



Better Globe, P.O.Box 410, 1502 Moss, NORWAY

**Here you will find the customer terms for buying
donation trees and donation packages**

Customer Terms – Buying Donation Trees and Donation Packages

You must enter into this Agreement if you choose to donate trees through Better Globe AS. We use the term “customer” for a donor of trees or donation packages who registers or has an account with us at our website www.BetterGlobe.com.

As used in this Agreement, “we,” “us,” “our,” “BG” or “Better Globe” means Better Globe AS and “you”, “your”, or “donor” means the individual or entity who registers as a customer of Better Globe. BGF is our forestry partner and means Better Globe Forestry Ltd. Any individual or entity that wants to join our Donation Program must accept the terms of this Agreement without change.

Donation Program

Our Donation program works the following way:

- The price for a donation tree is EUR 20. By donating trees through us, you contribute to fighting climate change and supporting the environment.
- The price for a donation package is EUR 59. It contains two donation trees and money to help impoverished communities with access to water, school renovations, education, microfinance, jobs, and other socioeconomic projects.

- The trees you purchase and donate are planted in BGF's plantations or on a partner farmer's land. They are professionally nursed and maintained in a secure environment with reduced risks for fire, damage from animals, infestations, and diseases.
- You are joining our donation program voluntarily. You can find all receipts for your donations in the menu "Account Management | Purchase Overview." Receipts are also sent by email.
- BG cannot help or be held responsible if emailed receipts and other electronic messages are sent to Spam or otherwise lost.

Tree Donation Subscription

- You can at any time sign up for or cancel a tree donation subscription with BG.
- We will send you an email reminder that your upcoming subscription of trees needs to be paid 10-14 days before your due date.
- You yourself are responsible for following up with the account you have registered with us and your subscription settings.

Customer Data

- You agree to provide valid information about yourself and to keep your account updated at BG's website under "Account Management | My Account". Failure to do so may result in declined payments and failure of communication and updates from BG.
- BG's main communication channel is email and you agree to keep your email address updated on your account with BG.
- Sensitive data like your password is encrypted and hashed.

Registration Process

- To join our Donation Program, you must agree to the terms and conditions of this Agreement.
- The minimum donation amount is one tree.

Refund

- You have a 14-day grace period starting on the order date of your donation trees/packages. If during this time you would like to cancel your payment of donation trees, you will receive a refund.
- You are responsible for contacting BG support within the 14-day grace period to request payment cancellation for donation trees and a refund. You must include the order ID and your email when you contact us. You can contact BG support using our contact form, or by emailing support@betterglobe.com. If you fail to contact our support within the 14-day grace period, you lose your rights for any refund.

Legal Terms and Conditions

We only accept a full one-time payment for the donation trees/packages. No down payments or partial payments are accepted.

This Agreement does not take effect until we receive a payment for the donation ordered through the registration process on our website.

After an order, we send money to our forestry partner BGF, who will produce the tree seedlings according to your order and make sure your donated trees are planted and nursed. They will also dedicate money for the donation packages to fund their microfinance banks, schools, and water catchment systems.

BG, nor its directors and employees, are assuming any liability for any losses or damages, direct or indirect, incurred as a result of having technical errors in our Terms & Conditions, websites, brochures, or other published materials by us. BG does not warrant the Right of Use of any photography, graphics, video, audio, or any other related material posted to the website.

This Agreement shall be governed in accordance with the laws in Norway.