

Terms and Conditions – Marketplace

Techsoft Solutions SRL | Intermediary marketplace

Techsoft Solutions SRL Cluj-Napoca, Cluj County, Romania Email: techsoft@techsoft-solutions.com	Terms and Conditions Language: EN 2026-01-17
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1. Definitions

“Platform” means the online marketplace operated by Techsoft Solutions SRL.

“Provider” means an independent guide or company.

“Customer” means the end user.

“Service” means the activity/experience delivered by the Provider.

2. Platform Role (Intermediary)

The Platform acts solely as an intermediary and does not provide, organize, operate or control the Services.

3. Contracting Structure

The Service contract is concluded directly between the Customer and the Provider.

4. Payments (Stripe Connect)

Payments are processed via Stripe Connect with automatic split payouts. The Platform retains its commission via application_fee_amount.

5. Subscription Plans for Providers

Subscription tiers (monthly):

- Free: EUR 0 / month
- Pro: EUR 20 / month or 100 RON / month
- Elite: EUR 50 / month or 250 RON / month

Subscription fees are billed monthly in advance. Unless required by law, subscription fees are non-refundable for the current billing period.

VAT for subscriptions (Romania): The subscription is a digital service supplied by the Platform. Romanian VAT is applied where required by law. The Platform may request billing details (including VAT status) for invoicing and accounting. Billing records may be retained for at least 10 years under Romanian accounting rules.

6. Prices, Taxes and VAT (Services)

Providers set prices and remain responsible for VAT and taxes under Romanian law (Law 227/2015).

7. Cancellations and Refunds

Cancellation policy is defined per listing by the Provider and shown before payment.

8. Consumer Complaints (ANPC)

Complaints: techsoft@techsoft-solutions.com. ANPC: www.anpc.ro. ODR: <https://ec.europa.eu/consumers/odr>.

9. Liability

Providers are solely responsible for service delivery and compliance.

10. Governing Law and Jurisdiction

Romanian law applies. Courts of Cluj-Napoca have jurisdiction.