



Umzugsservice FLIX GmbH | Felsenrainstrasse 19 | CH-8052 Zürich | info@flix-umzug.ch

043 511 34 71 | 076 675 34 70 | www.flix-umzug.ch

General Terms and Conditions - UMZUGSSERVICE FLIX GmbH

Moving

Article 1 - Scope of application

These General Terms and Conditions (GTC) govern the use and provision of services of the company services of the company Umzugsservice FLIX GmbH (hereinafter referred to as Removal Service). These GTC, together with the contractual documents, constitute the 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. The use of our services requires the acceptance of these terms and conditions.

Article 2 - Scope of services

Our range of services includes comprehensive removal services for apartments, single-family homes, offices and other properties. Our range of services includes

Planning and execution of removals, including all logistical aspects.
Packing and safe transportation of furniture and goods.
Dismantling and assembly of furniture and furnishings.
Provision and operation of removal vehicles and technical equipment.

Article 3 - Obligations of the company Umzugsservice FLIX GmbH

The removal service undertakes to carry out accepted orders in accordance with the contract and with the care and professionally by means of qualified and appropriately trained personnel. 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 entitlement to an adjustment of the contract. It also undertakes to comply with all relevant health and safety regulations and to pay social security contributions correctly.

Article 3.1 - Obligations of the customer

Customers are obliged to provide the removal service with all necessary information about the removal goods, the routes, the parking situation and other factors that affect the work involved. In addition, the in-house guidelines and and safety requirements must be communicated proactively and on time for the fulfillment of the services. be provided. They must also guarantee access to electricity free of charge, ensure access permission to the home and provide the required premises, whereby the customer is not permitted to directly hire employees of the service provider.

Article 4 - Offer of a viewing appointment and alternative evaluation methods

In order to be able to provide our customers with a precise and customized offer, Umzugsservice FLIX GmbH offers a free and non-binding inspection if the scope and



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requirements of the move make this necessary. If a personal inspection is not necessary, we ask the customer to provide photos or a video of the premises to be moved as well as the furniture and goods. In addition, we need detailed information about the number of boxes and specific details about the spatial conditions, such as possible walking routes from the entrance to the removal van. This information is essential in order to be able to make an accurate calculation. For services that include final cleaning, we also require photos of the bathroom/WC, kitchen, windows and floors as well as the square meters of the apartment.

This information enables us to provide a detailed quote tailored specifically to the client's needs and circumstances. It is the client's responsibility to provide this information in good time to ensure effective planning and quotation preparation.

Article 4.1 - Availability of service data and appointment confirmations

The availability of a removal date is checked by Umzugsservice FLIX GmbH for each customer request.

customer request. However, there is no guarantee that the requested date will remain available until the order is finally confirmed. Even during the offer phase or after a viewing, the requested date may be blocked by other bookings. In such cases, the provider will try to agree an alternative date with the customer.

The principle of "first come, first served" applies, i.e. the customer who confirms the order first

receives the booking for the corresponding date. If several customers request the same date, the customer with the earliest confirmation will be given priority.

The provider reserves the right not to honor a service date specified in the offer that is subsequently

subsequently booked out. If no alternative date can be agreed, Umzugsservice FLIX GmbH reserves the right to withdraw from the contract without this giving rise to a claim for compensation or fulfillment of the original service date. The offer does not bind the provider to the specified removal date, but only to the agreed services.

Article 5 - Conclusion and execution of the contract

Contracts shall be deemed concluded upon acceptance of our offer by the customer. The

execution of the removal services is based on the technical standards and the specifically agreed specifications. The removal service reserves the right to adjust or reject the contract in the event of special circumstances, such as deviation of the removal goods, incomplete or incorrect information on the removal conditions, lack of accessibility of the premises or complicated parking situations.

In addition, the removal service may withdraw from or postpone a contract at any time if, due to disruptive events by third parties, unforeseen

traffic restrictions or in the event of force majeure, such as extreme weather conditions or official orders, the safe and efficient execution of the removal is not possible.

For removals agreed online and without prior personal inspection of the removal goods and the removal conditions, the following applies: If the necessary effort on site proves to



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be more extensive than previously assumed, it is the customer's responsibility to bear the resulting additional costs. This includes situations in which the actual quantity or nature of the removal goods differs from the information originally provided, or additional services such as packing and unpacking or assembling and disassembling furniture and other furnishings are required.

