

GENERAL TERMS AND CONDITIONS OF SERVICE

These terms were last amended on 31-07-2026.

ARTICLE 1. GENERAL DEFINITIONS AND TERMINOLOGY

In these general definitions and terminology, the following definitions are used as follows, unless explicitly stated otherwise:

Sensis Media (Athanasios Karatziotis | Sensis Media Productions): The author of these general terms and conditions, with VAT number 113972063, headquartered at Choniati 2, Toumba, postal code 54454.

Client: The contracting party of Sensis Media.

Agreement: Any mutual acceptance regarding the provision of services/goods by Sensis Media.

Productions: The services provided by Sensis Media and related matters. These include, but are not limited to: video production, advertising productions, website and web application design and development, UI/UX design, digital content creation, content management systems (CMS), hosting, maintenance, digital strategy, SEO, idea and communication consultancy, and other multimedia products, all in the broadest sense of the word, as defined in a document agreed upon by both parties and/or other documents that may be declared applicable.

Activities: The acceptance of service provision or consultancy work as mentioned above and/or delivery of goods and digital products, all in the broadest sense of the word and as stated in the order confirmation or agreement.

Conditions: These general terms and conditions of Sensis Media.

Written Communication: Any communication via email, registered letter, or other proven means of digital communication, in accordance with Law 4727/2020. Where these terms refer to 'in writing' or 'written', this also includes electronic form.

Deliverables: The final products delivered to the client, including but not limited to: websites, web applications, videos, advertising productions, design files (mockups, wireframes), source code, databases, and other digital files.

ARTICLE 2. GENERAL

1. These terms apply to every offer and agreement between Sensis Media and a client to whom Sensis Media has declared these terms applicable, provided the parties have not explicitly and in writing deviated from these terms. Entering into an agreement with Sensis Media means that the client unconditionally accepts the application of these conditions.

2. These terms also apply to agreements with Sensis Media for the implementation of which third parties outside of Sensis Media must be involved.

3. If one or more provisions of these general terms and conditions are at any time wholly or partially invalid, the remaining general terms and conditions shall continue to apply in full. Sensis Media and the client shall then consult with each other to agree on new provisions to replace the invalid ones, while maintaining as closely as possible the purpose of the original provisions.

4. If Sensis Media does not always insist on strict compliance with these terms, this does not mean that the provisions do not apply or that Sensis Media would in any way lose the right to require strict compliance with the provisions of these terms in other cases.

5. In the event that these terms and the agreement contain conflicting provisions, the terms set out in the agreement shall prevail. Any deviations from these terms shall only apply if they have been expressly agreed in writing and shall only apply to the specific agreement to which the deviations refer.

6. The applicability of any purchase or other terms of the client is expressly rejected.

ARTICLE 3. CONCLUSION OF THE AGREEMENT

1. Offers from Sensis Media are non-binding and revocable, unless a deadline for acceptance has been set in the offer. If no acceptance term has been determined, no rights can be derived from the offer in any way if the service or item to which the offer relates is no longer available in the meantime.

2. The offer to enter into an agreement may be made by Sensis Media both orally and in writing. Only after acceptance by Sensis Media and confirmation of a written order by the client is this binding on Sensis Media.

3. If the assignment was made orally or if the signed order confirmation has not yet been returned, the agreement shall be deemed valid under these Terms and Conditions upon the client's request to commence work on the agreement. If the client does not respond to the content of the order confirmation within 2 business days, then the agreement shall be deemed correct and complete, and both the client and Sensis Media shall be bound by its content.

4. The provision of information or materials by the client to Sensis Media for the execution of work shall be equated with the submission of a request to commence work as referred to in paragraph 3 above.

5. Furthermore, all offers are based on the information provided by the client. In the event of demonstrated inaccuracy or incompleteness, the client cannot derive any rights from the offer of Sensis Media that has been accepted. Sensis Media cannot be held to its offer, and the client must reasonably understand that the offers or any part thereof contain an obvious error or errors.

6. The prices stated in the offer do not include VAT and other government levies, any expenses incurred in the context of the agreement, including travel and accommodation costs, shipping and handling, unless otherwise specified.

7. Documents, scripts, technical descriptions, designs, calculations, scenarios, film clips, wireframes, mockups, architectural specifications, and prototypes that form part of the offer, made by Sensis Media or according to its instructions, remain the property of Sensis Media. They may not be presented to third parties without the consent of Sensis Media. They also may not be copied or reproduced in any other way without the permission of Sensis Media. If no assignment is granted, these documents must be sent to Sensis Media within 10 business days upon request.

