

General terms and conditions

ARTICLE 1 – Definitions

In these terms and conditions, the following terms shall have the following meanings:

- Customer: the client and/or the person whose removal goods are the subject of the removal contract;
- The executive mover: the contractor who professionally provides consumer removals;
- Removal contract: the agreement for the transport of goods whereby the executive mover undertakes to the customer to transport removal goods either exclusively in a building or home, or exclusively partly in a building or home and partly by road, or exclusively by road;
- Removal goods: items that are located in a covered or uncovered space and that are intended for the furnishing, furnishing or design of that space and have already been used as such;
- Household effects: all removal goods that fall under the removal contract; money and negotiable instruments are not considered household effects. – Consumer removal: removal of the household effects of a natural person who is not acting in the exercise of a profession or business.
- Company: any company or institution, whether or not independently established, with or without a profit motive.
- Delay damage: financial loss as a result of delayed delivery of Removal Goods.
- New value: the amount that is immediately required for the damage to purchase new items of the same type and quality;
- Current value: the new value minus an amount for depreciation due to ageing or wear and tear;
- Market value: the amount for which an item can be traded on the regular market;
- Additional work: the work to be carried out by the Removal Company at the later request of the customer, which was not agreed upon when concluding the removal agreement;
- Reduced work: work agreed upon when concluding the removal agreement for which the Removal Company and the customer later agree that this work will not be carried out.

ARTICLE 2 – Applicability

1. The General Terms and Conditions of the executive removal company apply to consumer removals and companies:

- within a building;
- or involving transport exclusively by road, including transport by truck by ferry or rail within Europe, as part of the road transport route (e.g. transport to the UK by ferry or via the Channel Tunnel);
- or a combination thereof.

All this insofar as these take place within, from or to the Netherlands.

2. Other general terms and conditions may be agreed for removals that are not (partly) carried out by road.

3. The General Terms and Conditions of the executive removal company do not apply to:

- consumer removals overseas;
- consumer removals on behalf of a third party that take place against the will of the owner of the removal goods (evictions);
- the sale and rental of materials used by the customer to carry out a removal at his own expense and risk.

4. If the removal goods are also stored or taken into custody in connection with the removal, the General Terms and Conditions of the executing removal company and the General Terms and Conditions for Storage apply, in which case these conditions have been sent with the quotation or have been provided to the customer at the latest when concluding the storage agreement. Furthermore, the conditions will be sent upon first request.

ARTICLE 3 – The quotation

1. The quotation is issued in writing or electronically.

2. The quotation will in any case state:

- the work to be carried out by the executing removal company;
- the price of that work (stating incl. or excl. VAT);
- the time and method of payment;
- that the household effects are insured during the removal up to an amount of €23,000 in accordance with article 4 of these conditions;
- to the extent known: the date and start time of the move as well as a general indication of the reasonably expected duration of the move.
- The customer's obligation, such as having the goods ready for the move, such as personal belongings packed in sturdy moving boxes and, if necessary, the furniture dismantled

3. The quotation will be provided with a date and is irrevocable for thirty days after the quotation date.

ARTICLE 4 – Contents insurance

1. The moving company executing the move has insured the contents for the customer during the move for an amount of at least €23,000 against all losses of and material damage to the contents. The contents are insured on the basis of the current value of the move. In the event of theft of personal jewellery, a maximum compensation of €5,000 per event will be granted. In the event of damage to items intended for commercial and professional purposes, a maximum compensation of €25,000 per event will be granted. Both maximum compensations are part of the total insured sum.

The customer must inform the moving company that will perform the move.