In the event of deviations in the removal goods or changed circumstances such as longer walking distances, non-availability of the lift and other relevant factors that are only discovered on the day of the move or shortly before, the agreed cost ceiling or flat rate may be canceled. In such cases, invoicing will be based on actual expenditure, based on the previously agreed hourly rates and other costs incurred. This enables fair and transparent invoicing that takes into account the actual circumstances of the day of the move. In addition, the customer is informed that the inspection of the apartment being moved out

to clarify specifications such as the size of the elevator, availability of parking spaces and the width of the stairwell. However, it is the customer's responsibility to organize comparable specifications for the move-in apartment and to inform us transparently. This ensures that all the necessary arrangements can be made for a smooth move and that any uncertainties or surprises on moving day are minimized.

Article 5.1 - Waste disposal services in combination with relocation

Disposal and transportation are carried out in accordance with the provisions of the Swiss Environmental Protection Act. Services not included in the price, such as the disposal of hazardous

hazardous waste will be charged separately.

Article 5.2 - Special transports

The moving service offers specialized services for the transportation of delicate items such as works of art and antiques. These services include the use of special packing materials and techniques to ensure maximum safety during transportation. Any transportation of this type must be discussed in advance and specified in the quotation.

Article 5.3 - Piano and heavy load transportation

For the transportation of particularly heavy or bulky items such as pianos, a surcharge of at least CHF 150.00 will be levied. The customer is obliged to notify us of such items before the contract is concluded. The transportation of such items requires special precautions and equipment, which may incur additional costs.

Article 5.4 - Customer preparations and cooperation

The successful and efficient execution of the removal service depends to a large extent on the preparation and active cooperation of our customers. To ensure a smooth process, it is essential that all small items are fully packed in boxes on the day of the service (unless a packing service has been booked) and that the living space is in a tidy condition.

This includes:

A) The complete packing of all small items into moving boxes. The boxes should be securely closed and clearly labeled to enable quick allocation and efficient unloading.



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B) Emptying all cupboards, shelves and other pieces of furniture so that they can be transported safely.

can be transported safely. Valuables, clothing, crockery and other loose items should be items should be secured in advance.

C) Providing a clear and workable plan for the placement of furniture and boxes in the new living space.

D) If the client is undertaking assembly work themselves: Ensuring that all disassembly of furniture or fixtures to be performed is completed prior to the arrival of our team, unless this task was

expressly agreed as part of the service contract.

We also expect our customers to notify us in advance of any obstacles or access problems, such as narrow stairwells, lack of parking or elevator access. This information is crucial to avoid unexpected delays and additional costs on the day of the move. The customer's cooperation in fulfilling these preparatory measures is essential, to carry out the move efficiently and without wasting time. Failure to comply with these preparations can lead to delays and may result in additional costs, as they can significantly slow down the relocation process.

Article 5.5 - Communication with third parties

The customer is responsible for informing all affected third parties, including neighbors, landlords

neighbors, landlords and other relevant persons or institutions, of the impending move. of the impending move. This includes notification of planned

This includes notification of planned move dates, expected noise and traffic disruptions and any other aspects of the move that could have a direct impact on the immediate environment. It is essential that this information is passed on in good time to avoid potential inconvenience or conflict. Customers must ensure that all necessary approvals or consents are obtained, particularly for major or potentially disruptive moves. This includes coordinating with local authorities if public transportation is impacted or special parking permits are required.

By fulfilling these information obligations, the customer contributes significantly to a smooth

smooth relocation process and helps to avoid potential legal or interpersonal problems.

interpersonal problems that could arise as a result of inadequate communication. The provider accepts no responsibility for any consequences resulting from the customer's failure to comply with these obligations.

Article 5.6 - Weight restrictions and accessibility information

The customer is obliged to proactively inform the provider of any weight restrictions and specific accessibility conditions at all addresses involved. This includes, in particular, restrictions regarding floor loading, such as the presence of underground parking or other structures with weight restrictions below the unloading or loading zones.

It is essential that the provider is informed of such restrictions in advance, as the use of vehicles with a total weight of 3.5 tons and above is standard.



