



General Conditions of Business **Relocation**

General

DONATH Relocation provides its services to the Customer after receiving a written order. The following General Conditions of Business apply for the services set out in the order.

Performance scope

The performance scope of DONATH Relocation is based on the services described in the proposal. Our proposal is noncommittal until accepted.

Obligations of the Customer

The Customer provides at own his cost all documents, records or information within an appropriate time to DONATH Relocation and which DONATH Relocation needs to execute the order. The Customer informs DONATH Relocation about his own activities in connection with the issued order and coordinates with DONATH Relocation.

Prices

The package and hourly prices contain our services and a processing fee. Additionally incurred costs such as e.g. brokerage, charges levied by public authorities, costs for authenticated translations, etc. are borne by the Customer.

Our prices apply on the basis of weekdays (Monday to Friday from 8:30 a.m. to 5 p.m.). Services necessary on weekends or public holidays and agreed beforehand are accounted with a 50% surcharge on the hourly price.

The prices apply for ½ day = 4 hours and 1 day = 8 hours. On request, we also perform additional service on the basis of an hourly price.

Cancellation / Cancellation fee

If the Customer does not cancel the order at least 48 hours before the service is due to be performed, DONATH Relocation reserves the right to bill the costs incurred and the time spent for preparing to fulfil the order. If the Customer changes the specifications such that they no longer match the original requirements profile and services, and if this causes higher spending not planned beforehand, then this will be charged with an extra price per hour.



Liability

The services performed by DONATH Relocation do not contain any binding legal advice because this is prohibited under the Rechtsdienstleistungsgesetz (*Legal Services Act*).

DONATH Relocations assumes no liability for errors by third parties. No guarantee can be given that visas, residence and work permits will be granted since these decisions vest with the public authorities.

Terms of payment

Unless agreed otherwise, invoices are payable within 30 days after receipt. DONATH Relocation can demand a down payment or complete payment in advance for an order. This will be regulated in advance in the proposal under "Terms of payment".

General provisions

Königstein is agreed as exclusive place of jurisdiction for legal disputes with full merchants due to this contract and concerning claims on other legal grounds in connection with the contractual relationship. The exclusive jurisdiction only applies for legal disputes with parties other than full merchants in the case that after contract conclusion the contract partner removes his domicile or usual place of sojourn abroad or his domicile or personal place of sojourn is unknown at the time of bringing suit.