

## **General terms and conditions for the provision of destination 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 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 UK 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 UK 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 9am to 5.30pm (public 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 rental**

Whilst we will do our best to secure the rental property working within the constraints of the market and accepted business practice, Packimpex UK cannot be held responsible for the refusal of a lease application.

### **Art. 7 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 UK cannot be held responsible for a security deposit which is not returned by the landlord.

### **Art. 8 Pricing**

All pricing is exclusive of government taxes, VAT and any incidentals/direct out of pocket expenses e.g. courier and recorded post fees.

### **Art. 9 Legal legislation**

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