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If unexpected weight restrictions are found on arrival that prevent the move from being carried out normally, the provider will be forced to either cancel the job or park the vehicles at an alternative, more distant location. This leads to longer walking distances and potentially higher costs due to the additional time required. In such cases, an adjustment to the contract will be considered to fairly reflect the additional costs and effort incurred. By signing the contract, the customer accepts that any additional costs arising from such logistical adjustments will be borne by the customer.

Article 5.7 - Installation of ceiling lamps

As part of our removal service, we also offer the installation of ceiling lamps. This service must be explicitly stated in the quotation and discussed between the removal service and the customer. To ensure safe installation, our teams carry drilling machines with them on the day of the move. However, the ceiling lamps are only installed on condition that the ceiling construction is made of concrete and there is no risk of crumbling during drilling. We will evaluate the suitability of the ceiling for installation on site on the service day. If it turns out that the ceiling condition does not permit safe installation, the service cannot be carried out. This measure serves to ensure the safety of all parties involved and to prevent damage to the customer's property and the removal goods. Customers are required to provide information in advance about the condition of the ceilings in the new premises in order to ensure that the move goes smoothly.

Article 5.8 - Packing material and its handling

The removal service provides its customers who have booked a removal service with packaging material for rent or purchase. This includes the delivery and subsequent collection of the material. The rented packing material must be returned in an acceptable condition, taking into account normal wear and tear. Labels on the packaging material are to be made exclusively on the supplied painter's tape or on a note on the box.

Customers are requested to unpack the material within 2 to 4 weeks after the move and to arrange

unpack the material and schedule a collection themselves. Material that is damaged or cannot be returned for other reasons must be purchased by the customer at the difference to the purchase price.

Article 6 - Exclusion of liability for removals

It is the customer's responsibility to clearly separate goods to be transported from goods not to be

goods not to be transported. As soon as transportation by the Provider begins, the goods handed over shall be deemed to be intended for relocation. The Provider assumes no liability for goods provided for transportation by mistake or subsequently marked by the Customer as not to be transported. If the customer is not present at the time of transportation, it is the customer's duty to clearly mark the goods to be transported. The Provider shall not be liable for errors in transportation due to insufficient or incorrect information or instructions provided by the Customer. Any communication or instruction regarding the separation or labeling of the goods must take place before the start of the



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transport. Once the transportation of the goods has begun, the removal process can no longer be reversed and the goods are deemed to have been definitively handed over for transportation.

Article 7 - Insurance and liability

All our personnel are comprehensively insured under social insurance.

Damage arising in the course of the execution of the order is covered up to an amount of CHF 5 million. Liability for indirect damage is excluded, except in cases of proven gross negligence or willful misconduct on the part of the removal service. The removal service is only liable for the service agreed with the customer. No liability is accepted for damage, disruption, traffic congestion, delays or interruption or termination of work caused by third parties or force majeure.

The removal company is not liable for damage to the removal goods caused by fire, accidents, war, strikes, force majeure or damage caused to the means of transportation by third parties.

Our transport insurance is CHF 100,000 per van.

Insurance against the risk of breakage presupposes that the items in question are packed and unpacked by the removal company.

The removal company shall be liable for any damage only up to the current value of the item concerned.

There is no entitlement to compensation for the replacement value or to the complete replacement of the entire object.

Liability is limited exclusively to the replacement or repair of the part that is actually damaged.

If the damaged part cannot be repaired or replaced, the current market value of the affected item will be reimbursed.

Article 8 - Financial conditions

Pricing is based on the current price list or individual agreements.

Payments are due immediately after service fulfillment, unless otherwise agreed.

otherwise agreed. Prices include VAT and are quoted in Swiss francs (CHF). For contractual and insurance reasons, a minimum expenditure of 3 hours is charged. After the minimum 3 hours, the service will be invoiced to the nearest quarter of an hour. In the event of late payment or non-payment in advance, the provider reserves the right to charge additional fees or not to accept the order.

The working time begins on arrival at the loading location and ends after the move at the unloading location.

unloading location. Any travel or return travel costs are shown as a lump sum on the quotation.

shown on the quotation.

The working time includes two breaks of 15 minutes each (Z`nüni and Z`vieri), which the customer pays for in an hourly bill.