ARTICLE 4. IMPLEMENTATION OF THE AGREEMENT

1. Sensis Media is obliged to carry out the activities assigned to it as a good and careful contractor. All services of Sensis Media are performed on the basis of a best-efforts obligation, unless a specific result has been promised in writing and the result has been sufficiently defined.

2. If and insofar as required for the proper performance of the agreement, Sensis Media has the right to assign certain activities to assistants, freelancers, and third parties. Sensis Media shall exercise due care when engaging third parties.

3. Sensis Media bears no liability for damages caused by third parties due to their own fault, and hereby stipulates that every agreement with Sensis Media includes the authority to accept any limitations of liability on behalf of the client.

4. The client must ensure that all data, which Sensis Media states are necessary or which the client should reasonably understand are necessary for the performance of the agreement, are provided to Sensis Media in a timely manner.

5. If all data required for the implementation of the agreement are not delivered to Sensis Media in a timely manner, then Sensis Media has the right to suspend the agreement and/or to charge the client additional costs arising from such delay. The execution period does not commence until the client has made all data available to Sensis Media.

6. If it has been agreed that the agreement will be executed in phases, Sensis Media may suspend the execution of parts belonging to a subsequent phase until the client has approved the results of the previous phase in writing.

7. The delivery of final products and goods takes place in the manner indicated by Sensis Media in the Agreement. If the client wishes to receive them differently, the additional costs associated with this wish shall be borne by the client.

ARTICLE 5. DELIVERY AND CHANGE OF WORK

1. Sensis Media will commence the execution of the agreed goods and/or services as soon as possible after receiving the necessary data, texts, images, and/or other materials, and will inform the client of the expected delivery time.

2. The delivery deadline set by Sensis Media is, unless there is a written deviation from it, only indicative in nature. Delivery times are always determined approximately.

3. If during the execution of the agreement it becomes apparent that it is necessary for the proper execution and completion of the work that changes must be made, the parties shall mutually amend the agreement.

4. If the agreement has been changed or supplemented, Sensis Media has the right to execute it only after the contracting parties have agreed on all changes and/or additions, including the project completion time, remuneration, and other terms to be determined. The non-execution or non-immediate execution of the amended agreement does not constitute a breach of contract by Sensis Media and does not constitute grounds for the client to terminate or cancel the contract.

5. If a fixed fee has been agreed, Sensis Media will indicate to what extent the change or supplement to the agreement will result in exceeding this fee.

6. Changes made to an already issued order may result in Sensis Media exceeding the originally agreed delivery time. In this case, Article 10, paragraph 11, applies mutatis mutandis.

7. If the change entails a reduction in activities, Article 8, paragraph 4, applies.

8. In the event that Sensis Media is unable to fulfill its obligations within the agreed delivery deadlines, Sensis Media can only be notified in writing of default, whereby Sensis Media is given at least 14 days to fulfill its obligations.

9. Sensis Media will offer a preview version of the final product (for video: preview, for websites: staging), which will be described as "Alpha Version." After this preview version is made available, there is room for one round of corrections. During this correction round, the adjustments desired by the client can be communicated to Sensis Media. Corrections can be declared up to ten business days after the availability of the first version. Subsequently, desired adjustments may lead to additional costs for the client. However, adjustment requests must be considered reasonable. This includes the correction of titles, names, texts, colors, and minor substantive adjustments. It does not include new pages, new features, or restructuring of the layout.

ARTICLE 6. FEES

1. Invoices, offers, and cost estimates are in euros and do not include VAT and other government levies.

2. If Sensis Media deems it desirable, it has the right to request from the client a reasonable advance payment for the work to be performed. Sensis Media is entitled to suspend the start of its production until the advance payment has been made or sufficient security has been provided.

3. Payment is in no case dependent on the result of the assignment. VAT is charged to the client.

4. If the client and Sensis Media have not agreed on a specific amount for a specific assignment or per calendar year or financial year, the compensation will be determined based on the hourly rate and the total time spent by Sensis Media.

5. Sensis Media is entitled to adjust the compensation upon written notification to the client if the increase arises from an obligation resulting from legislation or regulations, or is due to an increase in costs that could not reasonably have been foreseen at the time of entering into the agreement. The client is entitled to terminate the agreement if the increase exceeds 10%.

6. Furthermore, Sensis Media may increase its remuneration, during the execution of the work, from what was originally agreed, if the expected volume of work was insufficiently estimated at the time of entering into the contract due to incomplete or inaccurate information from the client, and this is not attributable to fault on the part of Sensis Media. If the increase in this and the previous paragraph exceeds 10%, the client has the right to cancel the agreement with immediate effect. In the case of an increase during the first three months after entering into the contract, the client may cancel the agreement regardless of the percentage of the increase.

