Terms of Service

Arenzo Sales Agent · Version 20 October 2026

1. Who we are

These terms apply to the Arenzo Sales Agent, an online service provided by Arenzo, registered with the Dutch Chamber of Commerce (KvK) under number 99169843, Fresiaplein 11, 2241 XS Wassenaar, the Netherlands ("Arenzo", "we", "us"). You can reach us at laurence.idelenburg@arenzo.io.

2. Who these terms are for

The Sales Agent is a business service. By subscribing you confirm that you act for a business or in the course of your profession, and that you are allowed to accept these terms for the business named at checkout ("you", "the customer"). These terms, the Data Processing Agreement and the Privacy Policy together form the agreement between you and Arenzo. Any purchase conditions of your own do not apply.

3. The service

3.1 The Sales Agent helps you define your ideal customer, score and qualify companies against it, prepare account briefs and draft first lines for outreach, and lets you book human help from Arenzo.

3.2 The AI features produce suggestions based on the data available to them. They can be incomplete or wrong. You review every result before you act on it. Arenzo does not guarantee any number of meetings, replies or sales.

3.3 The Sales Agent never sends messages on your behalf. You decide what is sent, to whom and under which name, and you are responsible for that outreach complying with the law, including the GDPR, the Dutch Telecommunications Act and the anti spam rules of the countries you contact.

3.4 We may improve and change the service. If we remove a feature that is essential to how you use it, we tell you at least 30 days before and you may cancel with immediate effect.

4. Your account

4.1 After your first payment you receive login details for app.arenzo.io for the email address you used at checkout. Keep your login private. You are responsible for what happens under your account.

4.2 Each subscription is for one named user. Ask us if more people in your business need access.

5. Prices and payment

5.1 The Sales Agent costs €38 per month. The first 10 founding members pay €18 per month for as long as their subscription stays active without interruption. All prices exclude VAT.

5.2 VAT is charged as follows: 21% Dutch VAT for customers in the Netherlands and for customers elsewhere in the EU without a valid VAT number; no VAT, reverse charged, for business customers elsewhere in the EU with a VAT number that is valid in the EU VIES register; no Dutch VAT for customers outside the EU.

5.3 Payment is made monthly in advance through our payment provider Stripe. Your first month starts on the day of payment. You receive an invoice by email for every payment.

5.4 If a payment fails, Stripe tries again. If the subscription remains unpaid, we may suspend access until it is paid.

5.5 We may change the standard price with at least 30 days notice by email. The founding price does not change while your founding subscription stays active. Human help such as sales coaching (€50 per hour) and supported meetings (€100 per meeting) is billed separately and only when you book it.

6. Term and cancellation

6.1 The subscription runs month to month. You can cancel at any time in the app under Your plan, Manage billing. Cancellation takes effect at the end of the paid month. Payments already made are not refunded, unless the law requires it.

6.2 We may end the subscription with 30 days notice, or immediately if you seriously breach these terms, for example by misusing the service or not paying.

6.3 After the end of the subscription you can export your data for 30 days. After that we delete your workspace data, except what we must keep by law, such as invoices.

7. Acceptable use

You will not use the Sales Agent to send spam, to harass people, for anything unlawful, to resell the service, or to reverse engineer it, copy it or overload it. You will not upload data you have no right to use.

8. Your data and intellectual property

8.1 Your data stays yours. That includes the companies and contacts you upload, your ideal customer profile, notes and the texts the Sales Agent writes for you. You may use those texts freely.

8.2 Where you put personal data into the service, Arenzo processes it for you as a processor under the Data Processing Agreement at arenzo.io/dpa, which forms part of these terms.

8.3 The software, design, prompts, scoring logic and all other parts of the service remain the property of Arenzo or its licensors. You receive a non exclusive, non transferable right to use the service during your subscription.

8.4 We may use anonymised, aggregated usage statistics to improve the service. These never identify you, your business or your contacts.

9. Availability and support

We aim for the service to be available at all times, but we do not guarantee uninterrupted availability. Planned maintenance is announced in advance where possible. Support is available by email on Dutch working days.

10. Liability

10.1 Arenzo's total liability under this agreement is limited to the amount you paid for the service in the 12 months before the event that caused the damage.

10.2 Arenzo is not liable for indirect or consequential damage, including lost profit, lost revenue, missed opportunities, lost data or damage to reputation, nor for damage caused by decisions you take based on AI output.

10.3 These limits do not apply to damage caused by Arenzo's intent or deliberate recklessness.

10.4 Arenzo is not liable for failures caused by circumstances beyond its reasonable control, including outages of hosting, AI or payment providers.

11. Changes to these terms

We may change these terms. We tell you about material changes by email at least 30 days before they apply. If you do not agree, you may cancel before the change takes effect.

12. Law and disputes

Dutch law applies to this agreement. Disputes are submitted to the competent court in The Hague, the Netherlands. We first try to solve any disagreement together.