHelp's Services. All bookings are subject to acceptance by us and subject to payment in full by you of the relevant fees.

## 8. **Availability of France EasyHelp's Services**

8.1 All orders for our Services are subject to availability and in this regard, in the event of supply or scheduling difficulties or because particular Services are no longer offered by us, we reserve the right to give you information about substitute Services of an equal or higher quality and value

which you can order. If you do not wish to order such substitute France EasyHelp Services will reimburse any monies that you might have paid.

## 9. **Refusal of Order**

9.1 We reserve the right to withdraw any France EasyHelp Service from the website at any time and/or remove or edit any materials or content on the website. Whilst we will always try to process orders submitted to us, there may be exceptional circumstances under which we may need to refuse to process or accept an order after we have received it, or sent to you an acknowledgement of receipt, which we reserve the right to do at any time, at our sole discretion.

9.2 We will not be liable to you or any other third party by reason of withdraw of any France EasyHelp Service(s) from the website, removal or edition of any materials or content on the website or for refusing to process or accept an order after we have received it or sent to you an acknowledgement of receipt.

## 10. **Your Rights to Cancel – “Cooling Off” (Consumers Only)**

7.2 If you are contracting as a consumer, you may cancel a Contract for the purchase of our Services (not concerning our files) at any time within 7 working days, beginning on the day you receive an order confirmation.

7.3 In this case, you may receive a full refund of the price paid for the France EasyHelp Services in accordance with our Cancellation & Refund Policy (see below at section 10). No refund is possible in the event that the France EasyHelp Services have commenced regardless of when you received your order confirmation.

7.4 Further details relevant to this statutory right are set out in section 10 of these Conditions. If you wish to cancel a Contract, you should inform us by contacting us at [contact@franceeasyhelp.com](mailto:contact@franceeasyhelp.com) within the timeframe specified above.

7.5 If you are contracting as a consumer, you cannot cancel a Contract for the purchase of our files (documents). No refund is possible concerning our files and documents bought online. Once purchased you have access to that file in your Personal Customer Area for an entire 30 days plenty of time for you to consult them any time you want.

## 8. **Price and Payment**

8.1 All fees for France EasyHelp’s Services must be paid either in full for the bundles or by instalments, in accordance with the Annual Fees, prior to France EasyHelp commencing any work or organising any viewings on your behalf.

8.2 The price of our Services will be as stipulated in the Annual Fees from time to time, except in cases of obvious error.

8.3 Any deposit and first month’s rent shall be paid separately to the fees for any Service supplied by France EasyHelp.

8.4 For all Contracts where France EasyHelp gives a quote for Services and an invoice is issued, the invoice shall be paid within 7 days at the office by cash, credit card

(special e-invoice send by France EasyHelp) or Irish cheque payable to “France EasyHelp Limited” or by electronic transfer using the bank details set out in the Annual Fees. Unless otherwise agreed you will be immediately in default, without the need for proof of default, for late payment of an invoice. In the event of default, you will be liable to pay the legal interest rate and all other debt collection costs (including any the fees/commission of any debt recovery agency).

- 8.5 France EasyHelp reserves the right to withhold delivery of, including but not limited to, any secretarial/administrative work ordered by you until payment of any invoice issued by France EasyHelp relating to the Services has been received in full.
- 8.6 While we try to ensure that all prices on the Annual Fees are accurate, errors may occur. If we discover an error in the price of our Services you have ordered, we will inform you as soon as possible and give you the option of reconfirming the order at the correct price or cancelling it. If we are unable to contact you, the order will be treated as cancelled and if you have already paid for the Services you will receive a full refund.
- 8.7 We are under no obligation to provide the Service(s) to you at the incorrect (lower) price (even after we have sent you a confirmation of your order) if the pricing error is obvious and unmistakable and could have reasonably been recognised by you as an incorrect price.
- 8.8 The prices on the Annual Fees include VAT (where stated and applicable) except for enterprises fees where they should be add. All fees exclude postage & packaging charges for orders of documents to be delivered, other than by email, outside the Republic of Ireland, which will be added to the total amount due as set out on the [Website]. In addition, prices exclude additional expenses you may incur in relation to using our Services such as subsistence expenses.
- 8.9 Prices may change at any time, but (other than as set out above) changes will not affect orders in respect of which we have already sent to you an order confirmation.
- 8.10 [Once you have finished the ordering process, and all the France EasyHelp Services/Files you will to purchase are added to your basket, your next step will be to go the checkout process and made payment.]\*
- 8.11 [Online payment can be made by Visa, Master card, American Express or Laser Card. To minimise the possibility of unauthorised access, your credit or debit card details will be encrypted to minimise the possibility of unauthorised access or disclosure. Authority for payment must be given at the time the order is made. No payment will be taken from your credit card until we issue an Order Confirmation. There will be no additional handling charge for credit card or debit card payments. ]\*
- 8.12 Offline payment can be made at the office by cash, credit card or Irish cheque payable to “France EasyHelp Limited” or by electronic transfer using the bank details set out in the Annual Fees or by personal e mail.
- 8.13 By clicking [“BUY NOW”] you are confirming that the credit/debit card is yours.

