

## General terms and conditions for the provision of destination and immigration services

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

Authorization to initiate service needs to originate from a pre-determined person within the originating organization (the client). We accept email and faxed copies however it is the responsibility of the client to ensure internal safeguards are in-place. The assignee will be contacted within 1 working day of the receipt of the authorization.

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

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

### **Art. 3 Charges and expenses**

Packimpex Netherlands BV does not include the cost of lunches in the package prices. These will be invoiced back to the client on the invoice for services (as per the actual receipt) or will be payable directly by the assignee.

### **Art. 4 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. 5 Normal business hours**

Prices are based on a Monday to Friday from 8am to 5pm (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. One day is based on 8 hours of customer contact, research and administrative work.

### **Art. 6 Home purchases**

We reserve the right to charge for the service 0.75% commission of the purchase value of the property should this be requested. Packimpex Netherlands BV cannot be held responsible for an unsuccessful application for a property shown.

### **Art. 7 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 Netherlands BV cannot be held responsible for the refusal of a lease application.

### **Art. 8 Security deposits for rental properties**

Whilst we will assist with the negotiation for the release of the security deposit at the end of the rental period, Packimpex Netherlands BV cannot be held responsible for a security deposit which is not liberated by the landlord.

### **Art. 9 Pricing**

All pricing is exclusive transportation costs during the service delivery, of government fees, VAT and any incidentals/direct out of pocket expenses e.g. translation and legalization of documents, courier, recorded post, and legal expert fees. These will be re-charged at their real or official cost, after approval by the client upon booking of the services.

### **Art.10 Cancellation and rescheduling fee**

After service initiation or confirmation, the full amount is due upon delivery of the service, or when the service is cancelled within the 48 hours prior to the agreed date - 75% of the full amount is due when the service is cancelled in the week before the agreed date (but before the 48 hours before the agreed date) - 50% of the full amount is due when the service is cancelled before the week prior to the agreed date - 25% of the full amount is due when the service is cancelled after the initiation and before the week prior to the agreed date - Extra work due to a significant change of criteria or planning from the client's end, will be charged for the hourly fee of 80€.

### **Art. 10 Applicable legislation**

We will abide by Dutch legislation at all time. The legal venue for both parties is at the location of the service providers registered office.