

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

### Art. 1 Application for service

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

### 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 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 Netherlands BV does not include the cost of lunches in the package prices, nor the advertisement fees for online advertisements for property searches. See also Article 10 Pricing.

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

### Art. 7 Security deposits for rental properties

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

### Art. 8 Pre-existing damages

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

### Art. 9 Power of attorney

If the client has already left The Netherlands or is not yet in The Netherlands, Packimpex Netherlands BV 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 Pricing

All pricing includes VAT. Not included in the Packimpex Netherlands BV pricing are transportation costs, and any incidentals/direct out of pocket expenses e.g. courier and recorded post fees, or government fees or brokers/lawyer/legal expert fees, which can arise in particular for arrival, departure and immigration services and vary depending on each client's situation. These will be re-charged at their real or official cost, after approval by the client upon booking of the services.

### Art. 11 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. Government fees and fees relating to legal experts and legalization of paperwork are payable directly to those service providers and are not included in the package price.

### Art. 12 Refunds

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

### Art. 13 Cancellation and rescheduling

It is possible to cancel your order after it has been paid, but before your arrival or departure service has been initiated. The cancellation fee is EUR 250. Packimpex Netherlands BV will only cancel the order after the invoice is paid. 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. 14 Legal 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.