

General Terms and Conditions for Moving Services

1. Parties

This agreement is entered into between [Flyttman AB], hereinafter referred to as the "Supplier", and [Customer's name], hereinafter referred to as the "Customer".

2. Scope of the service

The supplier offers moving services according to the specification agreed between the parties. The Service may include, but is not limited to, packing, loading, transporting, unloading and unpacking of goods.

3. Customer's Responsibilities

- The Client is responsible for providing accurate information about the scope and destination of the move.- The Client shall ensure that the Supplier has access to all spaces and that any permits for parking and loading are in order.- The Client is responsible for ensuring that all items are properly packed and protected if packing is not included in the service.- Items of special value (e.g. jewellery, art, cash) shall be handled separately by the Customer and not included in the removal goods.

4. Payment

- The customer must pay according to the offer accepted.- Payment is made by invoice, company or card, private individual.- In case of late payment, late payment interest of 2% per month will be charged.

5. Cancellation and rescheduling

- The customer can cancel the service free of charge up to 14 days before the move date.- If cancelled within 14 days, a fee corresponding to the advance will be charged at the time of booking. - Rebooking can be made free of charge up to 7 days before the moving date, after which an administrative fee of 20% of the total cost may be added.

6. Limitations of Liability

- The Supplier is only liable for damage that occurs to the removal goods if the damage was caused by negligence.- Compensation is paid up to a maximum of a basic amount per damaged item and only if the damage is reported after the service has been performed when a rating is given after the removal has been carried out (no later than 5 days).- The Supplier is not responsible for indirect damages, delays beyond the Supplier's control or damage to items that have not been packed by the Supplier.

7. Complaints

Any complaints are notified in connection with the submission of the review, but no later than 5 days after the service has been performed.

8. Dispute Resolution

Disputes between the parties shall primarily be resolved by negotiation. If an agreement is not reached, the dispute shall be settled in accordance with Swedish law and in a Swedish court in the Gothenburg District Court.

9. Miscellaneous

These terms and conditions may be updated from time to time, and the latest version is always available on the Provider's website.

