



Terms of Service

The following usage rules apply to our services and to their ordering and use.

In some cases, a contract is also concluded between the parties.

You can enter into contracts yourself or through agents. Appropriate authorization is required for the conclusion of contracts through agents.

We may change our Terms of Service from time to time. The most current version of the terms is available on our website. In case of changes, we will notify our users about the upcoming changes through our website and/or via e-mail.

1. GENERAL PRINCIPLES

1.1 Services

MINUFIRMA (trademark VIRTUAL OFFICE IN ESTONIA) offers virtual office, contact person, company formation and other additional services (here and after the Service Provider, Service or Services). Descriptions of the Services are provided on the website. By ordering Services from MINUFIRMA you agree to Terms of Service.

At the same time, the Service Provider is not responsible for the content of this website, it is handled by a separate agency.

1.2. Ordering the Service

MINUFIRMA services can be ordered on the website by clicking on the link “ Add to cart”. To prepare an order the required data fields must be filled in.

After selecting the Service the price or the bases for calculating the price of the respective Service are displayed and the Client is directed to the payment environment. If due to the nature of the Service the price cannot be determined, then the initial price of the Service and the bases for calculating the price of the Service are displayed. Services can be ordered separately or together.

Depending on the country, the Service can be paid by wire transfer, credit card, bank link, Bitcoin and PayPal.

1.3. Reimbursement

Estonian law allows for the physical person the cancellation of the order within 14 days after the order is submitted if there is a reasonable basis and in the case of sales of goods. This requirement does not apply to the service already provided.

1.4. Links to other sites

Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third party sites or services.



1.5. Money laundering and terrorism

Due to the regulations established by the money laundering and terrorism financing prevention legislation, MINUFIRMA will not provide Services to:

- politically exposed persons;
- persons included in the international sanctions list (<https://www.sanctionsmap.eu/#/main>);
- residents from the high risk third countries (<http://www.fatf-gafi.org/countries/#high-risk>).

By ordering Services from MINUFIRMA you confirm that you do not qualify to be a person listed in the above list.

1.6. Processing personal data

MINUFIRMA collects and processes the following personal data: name of the Client, the personal identification code or date and place of birth of the Client, telephone number, place of residence and e-mail address and if needed a copy of personal identification document. The scope of data collection depends more specifically on the particular service.

MINUFIRMA uses and processes the Client's personal data only for performing the obligations arising from the contract and the law. MINUFIRMA does not forward personal data to third parties for commercial purposes. MINUFIRMA has the right to forward personal data to:

- the authorities for complying with the publication obligation provided by law and
- the third-party service providers used by MINUFIRMA to the extent necessary for performing the Services to the Client under these terms of service.

Due to the money laundering and terrorism financing prevention legislation, MINUFIRMA must keep data and documents of the Client after termination of the contract for the period established by law (5-10 years).

By ordering Services from MINUFIRMA you agree to process your personal data in compliance with these terms of services.

[More information about our Privacy Policy.](#)

<https://virtualofficeinestonia.com/privacy-policy/>

1.7. Communications

We may use your Personal Information to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send.

1.8. Customers' Obligations

We provide Services only on the basis that the Customers will supply us with all proper, necessary and timely instructions, authority and information, including the execution of all documents required, to enable us to undertake lawfully and effectively the business instructed, and that the Customers will indemnify us accordingly. No refund will be available in case of any failure to comply with this clause.

In order to improve our Services and to act in line with legislation in relation to the avoidance of money laundering activities and other legal acts, Customers have to comply with our due diligence requirements if Customers fail to comply with any due diligence requirements which we request we will be unable to provide Services to Customers. No refund will be provided in case of Customer's failure to comply with our due diligence requirements.



1.9. Confidentiality

MINUFIRMA and the Client undertake not to disclose commercial information and other information to third parties, which has become known to the party during the duration of service provision and the disclosure of which to third parties may damage the parties' interests.

MINUFIRMA keeps confidential commercial information received from the Client and may forward the data to the authorities without the approval of the Client for complying with the disclosure obligation arising from the law.

2.0. Dispute resolution

Disputes are resolved by way of negotiations. Upon not reaching an agreement the dispute is resolved in the jurisdiction of the service provider.

2.1. Cookie policy

This site uses cookies, small text files that are placed on your machine to help the site provide a better user experience.

In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics.

As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser.

[More information about our policy on Cookies.](#)

2.2. Intellectual property rights

We are the owner or the licensee of all intellectual property rights in our website, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print or download extracts of any page(s) from our website for your personal use and you may draw the attention of others within your organization to content posted on our website.

You must not modify in any way the paper or digital copies of any materials you have printed off or downloaded, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text. Our status (and that of any identified contributors) as the authors of content on our website must always be acknowledged.

You must not use any part of the content on our website for commercial purposes without obtaining a license to do so from us or our licensors.

If you print off, copy or download any part of our website in breach of these terms of use, your right to use our website will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

You shall not harm the website by purposely or negligently introducing viruses, trojans etc. You shall not attempt to gain unauthorised access to the website and the servers on which the website is.