8.14 Credit cards are subject to validation checks and authorisation by your card issuer but if your card issuer fails to authorise payment to us, we will not be liable for any delay or non-delivery and may not be able to complete a Contract with you.

\* Relates to booking and paying online via a Website.11.10

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## 9. **Cancellation & Refund Policy – France EasyHelp Services**

### 9.1 CANCELLATIONS BY FRANCE EASYHELP

9.1.1 We reserve the right to cancel any France EasyHelp Service. In the event of cancellation by us, we will refund any payment made by you to us in full but will not reimburse any additional expenses incurred by you.

9.2 In the event of cancellation by you, we will honour your statutory entitlements.

9.3 In the case of viewing packages only, where you have paid for multiple viewings and you find accommodation without having used all your viewings, then France EasyHelp will refund you €99, 90 per unused visit except for the bundles.

9.4 All refunds will be paid to you by Irish cheque or direct International credit by our bank if the method of payment was online payment, by cash, by International credit transfer or by Irish cheque. We may take up to seven days to process your refund.

9.5 If you wish to cancel a Contract, you should inform us by contacting us at [contact@franceeasyhelp.com](mailto:contact@franceeasyhelp.com) within the timeframes specified in section 10.

## 10. **Liability and Disclaimers**

10.1 Our liability in connection with Services purchased from us (and through our [Website]) is strictly limited to the purchase price of those Services.

10.2 France EasyHelp does not accept any responsibility for any payment arrangements or payments made between you and any landlord or other third party for the deposit and first month's rent. France EasyHelp shall not act as a guarantor for any commitments given by you to or any agreement between you and any landlord or other third party entered into as a result of any introduction given by France EasyHelp.

10.3 France EasyHelp does not accept any responsibility for any payments arrangements or payments made between you and any other authority, Government offices or other third part for the deposit of Registration Company, Immigration fees, Tax Transfer company fees, stamps duties or others fees. France EasyHelp shall not act as a guarantor for any commitments given by you to or any agreement between you and any Authority Government Offices or any third part entered into as a result of any introduction given by France EasyHelp.

10.4 France EasyHelp shall not enter into any lease, licence tenancy agreement, registration company agreement, immigration application forms or other application forms on your behalf.

10.5 Nothing in these Conditions shall exclude or limit in any way our liability

10.5.1 for death or personal injury caused by our negligence;

10.5.2 for fraud or fraudulent misrepresentation; or

10.5.3 For any matter for which it would be illegal or unlawful for us to exclude or limit, or attempt to exclude or limit, our liability.

10.6 Subject to the foregoing paragraph and to the fullest extent permitted by law, and unless otherwise stated in these Conditions, we accept no liability for indirect losses which happen as a side effect of the main loss or damage however arising and whether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable, including (without limit) for any:

10.6.1 loss of income or revenue;

10.6.2 loss of business;

10.6.3 loss of profits or contracts;

10.6.4 loss of anticipated savings;

10.6.5 loss of data; and

10.6.6 Waste of management or office time.

10.7 Due to the open nature of the website and the potential for errors in the storage and transmission of digital information, we do not warrant the accuracy and security of information transmitted to or obtained from the website unless otherwise expressly set out on the website.

10.8 All descriptions of France EasyHelp Services, information and materials posted on the website are provided “as is” and without warranties express, implied or otherwise howsoever arising.

10.9 To the fullest extent permissible pursuant to law, but without excluding anything that may not lawfully be excluded in the case of consumers, we disclaim all warranties.

10.10 Nothing in this section will affect your statutory rights as a consumer, or your Contract cancellation rights.

## 11. **Independent Advice**

11.1 Before deciding to proceed with any letting agreement or purchase of property you are advised to obtain independent advice from a solicitor/lawyer or other professional adviser on the nature and effect of any agreement relating to the letting or purchase of property.

## 12. **Intellectual Property**

12.1 You acknowledge and agree that all copyright, trade marks and all other intellectual property rights in all material or content supplied as part of the website shall remain at all times vested in us or our licensors. You are permitted to use this material only as expressly authorised by us or our licensors. This does not prevent

you using the website to the extent necessary to make a copy of any Contract details or files and documents online.

