

TERMS & CONDITIONS — SERVICE FEE AGREEMENT

NO UPFRONT PAYMENT · NO WIN, NO FEE · YOU ONLY PAY IF WE WIN

Article 1 — Subject Matter

GetYourFlightRefund.com is a portal managed by **Pratico Srl** (VAT No. IT10942551218, Via De Lauzieres 5a, San Giorgio a Cremano, Naples, Italy). The portal coordinates access to a network of lawyers and legal professionals specialised in recovering financial compensation for air passengers under **EC Regulation No. 261/2004** of the European Parliament and of the Council of 11 February 2004, establishing common rules on compensation and assistance to passengers in the event of denied boarding, flight cancellation or long delays.

Article 2 — Fee Structure

Item	Amount
Success fee	25% + VAT on compensation recovered
Upfront payment	NONE
Cost if unsuccessful	ZERO — you pay nothing

Practical example: For a flight delayed by more than 3 hours on a route between 1,500 and 3,500 km, the compensation under EC Regulation 261/2004 is **€400**. The applicable success fee will be **€100 + VAT** (25% of €400). The client receives **€300** net of the fee (indicative amount, before VAT).

Article 3 — No Win, No Fee Principle

The service operates exclusively on a **No Win, No Fee** basis. The Client is not required to make any upfront payment. The 25% + VAT success fee is due **only** in the event that compensation is successfully recovered from the airline, whether through out-of-court settlement or legal proceedings. If the claim is unsuccessful for any reason, the Client owes nothing.

Article 4 — Compensation Amounts under EC Regulation 261/2004

Flight distance	Qualifying event	Compensation
Up to 1,500 km	Delay 3+ hours / Cancellation / Denied boarding	€250
1,500 to 3,500 km	Delay 3+ hours / Cancellation / Denied boarding	€400

Over 3,500 km (EU flights)	Delay 4+ hours / Cancellation / Denied boarding	€600
----------------------------	---	------

The above amounts may be reduced by 50% in certain circumstances as provided under Article 7(2) of EC Regulation 261/2004. Compensation may not be due in cases of extraordinary circumstances beyond the airline's control (Art. 5(3) EC 261/2004).

Article 5 — Payment Terms

The success fee will be deducted from the compensation amount obtained from the airline before the remaining balance is transferred to the Client, or invoiced separately in cases where the airline pays the Client directly. Payment of the success fee is due within 15 days of the date on which compensation is received.

Article 6 — Client Obligations

The Client agrees to: (a) provide accurate and complete information regarding the disrupted flight; (b) promptly provide any documentation requested by the legal team (boarding passes, booking confirmation, correspondence with the airline); (c) not pursue the same claim independently or through a third party while this agreement is in force; (d) notify [GetYourFlightRefund.com](https://www.getyourflightrefund.com) immediately upon receiving any payment or offer from the airline.

Article 7 — Governing Law and Jurisdiction

This agreement is governed by Italian law and, where applicable, by the law of the European Union. For any dispute arising out of or in connection with this agreement, the Court of Naples (Italy) shall have exclusive jurisdiction. Consumers resident in other EU Member States retain the right to bring proceedings before the courts of their country of domicile pursuant to applicable EU consumer protection rules.

Article 8 — Data Protection (GDPR)

Personal data provided by the Client will be processed by Pratico Srl as Data Controller in accordance with EU Regulation 2016/679 (GDPR), solely for the purpose of managing the compensation claim. Data will not be transferred to third parties except to members of the legal network strictly necessary for the handling of the case. The Client has the right to access, rectify, erase and port their personal data at any time by writing to info@getyourflightrefund.com.