

## Terms and Conditions (Additional Points of Attention)

### OBLIGATIONS BEFORE THE MOVE

1. The written confirmation of the move by mail or email implies that the customer agrees with the general terms and conditions.
2. The customer can change the moving date free of charge if done at least 3 days before the move in writing or by email. To cancel the move, this must also be done at least 3 days before the move in writing or by email. If the move is canceled without providing written or email notice 3 days in advance, the customer must immediately pay the full amount of the chosen basic package (plus any transport costs if the team was already en route to the customer at the time of cancellation) with a minimum flat fee of €250 in **cash** or, if no one is present, to be transferred to account **BE05 0689 4939 2375**.
3. The customer must notify the moving company in writing by mail or email of any potential obstacles in front of, besides, and/or behind the house, such as poles, pipes, terraces, telephone boxes, trees, the length of the front yard, or if the move needs to take place in an inner courtyard. The customer can always consult our expertise free of charge to determine whether it is possible to set up the moving lift and/or moving truck. If this is **not done** at least 3 days before the move, the mover always has the right to cancel the move if the moving lift cannot be set up correctly and/or safely, or if the move cannot be carried out safely. The company must also be informed that setting up the moving lift and/or moving truck does not obstruct traffic on the street. If the mover upon arrival notices that the use of the moving lift is impossible or obstructive and the moving company was not timely informed, the moving company has the right to cancel the move. The customer must immediately pay the full amount of the chosen basic package (plus any transport costs if the team was already en route to the customer at the time of cancellation) with a minimum flat fee of €250 in **cash** or, if no one is present, to be transferred to account **BE05 0689 4939 2375**.
4. In cases where the ladder lift and/or truck must stand or drive on a lawn and/or unpaved ground, the customer must provide driving plates (if necessary). If the driving plates are missing, the movers can either wait for the customer to rent/buy driving plates if time permits, or cancel the move, in which case the customer must immediately pay the full amount of the chosen basic package (plus any transport costs if the team was already en route to the customer at the time of cancellation) with a minimum flat fee of €250 in **cash** or, if no one is present, to be transferred to account **BE05 0689 4939 2375**. It is always the customer's responsibility to inform about how to move and if there are obstacles or rules regarding the move (such as where one is not allowed to drive) this must always be reported by the customer before the move. The customer is solely responsible for any damage resulting from driving on a lawn, driveway, entrance, parking space, and all possible places necessary to reach to move. The judgment of the driver or mover has no influence on such damage.
5. The customer is responsible if driveways need to be used and must apply for permission and traffic signs from the relevant authorities in advance.
6. The customer is responsible for reserving sufficient parking space/parking spots. If it appears upon arrival that the necessary steps regarding the reservation of a parking space/parking spots have not been respected, the customer must immediately pay the full amount (with a minimum flat fee of €250) of the move + transport costs in **cash** or, if no one is present, to be transferred to account **BE05 0689 4939 2375**.
7. The customer must always have a moving permit, which they must apply for from the city, municipality, or relevant authorities. The company is not liable for costs/fines caused by the customer not having the correct permits. The customer must spontaneously admit if they do not have a permit. These costs/fines are always at the customer's expense. If the customer has not fulfilled the necessary obligations regarding placing traffic signs and applying for the necessary permits, the

company always has the right to cancel the move, and the customer must immediately pay the full amount of the chosen basic package (plus any transport costs if the team was already en route to the customer at the time of cancellation) with a minimum flat fee of €250 in **cash** or, if no one is present, to be transferred to account **BE05 0689 4939 2375**.

**8.** If the move takes place in a low-traffic zone and/or a low-traffic zone that is on the route to the relevant address, this must always be reported by the customer at least 7 working days in advance in writing by mail or email. If this is not reported, the move will be canceled and the customer must immediately pay the full amount of the chosen basic package (plus any transport costs if the team was already en route to the customer at the time of cancellation) with a minimum flat fee of €250 in **cash** or, if no one is present, to be transferred to account **BE05 0689 4939 2375**.

**9.** There must be a space of at least 20 meters provided at both addresses (10 meters left of the house, 10 meters right).

**10.** The company is not liable for waiting times caused by incorrectly parked vehicles, even if the necessary measures have been taken. The costs for the waiting time are always at the customer's expense.

**11.** The use of the house lift is under the customer's responsibility. They must ask permission from the concierge or owner in advance to use it and take all precautionary measures for the protection of the lift.

**12.** (Very) fragile, antique, valuable items, and other items that require special attention must be reported in advance. There is always a possibility that damage may occur when transporting such fragile items due to their delicate condition. The transport of such items is always at the customer's own risk. The right is reserved to refuse to transport such items if they are deemed too unsafe to ensure a good outcome. If insisted upon transporting such items, it is always at the customer's risk.

**13.** If furniture needs to be dismantled, this must be explicitly stated when ordering the move. Furniture that is already dismantled will not be assembled by our staff.

**14.** Our lifts reach up to the 9th floor (without a front yard or other obstacles). If the move needs to take place on the 7th, 8th, and/or 9th floors, the lift must be able to stand close to the facade (without a front yard or other obstacles). The customer must inform if this is not possible. If it appears upon arrival that placing the lift on those floors is not possible and the customer has not provided information to this effect, the company reserves the right to cancel the move, and the customer must immediately pay the full amount of the chosen basic package (plus any transport costs if the team was already en route to the customer at the time of cancellation) with a minimum flat fee of €250 in **cash** or, if no one is present, to be transferred to account **BE05 0689 4939 2375**.