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7. All travel and accommodation expenses are considered additional costs and are not included in the offer, unless otherwise stated. These are added separately to the final invoice. Sensis Media is not obliged to provide physical receipts to the client. Sensis Media applies a travel cost of 0.35 euros per kilometer. In the event that the production or work takes place on an island, ferry or airline tickets and potential hotel costs are additionally calculated.
8. The client is obliged to reimburse all other reasonable expenses incurred by Sensis Media in the execution of the assignment.
9. Fees will be charged to the client, possibly increased with expense declarations or third parties engaged, including turnover tax due per phase or after completion of the work.
10. Cancellation of a project within 48 hours before the start of work will be charged at 50% of the offered cost. For website projects, cancellation after completion of the design phase is charged at 75% and after completion of development at 100%. In all cases, the advance payment is non-refundable. Costs for cancellation of materials, equipment, third-party licenses, freelancers, and services engaged by Sensis Media will be fully passed on to the client in accordance with the terms of the relevant party.

ARTICLE 7. PAYMENT

1. Payment must always be made within 7 days of the invoice date, in a manner to be indicated by Sensis Media.
2. The client is obliged, upon approval of the agreement, to pay an advance equal to 35% of the total contract amount. For work in which Sensis Media must rent equipment, acquire licenses, or services from third parties, Sensis Media is entitled to request a larger advance. Upon completion and delivery of the project, the client receives an invoice for the remaining 65%.
3. If the client does not pay the invoice within the prescribed deadlines, then the client is legally in default of payment. The client then owes the statutory default interest in accordance with applicable Greek legislation, increased by two (2) percentage points per annum. Interest on the amount due is calculated from the moment the client is in default of payment until the moment of payment of the full amount due.
4. The client is not entitled to unilaterally offset the amount owed to Sensis Media. Objections to the amount of an invoice do not suspend the payment obligation.
5. If the client is in default or fails in the (timely) fulfillment of obligations, then all reasonable costs incurred from extrajudicial collection proceedings shall be borne by the client. The extrajudicial costs are calculated based on the customary debt collection practice in Greece. However, if Sensis Media has incurred higher collection costs that were reasonably necessary, the actual expenses will be claimed from the client. Any legal and enforcement costs will also be recovered from the client. The client also owes interest on the outstanding collection costs.

ARTICLE 8. DURATION AND TERMINATION OF CONTRACTS

1. The contract is entered into for a definite period, unless the agreement indicates that it has been entered into for an indefinite period.
2. The client and Sensis Media have the right at any time to terminate the indefinite-term contract through cancellation. No judicial intervention is required for this purpose. Such cancellation must be made in writing (via email or registered letter) and with a notice period of 2 (two) months.
3. A fixed-term contract cannot be terminated prematurely unless there are urgent circumstances resulting in the client or Sensis Media not being reasonably able to continue the contract for a longer period. This must be communicated in writing to the other party. All subject to the client's obligation to pay the full agreed fee.
4. If the client terminates the contract prematurely, in whole or in part, by mutual consent in accordance with the preceding paragraphs, Sensis Media is entitled to compensation for loss of capacity caused, as well as for additional expenses incurred during the execution of the contract. This, unless there are facts or circumstances underlying the early termination that can be attributed to Sensis Media.
5. In the event that one of the parties is declared bankrupt, requests a suspension of payments, or ceases to operate, the other contracting party has the right to terminate the agreement without observing a notice period, subject to all its rights.
6. Sensis Media is entitled to suspend the fulfillment of its obligations or to dissolve the agreement if: (1) the client does not fully fulfill the obligations arising from the agreement, (2) after the conclusion of the agreement, Sensis Media becomes aware of circumstances giving reasonable grounds to fear that the client will not fulfill its obligations, (3) if the client was requested at the time of entering into the contract to provide security for the fulfillment of obligations under the agreement and such security is not provided or is insufficient, (4) if, due to the delay on the part of the client, Sensis Media can no longer be expected to comply with the agreement on the originally agreed terms.
7. Sensis Media also has the authority to suspend the release of documents, video files, digital files, access to websites under development, or other deliverables to the client or third parties until the due and payable claims against the client have been fully collected.
8. If progress in the execution or delivery of the work is delayed due to default or force majeure on the part of the client, Sensis Media may charge the agreed amount, without prejudice to its right to claim further expenses, damages, and interest.
9. If the agreement is dissolved, the claims of Sensis Media against the client are immediately due and payable.

ARTICLE 9. THIRD-PARTY LICENSES, MUSIC, AND VOICE-OVER

1. Certain works use one or more voice-over artists, as well as third-party licenses (including but not limited to: commercial fonts, software, premium add-ons/plugins, themes, stock images, SSL certificates, SaaS services, CMS licenses). The cost of these is not included in the offer unless explicitly stated otherwise. Unless otherwise agreed in writing, Sensis Media will add this separately to the final invoice.
2. For music used in video production or in advertising for the internet, television, or other media, the client must pay a royalty fee. The client is also exclusively responsible for acquiring, renewing, and paying for any third-party licenses required for the operation of a website or application after delivery.