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The following services are regarded as additional services and are not included in the estimated cost (except for other agreements noted in the quotation):

1. packing and unpacking of the removal goods, in particular packing work that must be carried out by the removal service on the day of removal.
2. the dismantling and assembly of complicated or new furniture that requires a lot of time or the assistance of a carpenter.
3. the transportation of heavy goods.
A flat-rate weight surcharge of CHF 150 will be charged for items with a tare weight of 100 kg or more per item. This is not always apparent to the customer advisor during the inspection. The customer is obliged to declare heavy items in the removal goods in advance. A flat-rate surcharge of CHF 250 will be charged for the transportation of a upright piano.
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 duties and customs charges.
7. additional expenses due to weather conditions or if the transport vehicle or furniture lift cannot be driven in front of the house due to closed or torn up roads, as well as waiting times for the transport vehicle and personnel for which the removal service is not responsible.
8. the carrying of the goods over long or unusual distances, insofar as the price agreement has not expressly taken these circumstances into account circumstances, as well as detours if the direct routes are blocked or cannot be used.

Costs and rates are calculated on the basis of the listed removal, storage or disposal goods. It is therefore essential that the listed goods are checked immediately before the removal and that we are informed immediately of any changes, including those that have occurred in the meantime. Additional costs may be incurred in the event of deviations.

The cost depends on various factors: Size and furnishing of the apartment, personal contributions, distance from the old to the new place of residence or from the street to the house or floor, type of staircase, presence of an elevator, etc. We have compiled a guide price table for you based on our many years of experience. Depending on your individual situation, the actual rates may be significantly higher or lower.

Article 9 - Payment

Domestic - removals: Removals must be paid in cash, by QR-bill or TWINT (plus 1.3% transaction fee) on the day of removal. Payments for all removal services by QR-bill can only be made after consultation and with the agreement of the removal service.

Moving abroad: 70% of the quoted amount must be paid in advance. The remaining amount is to be paid in cash directly to the team leader after completion of the work at the destination. Alternatively, the entire amount can be paid in advance by means of a QR invoice.



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If the specified deadline of 7 days is not met, the customer will be charged additional reminder costs.

reminder costs will be charged to the customer.

If the specified period of 7 days is not observed, the customer will be charged additional reminder fees of CHF 50.00 for the first reminder and a further reminder fee of CHF 50.00 for the second reminder.

In addition, the moving company reserves the right to charge default interest of 5% and collection costs in the event of referral to a collection agency.

Article 9.1 - Adjustment of hourly rates

The removal service reserves the right to change the hourly rates at any time in accordance with the current price list in order to be able to react appropriately to changes in the market or other external economic conditions. However, it should be noted that prices already offered and accepted by the customer are not affected by such adjustments. These prices shall remain valid for the agreed service, even if the execution takes place after a price adjustment. Customers are not entitled to the same hourly rates for future services as for current, previous or other parallel services.

By accepting the offer, the customer agrees that the price adjustments are part of the terms of the contract and that these may be based on the needs of the market and the provider.

Article 10 - Termination conditions

Orders canceled within 14 calendar days before the planned move will be subject to a cancellation fee of 30% of the amount quoted in the offer. Cancellations within 48 hours prior to the planned move are subject to 80% of the amount stated in the offer.

Special conditions apply to orders placed at short notice (less than 48 hours).

If the client provides evidence of greater damage, this must also be compensated.

Article 11 - Commissioning of third-party providers (subcontractors)

The Provider may use third-party providers to carry out the agreed services, e.g. partner companies, articulated lorries, crane vehicles, containers, etc. The customer is hereby notified of the use of these third-party providers. The Provider shall assume the same responsibility for all activities and omissions of these third-party providers as for its own personnel.

Article 12 - Notice of defects

The Client must inspect the removal goods immediately after unloading. Complaints about loss or damage must be made immediately upon delivery of the removal goods and must also be notified to the removal company in writing by e-mail within 3 days.

Damage that is not immediately visible must also be reported to the removal company in writing by e-mail within 3 days.

No complaints can be considered after this deadline.



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Complaints regarding the cleaning must be reported immediately to the cleaning team and also to the removal company in writing by e-mail within 1 day. Later complaints cannot be considered.

After completion of the order, a corresponding acceptance report or order receipt must be signed by the removal service and the customer.

