

### **1. Subcontract with other Forwarder**

The Furniture Removal Firm may use another forwarder to carry out the removal.

### **2. Additional Services**

The Furniture Removal Firm shall perform its obligations in the interests of the sender with the care normal to the industry of a well-run furniture removal firm against payment of the agreed price. To be paid in addition thereto are the special services and expenses not foreseeable upon the execution of contract. The same shall apply if the scope of performance is expanded by the sender after the execution of contract.

### **3. Tips**

Tips cannot be deducted from the invoice of the Furniture Removal Firm.

### **4. Reimbursement of Removal Expenses**

To the extent the sender has a claim for compensation for his removal expenses against his employer, he shall instruct his employer to directly pay to the Furniture Removal Firm the agreed and payable compensation for removal expenses minus any downpayments or installments already paid as requested.

### **5. Security of Particularly Fragile Goods**

The sender is obligated to have the movable or electronic parts of highly sensitive appliances such as washing machines, record players, televisions, radios, stereos and computer systems secured in a professional manner for transport. The Furniture Removal Firm is not obligated to check if such goods have been properly prepared for transport.

### **6. Procurement of Craftsmen**

For work performed by the craftsmen procured by the Furniture Removal Firm, it shall only be liable for having carefully selected such craftsmen.

### **7. Electrical and Installation Work**

Unless otherwise agreed, the workers of the Furniture Removal Firm are not authorised to undertake any electrical, gas, wall drilling and other installation work.

### **8. Set-Off**

A set-off against the claims of the Furniture Removal Firm is only permitted in the case of counterclaims due for payment which are undisputed or have been finally decided in a court of law.

### **9. Assignment**

The Furniture Removal Firm is obligated to transfer any rights it may have under the insurance policy to be taken out by it to the party entitled to damages upon such party's request.

### **10. Misunderstandings**

The Furniture Removal Firm shall not be responsible for the risk of misunderstandings relating to confirmations of contract, instructions and notices by the sender not made in writing or made to the workers of the Furniture Removal Firm not authorised to accept such declarations.

### **11. Inspection by Sender**

When collecting the removal goods the sender is obligated to check that no items or other fittings have been taken or left behind by mistake.

### **12. Due Date of Agreed Price**

The invoiced amount shall be payable in cash or in an equivalent form of payment; in the case of transport within Germany payment shall be made before unloading is completed and in the case of transport to foreign countries before loading begins.

Cash expenses in foreign currencies shall be paid in accordance with the charged exchange rates. If the sender fails to honour his payment obligations, the Furniture Removal Firm shall be entitled to hold up the removal goods or, if transport has commenced, to warehouse the goods at the sender's expense. Sec. 419 German Commercial Code shall apply accordingly.

### **13. Warehouse Contract**

In the event the goods are warehoused, the General Terms and Conditions of Warehousing of the German Furniture Removal Industry (ALB) shall apply and shall be provided to the sender at his request.

### **14. Court of Jurisdiction**

In the case of legal disputes with merchants entered in the commercial register based on this contract and for claims on other legal grounds relating to the furniture removal contract, the court in whose district the office of the Furniture Removal Firm commissioned by the sender is located shall have exclusive jurisdiction. In the case of legal disputes with persons who are not merchants entered in the commercial register, such exclusive jurisdiction shall only apply in the event that the sender has moved his permanent residence or habitual residence to a foreign country or his permanent residence or actual place of residence is unknown on the date the claim against him is entered in court.

### **15. Agreement of German Law**

German law shall apply.

### **16. German language**

In case of dispute the contract and general terms and conditions are understood to be interpreted through the German language.

## Important Information on the Liability of Furniture Removal Firm, including Liability Agreement and Furniture-in-transit Insurance under Sec. 451g German Commercial Code (HGB)

