

General Terms and Conditions of Business

RELOCATION SERVICE ZÜRICH GMBH

Article 1 Scope of application

These General Terms and Conditions (GTC) govern the use and provision of services by the company provision of services by the company Umzugsservice Zürich GmbH (hereinafter referred to as hereinafter referred to as "Removal Service"). These GTC, together with the contractual documents, constitute the complete agreement between the customer and the removal service. complete agreement between the customer and the removal service.

They cover the services of the removal service described in more detail below.

Any agreements deviating from the terms and conditions listed must be agreed in writing. be agreed in writing.

Article 2 - Obligations of the company Umzugsservice Zürich GmbH

The removal service undertakes to carry out accepted orders in accordance with the contract and with the necessary care.

necessary care. If incorrect object details are found in the order, the removal service must adjust the contract on the day of execution. Otherwise there is no claim for adjustment of the contract.

Article 2 - Obligations of the client

The client is obliged to provide his information to the best of his knowledge and belief. In the event of

discrepancies between the details of the property as stated on the contract and the the place of removal, the removal service may demand an appropriate surcharge. surcharge.

Article 3 - Prices

Prices shall be calculated either as a lump sum (cost ceiling) or on an hourly basis.

In this case, the agreements in the contract are binding. Prices are inclusive of value added tax and in Swiss francs (CHF). For contractual and insurance reasons, a minimum of 3 hours is charged. After

After the minimum of 3 hours, the fee will be charged to the nearest quarter of an hour. In the In the high season, a surcharge may be levied, which will be specified in the offer.

The working time begins on arrival at the loading site and ends after the removal at the unloading site.

unloading site. Any travel costs to or from the removal site will be shown as a lump sum in the quotation.

shown on the quotation.

The following services are considered additional services and are not included in the estimated costs (except for other agreements). 1:

1. the packing and unpacking of the removal goods, in particular the packing work to be carried out on the day of removal by the removal service.

packing work that has to be carried out by the removal service on the day of removal. 2.

2. the dismantling and assembly of complicated or new furniture, which requires special time or the involvement of a carpenter. 3.

3. the transport of heavy goods.

A weight surcharge of CHF 150 will be levied for objects weighing more than

tare weight of 100 kg or more per object. This is not always apparent to the customer not always apparent to the customer advisor during the inspection. The customer is obliged to indicate heavy

heavy objects in the removal goods in advance. For the transport of a piano will be charged at a flat rate of CHF 250. 4.

4. the removal and installation of pictures, mirrors, clocks, lamps, curtains, fixtures, etc.

5. the additional cost of transporting objects through windows or over balconies. balconies.

6. customs clearance, customs duty and customs expenses.

7. additional expenses due to weather conditions or if the transport is not possible due to blocked or roads, the transport vehicle or the furniture lift cannot be driven to the front of the house.

the house due to blocked or torn roads, as well as waiting times of the transport vehicle and the personnel,

for which the removal service is not responsible. 8.

8. the carrying of the goods on long or unusual routes, insofar as no express or unusual routes, unless these circumstances were expressly taken into account in the circumstances, as well as detours, if the direct routes are blocked or cannot be used. are blocked or unusable.

The cost and rate shall be calculated on the basis of the listed removal, storage or disposal goods. disposal goods listed. It is therefore essential that the listed goods are checked immediately before

the move and that

checked immediately prior to the move and that we are informed immediately of any changes, including those

be communicated to us immediately. Additional costs may be incurred in the event of deviations.

The cost depends on various factors: Size and furnishing of the flat,

personal contributions, distance from the old to the new place of residence or from the street to the house or floor, type of staircase, etc.

floor, type of staircase, presence of a lift, etc. We have compiled a guideline price

table for you based on our many years of experience. Depending on the individual

individual situation, the actual rates may be considerably higher or lower.

Article 4 - Payment

Removals: Removals are to be paid for in cash or by EC card/credit card on the day of removal. We accept all major debit and credit cards. Payments for all removal services

with a payment slip can only be made after consultation and with the agreement of the and in agreement with the removal service.