### 13. **Written Communications**

13.1 Applicable laws require that some of the information or communications we send to you should be in writing. When using the website, you accept that communication with us will be mainly electronic. We will contact you by e-mail or provide you with information by posting notices on the website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

### 14. **Notices**

14.1 All notices given by you to us should be given to us

14.1.1 by writing to us at :

France EasyHelp Limited  
Suite 11,  
Anglesea House,  
Carysfort Road  
Blackrock  
Co. Dublin  
Ireland; or

14.1.2 By emailing us at [contact@franceeasyhelp.com](mailto:contact@franceeasyhelp.com).

14.2 We may give notice to you at either the e-mail or postal address you provide to us when placing a making a query or an order. Notice will be deemed received and properly served immediately when posted on our website, 24 hours after an e-mail is sent, or three working days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and, in the case of an e-mail that such e-mail was sent to the specified e-mail address of the addressee.

### 15. **Transfer of Rights and Obligations**

15.1 The Contract between you and us is binding on you and us and on our respective successors and assigns.

15.2 You may not transfer, assign, charge or otherwise dispose of a Contract, or any of your rights or obligations arising under it, without our prior written consent.

15.3 We may transfer, assign, charge, sub-contract or otherwise dispose of a Contract, or any of our rights or obligations arising under it, at any time during the term of the Contract. For the avoidance of doubt, any such transfer, assignment, charge or other disposition will not affect your statutory rights as a consumer or cancel, reduce or otherwise limit any warranty or guarantee which may have been provided by us to you, whether express or implied.

### 16. **Events Outside Our Control**

- 16.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by events outside our reasonable control (“Force Majeure Event”).
- 16.2 A Force Majeure Event includes any act, event, non-happening, omission or accident beyond our reasonable control and includes in particular (without limitation) the following:
- 16.2.1 Strikes, lock-outs or other industrial action.
  - 16.2.2 Civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war.
  - 16.2.3 Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster.
  - 16.2.4 Impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport.
  - 16.2.5 Impossibility of the use of public or private telecommunications networks.
  - 16.2.6 The acts, decrees, legislation, regulations or restrictions of any government.
  - 16.2.7 Any shipping, postal or other relevant transport strike, failure or accidents.
- 16.3 Our performance under any Contract is deemed to be suspended for the period that the Force Majeure Event continues, and we will have an extension of time for performance for the duration of that period. We will use our reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which our obligations under the Contract may be performed despite the Force Majeure Event.

## 17. **Waiver**

- 17.1 If we fail, at any time during the term of a Contract, to insist upon strict performance of any of your obligations under the Contract or any of these Conditions, or if we fail to exercise any of the rights or remedies to which we are entitled under the Contract or these Conditions, this shall not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations. A waiver by us of any default shall not constitute a waiver of any subsequent default. No waiver by us of any of your obligations under the Contract or any of these Conditions shall be effective unless it is expressly stated to be a waiver and is communicated to you in writing in accordance with section 15 (Notices) above.

## 18. **Severability**

- 18.1 If any of these Conditions or any provisions of a Contract are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

## 19. **Entire Agreement**

- 19.1 These Conditions and any document expressly referred to in them represent the entire agreement between you and us in relation to the subject matter of any Contract and supersede any prior agreement, understanding or arrangement between you and us, whether oral or in writing.
- 19.2 Both you and us acknowledge that, in entering into a Contract, neither you nor us has relied on any representation, undertaking or promise given by the other or be implied from anything said or written in negotiations between you and us prior to such Contract except as expressly stated in these Conditions.

**20. Our Right to Review these Conditions and Annual Fees**

- 20.1 We have the right to revise and amend the Annual Fees and these Conditions from time to time. You will be subject to the Annual Fees, Conditions, Privacy Statement and Terms and Conditions for use of the website in force at the time that you order any Service(s) from us, unless any change to those policies, Conditions, Terms and Conditions for use of the website or Privacy Statement is required to be made by law or competent authority (in which case it will apply to orders previously placed by you).

**21. Third Parties**

- 21.1 No provision of this agreement is intended for the benefit of any third party and no person who is not a party to this agreement shall have any right to enforce its provisions pursuant to the Contracts (Rights of Third Parties) Act 1999.

**22. Law and Jurisdiction**

- 22.1 These Conditions and Contracts for the purchase of our Services will be governed by Irish law. Any dispute arising from, or related to, such Contracts shall be subject to the exclusive jurisdiction of the Irish courts. Nothing in this section will affect your statutory rights as a consumer.