

Consumer terms

Version 2026-10-02, effective 2 October 2026

Written in plain language. No signature needed.

1. Who you deal with

You buy from Climate Cooperative, Naoberdreef 67, 9403 KN Assen, the Netherlands. You get these terms and your order confirmation by email. Membership is not an investment, a share or a carbon offset.

2. What you pay for

Your money funds agroforestry restoration. One system is one GPS location with typically 5 to 7 trees and shrubs. Local communities receive the funding for the tree work and keep all harvests. You see your assigned systems in your account as they become available.

3. Price and payment

Checkout shows the full price in euro, VAT included. A one-time contribution does not renew. A monthly or yearly membership renews until you cancel it. You can cancel any time in your account or by email.

4. Delivery

Your account and confirmation are ready right after payment. Field work depends on seasons and local conditions, so we do not promise an exact planting date unless your confirmation says so.

5. 14 days to change your mind

You can cancel within 14 days of buying, without giving a reason. Just email info@climate-cooperative.com. If you asked us to start straight away and work has already begun, we may keep a fair part for the work already done.

6. Refunds

We refund you within 14 days of your cancellation, using the same payment method. There is no fee.

7. Nature is not guaranteed

Trees are living things. We do not guarantee that every tree survives or how much it grows or captures. We replant where reasonably possible. CO2 and impact figures are estimates unless clearly marked as verified. You do not own the land, trees or harvests.

8. Your name on public certificates

We only show your name on a public certificate if you tick a separate box to allow it. Saying no changes nothing about your purchase. You can ask us to remove your name at any time.

9. Questions and complaints

Email info@climate-cooperative.com. We reply as soon as we can. Your legal rights as a consumer always apply. Dutch law applies.

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