3. These copyrights and third-party licenses are not included in the offer unless explicitly stated. The amount is determined by the relevant organization or provider and may change without liability on the part of Sensis Media.
4. An estimate of these costs may be requested from Sensis Media. The actual cost, determined by the copyright organization, must be paid by the client to the said organization.
5. Sensis Media will provide the client with all data necessary for the administrative management of rights, as well as a list of any third-party licenses used in the project.
6. If Sensis Media receives an invoice and/or royalty fee, the client is obliged to pay it. In such cases, Sensis Media will charge a management fee, the amount of which will be determined in the respective agreement, unless there are other additional expenses.

ARTICLE 10. LIABILITY

1. Sensis Media will carry out its activities in the best possible manner and, in doing so, will exercise due care. In the event that an error is made because the client provided incorrect or incomplete information, Sensis Media is not liable for the resulting damage.
2. Sensis Media is not responsible for the content of the material provided by the client.
3. The client is liable for any damage that Sensis Media may suffer as a result of negligence on the part of the client in the fulfillment of obligations arising from the agreement and these terms.
4. Changes in production details must be communicated immediately to Sensis Media by the client in writing. In the event that the client fails to do so, the client is responsible for any damages caused to Sensis Media.
5. In the event of difficulty in fulfilling the agreement, Sensis Media is only liable for replacement compensation, i.e., reimbursement of the value of the failed work.
6. Therefore, the liability of Sensis Media is limited to the compensation received by Sensis Media for its work under the agreement. For agreements with a delivery period longer than six months, liability is further limited to the maximum compensation over the last six months.
7. Furthermore, the liability of Sensis Media is limited in its entirety to the amount paid under the civil liability insurance obligation in the relevant case, plus the deductible amount. Sensis Media may offset the compensation obligation for damages against unpaid invoices and resulting interest and costs.
8. The aforementioned liability limitations do not apply if there is gross negligence or intent on the part of Sensis Media.
9. Sensis Media bears no liability for persons with whom Sensis Media has engaged following instructions from the client.
10. Sensis Media is, in the event of liability, only responsible for direct damage. For other direct and/or consequential losses (including, but not limited to, loss of profits, business stagnation costs, loss of relationships, loss of data, delivery time overruns), Sensis Media bears no liability.
11. Insofar as the client and Sensis Media agreed in the contract for the assignment or during the execution of the assignment, the time periods within which the work must be performed, these terms shall be, unless expressly agreed otherwise in writing, such as in a contract for a definite period, indicative. Exceeding these time limits will never result in the non-fulfillment of obligations by Sensis Media and therefore does not give the client the right to claim compensation and/or dissolution of the agreement. In the event of exceeding a term, the client must notify Sensis Media in writing. Sensis Media must be given a reasonable period for the implementation of the agreement after notification.
12. The client is obliged to notify Sensis Media in writing within one month from the date on which the client has stated or could reasonably have observed that there is an error in the execution of the Agreement and a resulting risk of damage from such error.
13. If the notification referred to in the preceding paragraph is not made or is delayed, Sensis Media is under no obligation whatsoever to the client to remedy the damage suffered.
14. The client indemnifies Sensis Media against any claims brought by third parties for compensation of damages suffered, expenses incurred, lost profits, and other costs associated in any way with and/or arising from the execution of the production by Sensis Media.
15. After a period of twenty-four (24) months from the date of the provision of services, every right of the client against Sensis Media shall be voided for damages caused by any deficiencies and/or errors of Sensis Media in the execution of the agreement.

ARTICLE 11. FORCE MAJEURE

1. Sensis Media is not obliged to fulfill any obligation to the client if it is prevented from doing so by events and circumstances not attributable to itself or to negligence.
2. Force majeure is defined under these terms, in addition to what is included in this area of law and jurisprudence, as all external causes, whether foreseeable or unforeseeable, over which Sensis Media has no influence and which render Sensis Media unable to fulfill its obligations. For example: obstruction of Sensis Media by third parties, inability due to illness, strikes, power outages, traffic disruptions, disruptions in transport and postal and/or telecommunications services, as well as network disruptions, infrastructure failures, cyberattacks, server failures, and computer virus or malware intrusions. This list is non-exhaustive.
3. Sensis Media may suspend the obligations arising from the agreement during the period in which force majeure exists. If this period lasts more than three months, then each of the parties is entitled to dissolve the agreement, without any obligation to compensate the other party for damages.
4. Insofar as part of the agreement has been fulfilled by Sensis Media at the time of force majeure, Sensis Media is entitled to issue a service invoice for the services already fulfilled. The client is obliged to pay this invoice as if it were a separate agreement.