Article 13 - Data protection

The protection of personal data is important to us. These are used exclusively for the processing of orders and not passed on to third parties without express consent.

Article 14 - Place of jurisdiction and final provisions

For contractual differences, an out-of-court settlement should be sought if possible. Otherwise, the place of jurisdiction is the registered office of the provider. Should parts of these GTC be invalid, the validity of the remaining provisions shall remain unaffected. Swiss law applies.



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General Terms and Conditions - UMZUGSSERVICE FLIX GmbH

Cleaning

Article 1 - Scope of application

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

They include the services of the cleaning service described in more detail below.

Any agreements deviating from the terms and conditions listed must be agreed in writing. The use of our services requires the acceptance of these terms and conditions.

Article 2 - Scope of services

Our range of services includes a variety of cleaning services for apartments, single-family homes, offices and other properties, ranging from the complete cleaning of kitchens and bathrooms to the special treatment of rooms and surfaces, including but not limited to

- Complete cleaning of the kitchen (incl. steam extractor, oven, refrigerator, kitchen cupboards, etc.) Replacement of the exhaust air filter only if the filter is provided by the customer or landlord.
- Cleaning of electrical appliances, cupboards, oven, sink and floor.
- Cleaning of bathrooms and toilets, including limescale removal from sanitary facilities, mirrors, wall tiles and floors.
- Cleaning of blinds, shutters, windows including frames and window sills.
- We are not allowed to clean skylights due to accident insurance regulations. A special agreement on this must be recorded in the contract.
- Cleaning of doors including frames, radiators, floor coverings, built-in cupboards and letterboxes as well as removal of cobwebs.
- Cleaning of outdoor areas such as terraces, balconies, cellars, attics and garages.

Services not included in the package price, which are charged separately:

- High-pressure cleaning of various surfaces.
- Closure of dowel holes in walls according to customer requirements without matching the wall color and without guarantee for final acceptance.
- Removing stains from walls.
- Shampooing of carpets.
- Deep cleaning of joints as well as stone and parquet floors. In addition, special extensions such as conservatories etc.

Article 3 - Obligations of the company Umzugsservice FLIX GmbH

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



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care and professionally by means of qualified and appropriately trained personnel. 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 entitlement to an adjustment of the contract. It also undertakes to comply with all relevant health and safety regulations and to pay social security contributions correctly.

Article 3.1 - Obligations of the customer

Customers are required to provide the relocation service with all necessary information regarding cleaning and other factors affecting the workload. In addition, the in-house guidelines and safety requirements must be communicated proactively and in a timely manner for the fulfillment of the services. Furthermore, they must ensure access to electricity and water free of charge, secure permission to enter the apartment and provide the required premises, whereby the customer is not permitted to directly hire employees of the service provider.

Article 4 - Offer of a viewing appointment and alternative evaluation methods

In order to be able to provide our customers with a precise and customized offer, Umzugsservice FLIX GmbH offers a free and non-binding inspection if the scope and requirements of the cleaning require it. If a personal inspection is not necessary, we ask the customer to provide photos or a video of the premises to be cleaned. In addition, we require information about the bathroom/toilet, kitchen, windows and floors as well as the number of square meters of the apartment.

This information allows us to provide a detailed quote that is specifically tailored to the customer's needs and circumstances. It is the client's responsibility to provide this information in good time to ensure effective planning and quotation preparation.

Article 4.1 - Availability of service data and appointment confirmations

The availability of a cleaning date is checked by Umzugsservice FLIX GmbH for each customer request. However, there is no guarantee that the requested date will remain available until the order is finally confirmed. Even during the offer phase or after an inspection, the requested date may be blocked by other bookings. In such cases, the provider will try to agree an alternative date with the customer.

The principle of "first come, first served" applies, i.e. the customer who confirms the order first

receives the booking for the corresponding date. If several customers request the same date, the customer with the earliest confirmation will be given priority.

The provider reserves the right not to honor a service date specified in the offer that is subsequently

subsequently booked out. If no alternative date can be agreed, Umzugsservice FLIX GmbH reserves the right to withdraw from the contract without this giving rise to a claim for compensation or fulfillment of the original service date.

The offer does not bind the removal service to the specified cleaning date, but only to the agreed services.