Cleaning: The agreed flat rate is to be paid in cash to the team leader at the handover location. paid to the team leader.

Relocation: In the case of relocation, 70% of the quoted amount must be paid in advance.

be paid in advance. The remaining amount is to be paid in cash directly to the team leader at the directly to the team leader.

In the event of failure to pay within the specified first 14 days, the client will be charged additional reminder costs will be charged to the client.

Article 5 - Insurance

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

Public liability insurance: Damages on the part of Umzugsservice Zürich GmbH are covered up to CHF 5

million is covered. The exact insurance terms and conditions are governed by the following the General Insurance Conditions (AVB) of Basler Versicherungen.

Article 6 - Withdrawal by the Client

In the event of justified or unjustified withdrawal within 14 calendar days prior to the cancellation costs of CHF 500 will be charged.

Article 7 - Cancellation by the Contractor

For organisational reasons, the removal service may withdraw from the contract at the latest 14 days before the

agreed moving day at the latest. In the event of failure to comply with this deadline, the removal for the additional costs incurred.

Article 8 - Special agreement

Special agreements must be recorded in writing on the contract or in the offer.

Any changes of ownership require a mutual visa.

Article 9 - Liability

The removal service shall only be liable for goods whose packaging complies with normal transport requirements.

normal transport requirements. Thus, fragile items such as lamps, plants and technical equipment (televisions, hi-fi equipment, computers) require appropriate packaging. In the event of damage to the contents of removal boxes, etc., the removal service is liable

only be liable if the packing and unpacking of the removal goods was carried out by its own or its by its own assistants or those commissioned by it. The liability of the removal service shall be limited to the

costs of any repair or compensation for loss of value, to the exclusion of any claims for compensation.

to the exclusion of any claims for compensation. Keys to cupboards and drawers must be removed and

be removed, labelled and stored in separate key bags before the move. The

liability of the removal service begins with the acceptance of the goods and ends with the unloading at the place of destination.

Article 10 - Complaints

The customer is obliged to inspect the goods immediately after unloading them at their destination. checked. Complaints must be reported immediately to the team leader and within 3 days in writing to the removal service.

in writing to the removal service. After expiry of this period, no complaints and objections will be considered.

Article 11 - Data protection

Data provided to the removal service for the purpose of processing an order will be used exclusively to
will be used exclusively to process the request as quickly as possible and in a customer-friendly manner. The Contractor is obliged to protect the personal data in compliance with the
the
legal regulations. Data processing is subject to the provisions of the Federal Data Protection Act (DSG Art. 235.1) shall apply.
Personal data shall not be disclosed to third parties without express consent which may be revoked at any time.
third parties without express and revocable consent.

Article 12 - Jurisdiction and applicable law

Any disputes arising from this contract shall be judged in accordance with Swiss law.
The competent court for the assessment of all claims in dispute between the two contracting parties is the
the District Court of Zurich.

Article 13: Bridle shop and online purchase

- Delivery and shipping costs
- For logistical reasons, we only deliver to Switzerland, within a radius of 30 kilometres Zurich-Schlieren free of charge.
- Within a larger radius (over 30 kilometres) by arrangement.
- Prices and terms of payment

All prices, including shipping costs, are in Swiss francs (CHF) and include VAT.
value added tax.

The rental price for cardboard boxes applies only to existing customers or relocation customers.
- Right of return

The cancellation of orders and the return of goods free of defects is possible and must be made immediately, but no later than 2 days after receipt of the goods. The return of the
The return of the material is at the risk of the customer.
Refunds will be made no later than 48 hours after receipt of the goods.

Return or handover to:
Umzugsservice Zürich GmbH
Seebergstrasse 1
8952 Schlieren

Tel. 044 741 64 64
info@umzugsservice-zh.ch

Before returning the goods, please log on to the e-mail address info@umzugsservice-zh.ch for receive further information.

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