ARTICLE 12. COMPLAINTS

1. The client is obliged to investigate with due diligence whether Sensis Media has properly fulfilled the agreement and is also obliged to immediately notify Sensis Media as soon as the client notices otherwise.

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2. Complaints regarding services/products must be reported by the client to Sensis Media in writing within 14 days of discovery, but no later than 30 days after the delivery of the relevant service/product. The complaint must contain as detailed a description of the problem as possible so that Sensis Media is able to respond adequately.

3. If the complaint is justified, Sensis Media will deliver the services/items as agreed, unless this proves to be no longer useful to the client. The latter must be communicated in writing by the client.

4. The execution of the agreement shall be deemed valid between the parties if the client has not carried out the investigation or notification referred to in paragraph 1 of this article in a timely manner.

5. The products/deliverables of Sensis Media shall in all cases be deemed between the parties as correct product if the client has used the delivered items or part of the goods delivered, has processed them, has delivered them to third parties, or has used, processed, or given them to third parties, unless the client has complied with the provisions of the first paragraph of this article.

6. If the execution of the agreed activities or the delivery of items is no longer possible or useful, Sensis Media shall only be liable within the limits of Article 10.

7. For the delivery of the final product, Sensis Media will deliver to the client a first version of the final product (for video: preview, for websites: staging) (Alpha Version). Based on this first version, the client has the right to communicate one-time corrections or adjustments that Sensis Media will implement. However, the adjustment request must be considered reasonable. This includes, for example, the adjustment of titles, texts, colors, images, and limited adjustment of content or structure. It does not include new pages, new features, or restructuring of the layout. The adjustment request must be communicated to Sensis Media within five business days after delivery of the first version.

ARTICLE 13. CONFIDENTIALITY

1. Sensis Media is obliged to maintain confidentiality towards third parties regarding confidential information obtained from the client, unless relevant legislation, a court order, or other regulation obliges it to the contrary. The client must grant an exception in such case. Information is considered confidential if it has been communicated by the other party or if this results from the nature of the information.

2. Without the written consent of the client, Sensis Media does not have the right to use the confidential information provided by the client for any purpose other than that for which it was obtained. An exception is the case where Sensis Media acts in disciplinary, civil, or criminal proceedings where such information may be important.

3. Unless there is a legal provision or other regulation that obliges the client to disclose, or unless prior authorization has been granted by Sensis Media, the client may not disclose the content of reports, works, recommendations, or other texts and electronic files of Sensis Media to third parties.

ARTICLE 14. RETENTION OF OWNERSHIP

1. All products or results of services created or delivered by Sensis Media under the agreement remain the property of Sensis Media until the amounts owed by the client have been paid in full.

2. Sensis Media will retain the products entrusted to it by the client in compliance with the agreement and with the care of a good custodian. However, Sensis Media is not liable for damage to the items entrusted to it and for the storage of files.

3. Sensis Media will store images, films, design files, source code, databases, and other digital files for a maximum period of six (6) months after delivery. For an additional fee and by agreement, Sensis Media may store this data for a longer period.

4. Sensis Media is not responsible for the loss of images, films, digital files, or source code due to unforeseen circumstances, such as computer or server destruction, fire, cyberattack, break-in, or other unforeseen situations. Furthermore, Sensis Media is not liable for damage to items or digital files entrusted to it for storage.

ARTICLE 15. INTELLECTUAL PROPERTY

1. Sensis Media retains the rights and powers granted to it under copyright law. Ownership of works provided by Sensis Media, such as video productions, website design, source code, graphics, mockups, wireframes, ideas, images, concepts, scripts, illustrations, or draft designs, etc., remains fully with Sensis Media. These may not be reproduced or edited without the written permission of Sensis Media.

2. It is possible to purchase intellectual property rights from Sensis Media. Through a license fee or remuneration, an agreed lawful manner of use for the client may be established.

3. By issuing an order for the use, reproduction, or duplication of products protected by copyright law or by any industrial property right, the client declares that no copyright or industrial property rights of third parties are infringed and indemnifies Sensis Media in and out of court for all consequences arising from the use, modification, or reproduction.

4. Unless expressly agreed in writing, the assignment does not include research into the existence of patent rights, trademark rights, design rights, and rights to designs and models, copyright, and portrait rights of third parties. The same applies to any research into the possibility of such forms of protection for the client.

