

Definitions :

- Client: The buyer or initiator of the moving service.
- Mover: The company or professional responsible for carrying out the move.
- Subcontractor: A company or service provider engaged by the mover to perform specific services (land, sea, air transport, customs, storage, etc.).
- Business days: Days of the week excluding Sundays and legal holidays. If a deadline expressed in business days falls on a Saturday, it is extended to the next business day.

Article 1 - Pricing, Weight, Major force, Execution, and Termination

- 1.1. The cost of the move is calculated based on the volume of goods and the working hours stated in the contract. Unless otherwise specified, this cost is subject to the company's standard rates. The price for special services is detailed in the order form.
- 1.2. Prices are based on legal and contractual working hours. Any additional hours will be billed at the company's current rate, according to specific hourly thresholds.
- 1.3. The mover will begin executing the contract when the equipment is being prepared. The mover reserves the right to choose the most efficient transportation and handling methods.
- 1.4. In the event of cancellation before the execution date, a compensation fee of 25% of the estimate will be charged, with a minimum of two working hours. If cancellation occurs less than 24 hours before execution, the compensation may cover all incurred losses.
- 1.5. Transport to a storage facility is subject to these general conditions.
- 1.6. The price includes VAT and any other mandatory tax or additional cost.

Article 2 - International Moves

The following conditions apply to exports or moves between EU Member States.

- 2.1. The price of an international move may be adjusted based on subcontractor rate variations, depending on fluctuations beyond the mover's control. Changes will be communicated to the client as soon as they are known.
- 2.2. The client is responsible for providing all documents required for customs formalities and for bearing the consequences of incorrect or incomplete information.

Article 3 - Excluded Items

The following items are strictly excluded: narcotics, illegal weapons, gold objects, currencies and precious metals, hazardous materials, etc. Damages caused by such items will be the client's responsibility.

Article 4 - Specific Tasks

The mover may carry out additional tasks upon the client's request, such as furniture disassembly, handling through windows, or moving heavy objects (pianos, safes, etc.). These services and their rates must be specified in the contract.

Article 5 - Packaging

Leased packaging materials that are not returned will incur additional fees.

Article 6 - Billing of Packing and Unpacking Services

Unless otherwise specified, packing before the move and unpacking after the move will be billed separately.

Article 7 - Personal Items

The client must pack their personal effects and clothing. Any risks arising from non-compliance with this clause will be the client's responsibility.

Article 8 - Client's Obligations and Inventory

8.1. The client must provide accurate information regarding the move, such as the nature of the items to be moved, access to the locations, and any factors that may affect the service.

8.2. The client or their representative must be present during all phases of the move. They are responsible for ensuring nothing is left behind in the vacated property.

8.3. If a detailed inventory is desired, it must be requested from the mover, at the client's expense.

Article 9 - Lien Right

In case of extended immobilization, the mover is authorized to place the goods in storage at the client's expense and risk. If the goods are not retrieved within one month, the mover may proceed with their sale.

Article 10 - Mover's Liability

10.1. The mover is responsible for loss and damage, except in cases of force majeure.

10.7. In the event of the mover's liability, compensation is limited to €125 per cubic meter of damaged goods, with a deductible of €250.

Article 11 - All-Risk Insurance

The client may take out "all-risk" insurance for their goods through the mover or their own insurer. In the absence of insurance, only the mover is liable under the limits of Article 10.

Article 12 - Payment Terms

Amounts due are payable upon receipt. A deposit may be required before the move, and the balance upon delivery.

Article 13 - Jurisdiction of Courts

Any dispute will be settled by the competent courts in accordance with Article 624 of the Judicial Code.