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## General terms and conditions – Destination Services for private customers

### **Art. 1 Application for service**

Packimpex will not perform any services without a confirmation of the quote by email or fax.

### **Art. 2 Additional packages**

Packimpex will not perform any additional tasks outside of the agreed packages without written permission from the ordering authorized person.

### **Art. 3 Confidentiality**

Information transmitted of a confidential nature will not be shared with any third party. It will be used solely for the purpose of assisting with the relocation process. Data will be kept secured and with restricted access at all times. We will return all confidential material including copies immediately if requested by the instructing party.

### **Art. 4 Charges and expenses**

Packimpex does not include the cost of lunches in the package prices, nor the advertisement fees for online advertisements for property searches.

### **Art. 5 Normal business hours**

Prices are based on a Monday to Friday from 8am to 6pm (bank holidays are classified as non-working days). An additional 50% surcharge will be levied on work done outside of these hours. Prior agreement will be requested from the client before delivery.

### **Art. 6 Home rental**

Whilst we will do our best to secure the rental property working within the restraints of the market and accepted business practice, Packimpex cannot be held responsible for the refusal of a lease application.

### **Art. 7 Security deposits for rental properties**

Packimpex cannot be held responsible for a security deposit which is not liberated by the landlord.

### **Art. 8 Pre-existing damages**

Packimpex cannot be held liable for any pre-existing damages to the properties.

### **Art. 9 Power of attorney**

If the client has already left from Switzerland, Packimpex will require a power of attorney to deliver the service on the client's behalf. Unless agreed, the services do not include any property management or airing of the property on behalf of the client.

### **Art. 10 Area for accompanied service delivery**

All accompanied or on-site services are valid within 15km of Basel, Berne, Geneva, Lausanne, Lugano, Neuchâtel, Schaffhausen, Vevey, Zug and Zurich. Any on-site service outside of these areas may incur additional costs.

### **Art. 11 Pricing**

All pricing is exclusive of government fees, VAT at 7.7 % and any incidentals/direct out of pocket expenses e.g. courier and recorded post fees.

### **Art. 12 Payment terms**

We request settlement in full before the beginning of services. We accept payment via bank transfer or credit card. The client will be contacted within 1 working day of the confirmation of payment.

### **Art. 13 Legal legislation**

We will abide by Swiss federal and cantonal legislation at all time. The legal venue for both parties is at the location of the service provider's registered office.