5. Unless the work does not lend itself to this, Sensis Media is entitled at any time to mention or remove its name. Sensis Media is also entitled to use the delivered work (website, video, etc.) in its portfolio, case studies, and promotional material, unless the client objects in writing. Without prior permission from Sensis Media, the client is not permitted to produce, publish, or reproduce without mentioning the name of Sensis Media.

6. When the client fully complies with its obligations as a result of the agreement with Sensis Media, it acquires an exclusive license to use the work to the extent that this concerns the right of publication and reproduction in accordance with the agreed purpose. If no agreements have been made regarding the purpose, then the license shall be limited to the use of the work for which there were defined plans at the time of issuing the order. These plans must be demonstrably communicated to Sensis Media before entering into the agreement.

7. The client receives a license from Sensis Media to use copyrighted works produced by Sensis Media in the execution of an order for the client. This license is valid only as long as the client complies with the financial obligations related to the provision of the copyrighted work. The license is valid only for the use of the relevant work by the client itself or by its legal successors. Third-party licenses (music, fonts, plugins, themes, software) are not covered by this provision. The client is responsible for arranging and renewing these licenses.

8. All works produced by Sensis Media do not, unless expressly stated otherwise, have a license for use outside of Greece, with the exception of websites and web applications which are provided with a worldwide license via the internet. Costs for licensing video productions outside of Greece will be charged separately, unless agreed in advance, in accordance with applicable standards in the sector.

9. The cost of acquiring third-party licenses for copyrighted material to be used in the execution of the contract shall be borne by the client. Copyrighted material includes but is not limited to: fonts, software, plugins, themes, corporate identity elements, photographs, videos, stock images, and compositions. These expenses are mandatory, and the client is fully responsible for them.

10. The client is responsible for handling the portrait rights of extras, interviewees, or other persons or rights holders of a production. The same applies to image rights, for example, of buildings, works of art, or locations. The client is also exclusively responsible for the legality and accuracy of all content provided for websites (texts, images, logos, trademarks). Sensis Media bears no liability for illegal or infringing content provided by the client. The costs for acquiring relevant rights shall be borne by the client.

ARTICLE 16. PERSONAL DATA PROTECTION (GDPR)

1. To the extent that Sensis Media processes personal data on behalf of the client during the execution of the project, Sensis Media acts as a Data Processor in accordance with the General Data Protection Regulation (EU) 2016/679 (GDPR) and Law 4624/2019. The client acts as the Data Controller.

2. If required by the nature of the project, the parties shall enter into a separate Data Processing Agreement (DPA) prior to the commencement of processing.

3. The client is exclusively responsible for the legality of the collection and processing of personal data through the website or application, including but not limited to: privacy policy, cookie policy, consent forms, and every obligation to inform data subjects.

4. Sensis Media may advise the client on technical compliance measures (e.g., cookie banners, SSL, form security), but does not provide legal advice and bears no responsibility for the client's legal compliance.

5. Upon termination of the agreement, Sensis Media will delete or return the personal data processed on behalf of the client, unless legislation requires their retention.

ARTICLE 17. HOSTING, DOMAIN, SOURCE CODE, AND MAINTENANCE

1. Domain names are always the property of the client. Sensis Media may register and manage them on behalf of the client but is obliged to transfer them to the client upon request.

2. If Sensis Media provides hosting services, the terms, costs, and specifications are determined in the agreement. Sensis Media does not guarantee uninterrupted operation but will make every effort to minimize disruptions. Liability for disruptions caused by third-party infrastructure providers is excluded.

3. After full payment, the client receives administrator (admin) access to the content management system (CMS) of their website. Source code developed specifically for the client is delivered upon request, subject to Article 15.

4. Sensis Media bears no liability for changes, damages, or malfunctions resulting from interventions by the client or third parties in the code, CMS, or server after delivery of the project.

5. If a maintenance contract is agreed, it will specify: the scope (security updates, backups, technical support), response times, the monthly/annual cost, and what constitutes a bug versus a change request. Without a maintenance contract, Sensis Media is not obliged to provide technical support after delivery, beyond the warranty.

6. Sensis Media provides a warranty of proper functioning for a period of thirty (30) days after the delivery of a digital project (website/application). During this period, Sensis Media will correct free of charge any bugs relating to features agreed upon in the original offer. The warranty does not cover change requests or new features.

7. The website or application is delivered compatible with the two most recent versions of the major browsers (Chrome, Firefox, Safari, Edge) and is responsive (adaptable to mobile devices), unless otherwise specified in the agreement.

8. Sensis Media bears no liability for malfunctions caused by third-party services (hosting, CDN, payment gateways, APIs, email providers, etc.) or by changes made unilaterally by them.

ARTICLE 18. DIGITAL ACCESSIBILITY

1. Sensis Media is aware of the requirements of the European Accessibility Act (Directive (EU) 2019/882), as transposed into Greek law by Law 4994/2022, and can advise the client on technical compliance measures.

