

General Terms and Conditions

MOVING SERVICES ZÜRICH GMBH

Art. 1 Area of Application

The following General Terms and Conditions (GTC) shall determine the use or provision of services by the company Umzugsservice Zürich GmbH (hereinafter referred to as the Moving Service). In conjunction with the contractual documents, these GTC shall constitute the entire agreement between the Client and the Removal Service. Based on the terms and conditions set out below, they shall define the services to be provided by the Moving Service in greater detail. Deviating agreements than those listed must be agreed upon in writing.

Article 2 - Obligations of the Company Umzugsservice Zürich GmbH

The Moving Service shall be committed to execute accepted orders in compliance with the contract and exercising the necessary diligence. In the event that inaccurate object details are identified in the order, the Moving Service shall adjust the contract on the day of execution. Failure to do so will not entitle the Client to an adjustment of the contract.

Article 2 - Obligations of the Client

To the best of his knowledge and belief, the Client shall be obliged to provide all necessary information. Discrepancies between the object details listed on the contract and the factual situation ascertained at the location of move-out may be subject to a reasonable surcharge by the Moving Service.

Article 3 - Prices

Unless otherwise agreed, all prices shall be calculated either as a lump sum (cost ceiling) or on an hourly basis. In this respect, those arrangements in the contract shall be binding. Unless otherwise agreed, all prices are inclusive of value added tax and in Swiss francs (CHF). A minimum of 3 hours will be charged for contractual and insurance reasons. After the minimum of 3 hours, the price shall be charged to the nearest quarter of an hour. A surcharge may apply during the high season, which will be specified in the offer.

The time of work starts upon arrival at the location of loading and ends after the removal at the location of unloading. Eventual travel costs to or from the location of unloading will be specified on the quotation as a lump sum.

The following services shall be considered as additional services and shall not be included in the estimated effort (other agreements excepted):

1. Packing and unpacking of the removal goods, including but not limited to packing work to be carried out by the Moving Service on the day of the move.
2. The disassembly and assembly of complicated or new furniture, for which special time is required or which requires the services of a carpenter.
3. Transportation of heavy goods. An additional weight charge of a flat rate of CHF 150 shall be levied for items weighing 100 kg or more per object. To the client's consultant

this is not always apparent during the inspection. It is the client's responsibility to notify any heavy items in the removal goods in advance. A surcharge of CHF 250 shall be charged for the transport of a stand-up piano.

4. Removal and installation of pictures, mirrors, clocks, lamps, curtains, fixtures, etc.
5. additional expenses for transporting objects via windows or balconies.
6. Customs clearance, customs duty and customs expenses.
7. Additional expenses as a result of weather conditions or in the event that the transport vehicle or the furniture lift cannot be driven to the front of the house due to blocked or torn-up roads, along with waiting times required for the transport vehicle and the personnel for which the Moving Service is not responsible.
8. Carriage of the goods via long or unusual routes, except if these circumstances have been explicitly taken into account in the price agreement, as well as detours, in case direct routes may be closed or not usable.

In order to calculate the effort and tariff, the listed removal, storage or disposal goods must be checked immediately before the move. For this reason, it is imperative for the listed goods to be checked immediately before the move and for us to be notified immediately regarding any changes, including those that may have occurred in the meantime. In case of variations, additional costs may be incurred. The cost is dependent on various factors: The size and furnishing of the apartment, personal contributions, the distance from the old to the new residence or from the street to the house or floor, the type of staircase, the presence of an elevator, etc. A guideline price table has been compiled for this purpose on the basis of our many years of experience. The actual rates may be significantly higher or lower depending on the individual situation.

Article 4 - Payment

Removals: On the day of the move, the Client must pay either in cash or by debit/credit card. All major debit and credit cards are accepted. All moving services can only be paid for with a payment slip after consultation and agreement with the Moving Service.

Cleaning: Payment of the agreed flat rate is to be made in cash to the team leader at the location of delivery.

Relocation: 70% of the offered amount has to be paid in advance in case of relocation. Upon completion of the work at the destination, the remaining amount is to be paid in cash directly to the team leader.

Additional reminder costs will be charged to the client in case of failure to pay within the specified period of 14 days.

Article 5 - Insurance

Transport insurance: CHF 100,000 per van (can be increased if necessary)

Public liability insurance: Any damage on the part of Umzugsservice Zürich GmbH shall be covered up to CHF 5 million. More precise insurance terms and conditions are subject to the General Conditions of Insurance (AVB) of Basler Versicherungen.

Article 6 - Withdrawal of the Client

A cancellation fee of CHF 500 will be charged in case of justified or unjustified withdrawal within 14 calendar days before the moving day.

Article 7 - Withdrawal of the Contractor

The Moving Service shall be entitled to withdraw from the contract for organizational reasons no later than 14 days before the agreed moving day. In case of failure to comply with this deadline, the Contractor shall be held liable for the additional costs incurred.

Article 8 - Special Agreement

Written special agreements on the contract or in the offer shall be recorded. Potential property transfers require a mutual visa.

Article 9 - Liability

In case of transport, the Moving Service shall be liable only for the goods of which the packaging complies with the normal transport requirements. This means that fragile items such as lamps, plants and technical equipment (televisions, hi-fi equipment, computers) require suitable packaging. If the contents of moving boxes, etc. are damaged, the Moving Service shall be liable only if the goods were packed and unpacked by its own assistants or by assistants contracted by it. The Moving Service's liability shall be limited to the cost of any repair or compensation for diminution in value, under exclusion of any claims for compensation. Before the move, keys to cabinets and drawers must be removed, labeled and stored in separate key bags. The Moving Service's liability shall commence upon acceptance of the goods and end upon unloading at the intended destination.

Article 10 - Notice of Defects

It is the client's duty to inspect the transported goods immediately upon unloading at the place of destination. The Client shall notify the team leader immediately of any complaints and shall submit them in writing to the Moving Service within 3 days. No complaints or claims will be considered after the expiration of this period.

Article 11 - Data Protection

In order to process the order, data provided to the Moving Service shall be used exclusively to process the request as quickly as possible and in a customer-friendly manner. It is the duty of the Contractor to safeguard the personal data in compliance with the legal provisions. During the processing of data, the regulations of the Federal Law on Data Protection (DSG Art. 235.1) apply. No personal data shall be disclosed to third parties without explicit consent, which can be revoked at any time.

Article 12 - Jurisdiction and Applicable Law

Swiss law shall apply to any disputes arising from this contract. The competent court for the assessment of all claims in dispute between the two contracting parties shall be the District Court of Zurich.

Article 13: Zügelshop and Online Purchase

- Delivery and shipping costs
- For logistic reasons we deliver only in Switzerland, within the radius of 30 kilometers Zurich-Schlieren free of charge.
- Within a larger radius (over 30 kilometers) by arrangement.
- Prices and payment conditions
All prices, including shipping charges, are in Swiss Francs (CHF) and include VAT.
The rental price for boxes only applies to existing clients or customers who are relocating.
- Right of return
Orders can be cancelled and defect-free goods can be returned immediately, however, no later than 2 days after receipt of the goods.
Any return of the material shall be at the client's risk. Reimbursement will be made no later than 48 hours after receipt of the goods.

Returns or handover to:

Umzugsservice Zürich GmbH
Seebergstrasse 1
8952 Schlieren
Tel. 044 741 64 64
info@umzugsservice-zh.ch

Please log on to the e-mail address info@umzugsservice-zh.ch for further information before returning the goods.

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