<p><b>Scope</b> The forwarder (hereinafter referred to as the "Furniture Removal Firm") is liable under the Furniture Removal Contract and the German Commercial Code (HGB). These same liability principles apply for the transport of removal goods to a destination outside of the Federal Republic of Germany. This is also the case even if different types of means of transport are used.</p> <p><b>Liability Principles</b> The Furniture Removal Firm is liable for damage incurred because of the loss of or damage to the removal goods in the period from the acceptance of such goods for conveyance to their delivery or if the delivery period has been overrun (duty to exercise proper care).</p> <p><b>Maximum Liability</b> The liability of the Furniture Removal Firm for loss or damage shall be limited to the amount of € 620.00 per cubic metre cargo space required for performing the contract. The liability of the Furniture Removal Firm for delayed delivery dates shall be limited to third times of the amount of freight. Should the Furniture Removal Firm be liable for the breach of a contractual obligation in connection with carrying out the removal for a loss not caused by the loss of or damage to the removal goods or because of the failure to comply with delivery dates, and if this is a loss other than property damage or personal injury, liability shall be limited in such cases to three times the amount which would have been paid for the loss of the goods.</p> <p><b>Exclusion of Liability</b> The Furniture Removal Firm is released from its liability if the loss of or damage to the removal goods or the failure to comply with the delivery period is based on circumstances which the Furniture Removal Firm would have been unable to prevent even when using the greatest possible care (inevitable circumstance beyond anyone's control).</p> <p><b>Special Grounds for Excluding Liability</b> The Furniture Removal Firm shall be exempted from liability if the loss or damage is attributable to one of the following risks:</p> <ol style="list-style-type: none"> <li>1. transport of precious metals, jewels, precious stones, money, stamps, coins, securities or documents;</li> <li>2. insufficient packaging or labelling by the sender;</li> <li>3. handling, loading or unloading of the removal goods by the sender;</li> <li>4. transport of goods not packed by the Furniture Removal Firm in containers;</li> <li>5. loading and unloading of removal goods whose size or weight does not correspond to the size of the available space at the point of loading or unloading if the Furniture Removal Firm has advised the sender of the risk of damage in advance and the sender has insisted that performance be rendered;</li> <li>6. transport of livestock or of plants</li> <li>7. the natural or defective condition of the removal goods which means that they will be easily susceptible to damage, particularly breakage, malfunctions, rust, internal decay or leakage.</li> </ol> <p>If damage has occurred which could have been caused by one of the circumstances listed in items 1 - 7 above, it shall be assumed that the damage has occurred because of such risk. The Furniture Removal Firm may only claim the special grounds for the exclusion of his liability if he has undertaken all of the measures required under the circumstances and has complied with special instructions.</p> <p><b>Non-contractual Liability</b> The exemptions from and restrictions of liability shall also apply for noncontractual liability claims of the sender or the recipient against the Furniture Removal Firm for the loss of or damage to the removal goods or for the failure to comply with delivery dates.</p>	<p><b>Inoperation of Exemption from Liability and Limitation of Liability</b> The exemptions from and limitations of liability shall not apply if the damage is attributable to acts or omissions committed intentionally or recklessly by the Furniture Removal Firm in the awareness that damage will most likely occur.</p> <p><b>Liability for Workers</b> If damage claims are raised under non-contractual liability against one of the Furniture Removal Firm's workers for the loss of or damage to the removal goods or the failure to comply with delivery dates, such worker may also invoke the aforementioned exemptions from and limitations of liability. This shall not apply if he acted intentionally or recklessly in the awareness that damage will most likely occur.</p> <p><b>Performance by Other Furniture Removal Firm</b> If all or part of the removal is performed by a third party (other Furniture Removal Firm), it shall be liable for damage caused by the loss of or damage to the removal goods or the failure to comply with delivery dates during the transport conducted by it in the same manner as the Furniture Removal Firm. The other Furniture Removal Firm may raise every defence to which the Furniture Removal Firm is entitled under the removal contract. If claims are made against the workers of the other Furniture Removal Firm, the terms governing liability shall apply for such workers.</p> <p><b>Liability Agreement</b> The Furniture Removal Firm hereby advises the sender of the possibility of entering into an agreement for more extensive liability than is provided for under statute upon the payment of a fee.</p> <p><b>Furniture-in-transit Insurance</b> The Furniture Removal Firm hereby advises the sender of the possibility of insuring the removal goods against payment of a separate premium.</p> <p><b>Notice of Loss</b> In order to prevent the forfeiture of claims, the following must be observed:</p> <ul style="list-style-type: none"> <li>• Inspect the removal goods upon delivery for <b>any visible damage or loss</b>. Please specify these in the acknowledgement of receipt or in a record of damage or report them no later than the day after delivery to the Furniture Removal Firm.</li> <li>• <b>Damage or loss not obvious</b> must be reported in detail to the Furniture Removal Firm within 14 days of delivery.</li> <li>• In no event shall general reports of damage be sufficient.</li> <li>• <b>Claims for the failure to comply with delivery dates</b> shall expire if the recipient has not reported the delay to the Furniture Removal Firm within 21 days of delivery.</li> <li>• If notice has been given after delivery, it must in any event be in writing and have been given within the prescribed periods to avoid the forfeiture of claims. Notices of damage may be transmitted using telecommunication facilities. No signature is required if the identity of the sender is recognisable in another form.</li> <li>• The timely sending of the notice is sufficient for complying with notice periods.</li> </ul> <p><b>Dangerous Removal Goods</b> If dangerous goods (e.g. petrol or oil) comprise some of the removal goods, the sender is obligated to notify the Furniture Removal Firm in a timely manner of the nature of the hazard emanating from the goods (e.g. fire hazard, corrosive liquids, explosive materials, etc.).</p>
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