2. Compliance of websites and applications with accessibility standards (WCAG 2.1 AA or newer, EN 301 549) is not included in the offer unless explicitly stated. If the client wishes to comply with accessibility standards, this will constitute a separate subject of the agreement with corresponding costs.

3. The client is exclusively responsible for determining whether the website or application falls within the scope of Law 4994/2022 and for taking the appropriate compliance measures. Sensis Media bears no liability for any fines or penalties due to non-compliance, unless compliance was an explicit part of the agreement.

ARTICLE 19. MISCELLANEOUS PROVISIONS

1. Sensis Media may use artificial intelligence (AI) tools as auxiliary means during design, development, content creation, or production. Final responsibility for the quality and correctness of the delivered work remains with Sensis Media. If the client does not wish for AI tools to be used, this must be stated in writing before the start of the project.

2. The client is obliged to provide feedback, material, and approvals within a reasonable time. If the client fails to respond to a request from Sensis Media for more than fifteen (15) business days without reasonable justification, Sensis Media is entitled to suspend work and charge any additional costs arising from the delay. Sensis Media is not liable for any deadline overruns caused by the client's delay.
3. During the agreement and for a period of twelve (12) months after its termination, the client shall not approach, hire, or directly collaborate with freelancers or subcontractors used by Sensis Media in the context of the project, without the prior written consent of Sensis Media.
4. Sensis Media bears no liability for damages or losses arising from the use of the delivered work (website, video, application) for a purpose other than that agreed upon in the original assignment.

ARTICLE 20. APPLICABLE LAW

1. Greek law applies exclusively to all agreements between the client and Sensis Media.
2. If the parties have a disagreement as a result of the agreement, they will try to reach a solution through consultation.
3. If consultation does not lead to a solution, the parties may submit the dispute to the competent court, unless the law urgently dictates otherwise.

ARTICLE 21. AVAILABILITY AND AMENDMENT OF TERMS AND CONDITIONS

1. These terms will be sent free of charge by Sensis Media upon request. The conditions can also be read, copied, and saved via the website www.sensismedia.gr
2. The most recently registered version or the version that was applied at the time of establishing the legal relationship with Sensis Media always applies.
3. The Greek text of the general terms and conditions is always decisive for their interpretation and prevails over any other language version.

PART B. SPECIAL TERMS FOR ONLINE ORDERS

1. This Part B applies to every order placed online through the website www.sensismedia.gr (indicatively: domain registration, renewal or transfer, Sensis One and its add-ons, SEO Audit, Strategy Workshop and related services). Articles 1 to 21 (Part A) continue to apply. In the event of conflict, Part B prevails for online orders.
2. A «Consumer» is any natural person acting for purposes outside their trade, business or profession (Greek Law 2251/1994). Nothing in these terms limits the mandatory statutory rights of consumers. If any term conflicts with consumer protection law, the latter prevails.

ARTICLE B1. FORMATION OF CONTRACT FOR ONLINE ORDERS

1. Submitting an order through the website checkout constitutes an offer to contract with an obligation to pay. Before submitting, the Client can review and correct the details of the order.
2. The contract is concluded when Sensis Media sends an order confirmation to the email address provided by the Client, following successful completion of the payment. The confirmation records the contract on a durable medium.
3. Sensis Media may refuse or cancel an order in the event of an obvious pricing or description error, suspected fraud, or objective inability to perform. In that case, any amount paid is refunded in full.
4. By way of derogation from Article 3 of Part A, no rule of tacit acceptance applies to online orders.

ARTICLE B2. PRICES AND VAT

1. The checkout always displays the total amount payable, including applicable VAT. On service pages, prices are shown either exclusive of VAT with a relevant note, or as final prices (as with domain prices), as indicated on each page.
2. For clients in Greece, 24% VAT applies. For businesses in other EU member states with a valid VAT number (VIES), the reverse charge mechanism applies. For clients outside the EU, the transaction is not subject to Greek VAT, without prejudice to any taxes in the client's country.
3. Prices may change. For each order, the price displayed at checkout at the time of submission applies.

ARTICLE B3. PAYMENT

1. Online payments are processed by the payment service provider Stripe (cards and digital wallets, as applicable). Card details are entered directly in Stripe's secure environment and are never stored on Sensis Media's servers.
2. By way of derogation from Article 7 of Part A, online orders are paid in full upon submission.
3. In the event of a payment dispute (chargeback), the Client must first contact Sensis Media to resolve the matter. Abusive chargebacks for services already provided constitute a breach of these terms.