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The cleaning date depends on the scheduling of the apartment handover with the management or the landlord. The removal service has time to clean the apartment before the handover.

Article 5 - Conclusion and execution of the contract

Contracts shall be deemed to have been concluded upon acceptance of our offer by the customer. The execution of the services shall be based on the technical standards and the agreed specifications. The removal service reserves the right to adjust or refuse the contract in the event of special circumstances such as heavy soiling, missing or incorrect information, lack of accessibility to the premises or short deadlines. The removal service can also withdraw from a contract at any time if the work cannot be completed satisfactorily due to disruptive events by third parties or in the event of force majeure. For apartments for which the cleaning service was agreed online and without prior personal inspection, the following rule applies: If the necessary cleaning work on site proves to be more extensive than assumed, it is the responsibility of the customer to pay for the additional costs incurred.

Article 5.1 - Furnished properties

The main focus is on cleaning vacant properties. Furnished rooms require a separate agreement and offer.

Article 5.2 - Dowel holes

The service provider offers the filling of dowel holes as an additional service, without guarantee for the final result. The service provider also reserves the right to decide on the day of cleaning whether and how the holes can be treated. The Service Provider expressly accepts no responsibility for any costs arising from painting work commissioned by the management, the landlord or the tenants and refuses to bear any costs.

Article 5.3 - Waste disposal services

The disposal of waste is not a standard part of the Services and may be agreed for an additional charge.

Article 6 - Insurance and liability

All our staff are fully covered by social insurance. Damage arising in the course of the execution of the order is covered up to an amount of CHF 5 million. Liability for indirect damage is excluded, except in the case of demonstrably grossly negligent or intentional behavior on the part of the removal service. The removal service is only liable for the service agreed with the customer. No liability is accepted for damage, disruption, traffic congestion, delays or interruption or termination of the work caused by third parties or force majeure.

Article 7 - Financial conditions

Pricing is based on the current price list or individual agreements.



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Prices are inclusive of VAT and in Swiss francs (CHF). In the event of late payment or non-payment in advance, the provider reserves the right to charge additional fees or not to accept the order.

Article 8 - Payment

The agreed flat-rate price must be paid on the day of the move, in cash, by QR-bill or TWINT (plus 1.3% transaction fee).

If no move takes place, the agreed flat rate must be paid in advance by QR-bill.

QR-bills can only be issued after consultation and with the agreement of the relocation service.

If the specified deadline of 14 days is not met, the customer will be charged additional reminder costs.

reminder costs will be charged to the customer.

Article 9 - Cancellation conditions

Orders canceled within 14 calendar days before the scheduled cleaning are subject to a cancellation fee of 30% of the amount stated in the offer. Cancellations within 48 hours prior to the scheduled cleaning will be charged 80% of the amount stated in the offer.

Special conditions apply to orders placed at short notice (less than 48 hours).

If the client provides evidence of greater damage, this must also be compensated.

Article 10 - Complaints

Complaints must be made immediately after the service has been provided or if defects are found. We undertake to rectify defects free of charge if the cleaning service does not meet the agreed standards. If defects persist after the subsequent cleaning, we reserve the right to call in an independent body.

After completion of the order, a corresponding acceptance report or order receipt must be signed by the removal service and the customer.

Article 11 - Acceptance guarantee

If complaints about the cleanliness of the apartment are made by the management or owner

the service provider undertakes to clean the apartment free of charge. As the perception of cleanliness can vary subjectively, the service provider is free to

If unjustified complaints persist after the follow-up cleaning, the service provider is free to call in the cleaning association as a neutral inspection body. Any costs arising from this assessment shall be charged to the Client.

Article 12 - Commissioning of third-party providers (subcontractors)

The Provider may use third-party providers to perform the agreed services. The Client is hereby notified of the use of these third-party providers. The Provider shall assume the same responsibility for all activities and omissions of these third-party providers as for its own personnel.



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Article 13 - Data protection

The protection of personal data is important to us. These are used exclusively for the processing of orders and will not be passed on to third parties without express consent.

Article 14 - Place of jurisdiction and final provisions

For contractual differences, an out-of-court settlement should be sought if possible. Otherwise, the place of jurisdiction is the registered office of the provider. Should parts of these GTC be invalid, the validity of the remaining provisions shall remain unaffected. Swiss law shall apply.