

Frequently Asked Questions

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1. Who can use SCT WebCare 360?

The Platform is for professionals: companies, self-employed persons, freelancers, craftspeople and other economic operators. It is not a private consumer-classifieds service.

2. How much does it cost?

Prices depend on pricing zone, plan and monthly/yearly interval. The official Price List shows current amounts. The yearly plan provides 12 months access for the price of 10 monthly charges.

3. Is VAT added on top?

For a Belgian business, the catalogue price already includes 21% VAT. For a verified EU B2B customer outside Belgium, the same catalogue total applies and reverse charge may result in 0 Belgian VAT collected. The price is not reduced by 21%.

4. How is my company verified?

Professional details are checked before Checkout. VIES may be used for EU VAT. A mismatch or temporary verification outage can block payment until resolved.

5. What do the plans include?

Basic: 1 ad, 3 images, 1 video up to 15 s. Pro: 3 ads, 10 images, 1 video up to 20 s. Premium: 4 ads, 15 images, 2 videos up to 20 s each. Limits are server-enforced.

6. How do videos work?

Upload from the company panel. The file is checked, processed and routed through moderation. Only authorised videos are public. Businesses may delete or replace their own videos within plan limits.

7. Does the Platform monitor everything 24/7?

No. Technical and moderation controls are applied according to Platform policies, but the Operator does not assume a general duty to monitor all content. Specific content can be reported using the reporting tools.

8. How do I report content?

Use "Report content" for rule violations or "Report illegal content" for content you believe is unlawful. Sufficiently precise reports are reviewed under the published procedures.

9. How do I cancel?

Use the company panel/Customer Portal when available. Cancellation normally takes effect at the end of the paid period.

10. How do I delete my account or export data?

Use the account functions. Public content can be hidden promptly, while accounting, security or dispute data may need to remain for legal retention periods.

11. Are payments secure?

Stripe handles hosted payments. SCT WebCare 360 does not store full card details. Subscription status is confirmed server-side through webhooks.

12. What languages are available?

The interface may be available in multiple languages. Final legal documents are available in French, Dutch and English; French is controlling.

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