

General terms and conditions for the provision of 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 Belgium 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 Belgium 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 Scope

Pricing for EU/EFTA services is restricted to the first 17 member states of the European Union (EU), plus the EU8, and the member states of the European Free Trade Association (EFTA) and Cyprus and Malta. Services for nationals of all other EU member states i.e. Bulgaria, Romania and Croatia are subject to non-EU pricing

Art. 7 Pricing

All pricing is exclusive of governmental fees, costs for translation and legalization of documents, VAT and any incidentals/direct out of pocket expenses e.g. courier and recorded post fees.

Art. 8 Cancellation and Rescheduling fees

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 at an hourly fee of 65€.

Art. 9 Applicable legislation

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