ARTICLE B4. INVOICES AND RECEIPTS

1. For every online order, a legal document (receipt or invoice) is issued automatically and transmitted to the myDATA digital platform of the Greek tax authority (AADE). The document is sent electronically to the Client's email; the Client accepts electronic invoicing.
2. For an invoice to be issued, the Client must provide complete billing details (company name, VAT number, tax office, registered address) with the order.

ARTICLE B5. RIGHT OF WITHDRAWAL

1. A Client who is a consumer may withdraw from a distance contract without giving any reason within 14 calendar days of its conclusion, by a clear statement to Sensis Media (indicatively by email to info@sensismedia.gr, quoting the order details).
2. In the event of a valid withdrawal, the amount paid is refunded within 14 days using the same means of payment. If the consumer requested that performance begin within the withdrawal period, the consumer owes the part of the price corresponding to the services provided up to the withdrawal statement.
3. The right of withdrawal does not apply: (a) to domain registration, renewal or transfer, because upon submission of the application to the relevant registry the service is fully performed. By completing a domain order, the consumer expressly consents to immediate performance and acknowledges losing the right of withdrawal. (b) to services fully performed, where performance began with the consumer's prior express consent. (c) to services and deliverables customised to the Client's needs, once their implementation has begun. (d) to digital content not supplied on a tangible medium, where performance began with express consent and acknowledgement of the loss of the right.
4. Where consent or acknowledgement is required as above, it is provided during the ordering process.

ARTICLE B6. DOMAINS

1. Domain registration, renewal and transfer are carried out through a partner registrar. The Client is bound by the applicable rules of the relevant registry and registrar: for .gr and .el by the EETT Regulation on Assignment and Management, and for international TLDs by the rules of ICANN and the relevant registry.
2. The domain is registered in the Client's name, and the Client is its holder. Sensis Media does not guarantee the availability of a name before the registry finally accepts the application. If the registration is not accepted, the amount paid is refunded in full.
3. After successful registration or renewal, the relevant fees are non-refundable (Article B5).
4. The Client is responsible for the accuracy and updating of the holder's details. Inaccurate details may lead to suspension or loss of the domain.
5. Renewal requires the Client's action before the expiry date. Reminders are sent to the Client's email. After expiry, the possibility and cost of recovery depend on the extension and the registry's rules and may involve additional fees or permanent loss of the name.
6. The Client may transfer the domain to another registrar, in accordance with the registry's rules (authorisation code, any lock periods). The authorisation code is provided free of charge, provided there are no outstanding amounts due.
7. The Client warrants that the chosen name does not infringe third-party rights, indicatively trademarks. Any disputes over names are resolved under the rules of the relevant registry.

ARTICLE B7. SENSIS ONE AND ANNUAL SERVICES

1. Sensis One is provided for an annual term. The first-year price and each renewal price are stated on the service page. Renewal is not automatic: it takes place upon payment of the renewal price before expiry, following notice to the Client's email.
2. If the period is not renewed, the website and its hosting stop at the end of the period. The domain remains registered in the Client's name.
3. The initial build, the revision round and the add-ons are additionally governed by Part A. After expiry without renewal, files are retained in accordance with Article 14 of Part A.
4. By way of derogation from Article 8 of Part A, non-renewal does not require notice of termination. Non-payment of the renewal price suffices.

ARTICLE B8. CLIENT ACCOUNT

1. Access to the client area is provided via a single-use login link (magic link) sent to the Client's email. The Client must keep access to that email secure. Anyone who gains access to that email may also gain access to the account.
2. Orders may also be placed without an account (as a guest). Orders are matched to an account based on the order's email address.
3. Sensis Media may suspend access to an account in the event of abuse, breach of these terms or suspected unauthorised access, notifying the Client.

ARTICLE B9. OUT-OF-COURT RESOLUTION OF CONSUMER DISPUTES AND JURISDICTION

1. For consumer disputes, the Client may contact the Greek Consumer Ombudsman (www.synigoroskatanaloti.gr), an alternative dispute resolution body, and the General Secretariat of Commerce and Consumer Protection (consumer line 1520).
2. Sensis Media makes every reasonable effort to resolve client complaints promptly and amicably, via info@sensismedia.gr.
3. For consumers, the application of Greek law and the jurisdiction of the Greek courts (Article 20 of Part A) do not deprive them of the protection of mandatory provisions and jurisdiction rules of their place of residence within the EU.

ARTICLE B10. COMPANY DETAILS

1. The provider's full details, as defined in Article 1 of Part A: Sensis Media Productions, registered office Choniati 2, Toumba, 54454 Thessaloniki, Greece, Tax ID (AFM) 113972063, Tax Office D' Thessaloniki, General Commercial Registry (GEMI) No. 173853006000, email info@sensismedia.gr, phone +30 2311 111 303.