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

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

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

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

Packimpex Ltd. 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, except where this is required in order for us to deliver our services. The nature of our services requires us to share information with certain service providers relevant to the relocation and settling-in process, in particular landlords, insurance companies, banks, telecoms companies and occasionally other similar service providers. This information will be used solely for the purpose of assisting with the relocation and settling-in 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 Ltd. 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 Ltd. cannot be held responsible for the refusal of a lease application.

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

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

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

Packimpex Ltd. 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 Ltd. 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 Refunds**

No refunds will be provided if you choose to cancel or discontinue your order with Packimpex after we have begun delivering your arrival or departure services (the day the Relocation Consultant or Move Manager contacts you).

### **Art. 14 Cancellation**

It is possible to cancel your order after it has been paid, but before your arrival or departure service has been initiated (see article 13 above). The cancellation fee is CHF 250. Packimpex will only cancel the order after the invoice is paid.

### **Art. 15 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.