**15.** The customer must insure their goods to be moved/relocated for the entire duration of the job.

### **CONDITIONS DURING THE MOVE**

**1.** We always depart from our depot located at **Smidstraat 198, 2590 Berlaar**. Moves **always** start at 07:00 on weekdays and 08:00 on weekends. Another start time is sometimes possible, corresponding with the schedule. **NORMALLY**, moves in the afternoon start between 12 and 14 hours, but this can always be earlier or later **DUE TO UNFORSEEN CIRCUMSTANCES**. A guideline of 12-14 hours is given, but the customer must be able to receive the movers during the afternoon shift from 12 o'clock. The fact that the movers would arrive later due to unforeseen circumstances or the previous move running late does not entitle the customer to financial or other compensation.

**2.** If the customer has opted to dismantle the furniture themselves, the cabinets must be empty, shelves must be removed from the cabinets, and the doors and/or drawers must be locked and taped shut. If the customer has opted to dismantle the furniture themselves and the movers deem that the dismantled part is still too heavy and/or awkward, the movers may ask to further dismantle it.

**3.** Pianos that were **not announced** when booking the move will **not be moved** by the movers as they

do not always have the means and/or tools to move pianos.

**4.** The customer must insure their goods to be moved and/or relocated for the entire duration of the job.

**5.** Severe weather conditions that make moving dangerous and/or unsafe result in force majeure and give the right to terminate the move. The customer may request to wait until the weather conditions allow the move to be carried out safely, knowing that the work hours will continue. Damage caused by weather conditions is always excluded from the company's liability. If the movers deem the weather conditions too dangerous for the move concerning the safety of the persons present, goods, the use of the ladder lift, and/or the setup of the ladder lift itself, the rain that can damage the furniture, etc., the movers may cancel the move without compensation to the customer.

**6.** The movers work at a constant, efficient, and above all, safe pace to ensure smooth proceedings.

**7.** Furniture placed in the truck by someone other than the moving staff is **NOT** insured.

**8.** During a move with a moving lift, there must ALWAYS be at least 4 people working. The customer must provide enough helpers to make up this number (e.g., if the company is called with 2 movers, the customer).

**9.** For moves involving heavy, awkward, non-dismantlable items, 4 movers are required. For items weighing over 200 kg, 5 movers are required.

**10.** The moving company is not liable for any damage to windows, façades, balconies, and railing of poor condition or light quality, or unstable fixtures.

**11.** Scratches are always excluded from the company's liability.

**12.** If items are damaged due to their worn condition, this is always excluded from the company's liability.

**13.** Movers are responsible for stacking goods safely. Efficient use of the entire loading space depends on the type of goods and the number of moving boxes. If the movers believe the truck is full and can no longer be safely stacked, this will be communicated. If additional goods must be loaded, they are **NOT** insured.

**14.** During the move (especially when using a moving lift), 2 movers must always remain at the truck. They operate the lift and stack the goods. For heavy items, they will assist upstairs as needed.

**15.** Moving via the stairs and/or the building's elevator is **NOT** permitted as damage to the building, elevator, and/or goods is **not insured**. If the customer requests moving via stairs and/or elevator, it is always at the customer's responsibility, and the company and/or its personnel **cannot be held liable**.

**16.** After the move, the customer inspects their goods and the buildings where the move took place and signs the damage report and payment receipt upon agreement. This gives the customer's irrevocable approval of the goods' condition and the safe execution of the entire process, and the company's liability expires after the movers' departure.

**17.** Complaints must always be reported in writing or by email on the same day and are not a reason for non-payment. After the movers' departure, all liability regarding the move expires.

**18.** The customer must inspect their furniture, building, and other items for possible damage in the presence of the movers.

**19.** In case of damage, the customer must inspect their furniture, building, and other items for possible damage in the presence of the movers. Liability expires after the movers' departure.

**20.** The customer must specify the damage on the damage form. On-site payment for the work is separate from the damage that will be handled later through insurance.

#### **PRICE AND PAYMENT**

**1.** Work hours are calculated from **arrival at the customer until arrival at our depot located at Smidstraat 198, 2590 Berlaar**. The included maximum work hours depend on the chosen product. The move is considered complete when the truck is empty, even if the included work hours have not

yet elapsed. Immediately after the included work hours have expired, extra costs will be charged based on the chosen product. The moving price must normally be paid **immediately** after the move by the **private individual**, when the moving lift is dismantled, and the truck is ready to leave, either in **cash** or via **QR code (Payconic/Bancontact)**.

**2.** The movers always reserve the right to request the amount before the move is completed. The price always includes the price for the basic package plus the estimated number of hours that will be worked in total. If it turns out that too much or too little has been paid, it will be settled on the spot.

**3.** If the customer refuses to pay, the movers can always assert their right of retention. The goods or some pieces will be taken by the movers and can only be picked up by the customer after payment by transfer and by appointment. Note that additional storage, administration, and transport costs, as well as a flat fee of €100/month, will apply.

**4.** All prices include 21% VAT.