2.3. Legal requirements

You must be at least 18 years of age and legally responsible to make orders what we can deliver. You may not make orders if the laws of your country residence prohibit ordering services what we are offering. In representing a legal entity, you must have representation rights to do so.



2.4. Jurisdiction

This Policy shall be governed and construed in accordance with the laws of in which country servers are currently housed to run our homepage.



3. ADDRESS SERVICE SPECIAL TERMS OF SERVICE

3.1. Basics

The Estonian Commercial Code requires companies to have a specific legal address.

The customer, juridical or physical person, can use this address for its business or just have a presence in Estonia. The customer can use this address in its business documents, business cards, web pages etc.

The service has a duration of 12 months and is automatically renewed after the period has ended unless otherwise agreed. Service cost depends on the selected package.

The ordering of the service is considered as a conclusion of the Contract. Under certain conditions, an additional stand-alone contract will be concluded.

3.2. Unsubscribe

To unsubscribe, just send us a message and request termination of service. Note that your application must be made before the service duration has ended and you should not have unpaid bills. It is not possible to terminate the Contract prematurely.

3.3. Obligations

Upon the expiry of the Contract the Client loses the right to use the virtual office service provided by MINUFIRMA in any way or form.

The Client undertakes to change the legal address in the commercial register and notify business partners of the change of the address on the day of expiry of the Contract at the latest.

Upon expiry of the Contract MINUFIRMA is released from the obligation to provide legal address and virtual office Services, including receiving and forwarding the Client's post.

If Client has ordered also mail forwarding service Client has a responsibility to give directions on which address the post must be forwarded to. The Client pays the relevant postal charges.

3.4. Sanctions for misuse

If the Client has not changed its legal address in the commercial register and elsewhere within seven (7) working days from the expiry of the Contract, MINUFIRMA has the right to submit an application to the commercial register for the deletion of the Client's incorrect details from the register and to claim a contractual penalty from the Client in the sum equal to one (1) year legal address annual fee.

If the Client does not give instructions for forwarding the post or does not collect the post from MINUFIRMA has the right to destroy the post and to request the Client to compensate for the destruction expenses. MINUFIRMA can store accounting source documents for up to seven (7) years. The Client is obligated to compensate MINUFIRMA for the expenses related to storage.



4. CONTACT PERSON SERVICE SPECIAL TERMS OF SERVICE

4.1. Basics

In connection with the Estonian Commercial Code, which requires the presence of a local contact person from companies with members of the management board resides abroad, we offer a legal solution to the respective issues.

The service has a duration of 12 months and is automatically renewed after the period has ended unless otherwise agreed. Service cost depends on the selected package.

The ordering of the service is considered as a conclusion of the Contract. Under certain conditions, an additional stand-alone contract will be concluded.

4.2. Unsubscribe

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5. COMPANY FORMATION SERVICE SPECIAL TERMS OF SERVICE

5.1. Basics

The registration of companies takes place in the Business Register in accordance with the law electronically, through the Notary Public or in the Business Register' office. MINUFIRMA advises the Client when registering a company and prepares the document necessary for registering a company based on data provided by the Client.



MINUFIRMA is not responsible for the actions and decisions of the Business Register when registering a company.

If the registration of company takes place in MINUFIRMA Company Formation Portal, MINUFIRMA is not responsible for the technical faults, which are related to the interfacing of the Portal or for faults, which occur in the Business Register's portal.

MINUFIRMA is not obligated to translate the Business Register's procedural documents or correspondence, except when it has been agreed accordingly with the Client.

The Service fee does not include Services, which arise with resolving the rulings of rectifying the Business Register's rulings.

If the Business Register's does not register the company, then it is not deemed a fault of MINUFIRMA service and the Client cannot require the compensation of the fee paid.

MINUFIRMA total liability is limited to the amount, which equals the amount of the company formation Service paid by the client.

All of the above applies to the establishment of the company in the Republic of Estonia.

6. ACCOUNTING SERVICE SPECIAL TERMS

6.1. Basics

Is in preparation.

7. LETTERS AND PARCELS SERVICE SPECIAL TERMS

7.1. Basics

The content of the service is the transmission of letters and parcels to customers. The customer may come to his own for picking up his belongings or we may forward them to the customer's address. The exact price list for forwarding is provided by the respective service.

In order to pick up belongings, you need to present an identification document with a photo.

Belongings can be picked up by a person authorised by the client. The person picking up a parcel on your behalf should bring along an identification document with a photo, a copy of your identification document with a photo and the mandate for belongings pickup.

We are open Monday to Friday between 9 AM and 5 PM for Mail and Parcel collection. You must report your arrival for at least 1 hour in advance.

8. ADDITIONAL SERVICE SPECIAL TERMS

8.1. Basics

All solutions offered under the additional services will be subject to separate agreements according to the specifics of the customer's wishes. At the same time, good practices and legislation on a particular issue are being pursued.