

General terms and conditions – Destination and Immigration Services for private customers

Art. 1 Application for service

Packimpex Deutschland GmbH will not perform any services without a confirmation of the quote by email or fax.

Art. 2 Additional packages

Packimpex Deutschland GmbH will not perform any additional tasks outside of the agreed packages without written permission from the ordering authorized person.

Art. 3 Confidentiality

Information transmitted of a confidential nature will not be shared with any third party, except where this is required in order for us to deliver our services. The nature of our services requires us to share information with certain service providers relevant to the relocation and settling-in process, in particular landlords, insurance companies, banks, telecoms companies and occasionally other similar service providers. This information will be used solely for the purpose of assisting with the relocation and settling-in process. Data will be kept secured and with restricted access at all times. We will return all confidential material including copies immediately if requested by the instructing party.

Art. 4 Charges and expenses

Packimpex Deutschland GmbH does not include the cost of lunches in the package prices, nor the advertisement fees for online advertisements for property searches. See also Article 10 Pricing.

Art. 5 Normal business hours

Prices are based on a Monday to Friday from 8am to 6pm (bank holidays are classified as non-working days). An additional 50% surcharge will be levied on work done outside of these hours. Prior agreement will be requested from the client before delivery.

Art. 6 Home rental

Whilst we will do our best to secure the rental property working within the restraints of the market and accepted business practice, Packimpex GmbH cannot be held responsible for the refusal of a lease application.

Art. 7 Security deposits for rental properties

Packimpex Deutschland GmbH cannot be held responsible for a security deposit which is not liberated by the landlord.

Art. 8 Pre-existing damages

Packimpex Deutschland GmbH cannot be held liable for any pre-existing damages to the properties.

Art. 9 Power of attorney

If the client has already left Germany, Packimpex Deutschland GmbH will require a power of attorney to deliver the service on the client's behalf. Unless agreed, the services do not include any property management or airing of the property on behalf of the client.

Art. 10 Pricing

All pricing includes VAT. Not included in the Packimpex Deutschland GmbH pricing are any incidentals/direct out of pocket expenses e.g. courier and recorded post fees, and government fees or lawyer/legal expert fees, which can arise in particular for immigration services and vary depending on the each client's situation.

Art. 11 Payment terms

We request settlement in full before the beginning of services. We accept payment via bank transfer or credit card. The client will be contacted within 1 working day of the confirmation of payment. Government fees and fees relating to legalisation of paperwork are payable directly to those service providers and are not included in the package price.

Art. 12 Refunds

No refunds will be provided if you choose to cancel or discontinue your order with Packimpex Deutschland GmbH after we have begun delivering your arrival, departure, or immigration services (the day the Relocation Consultant, Global Mobility Manager, or Immigration Consultant contacts you).

Art. 13 Cancellation

It is possible to cancel your order after it has been paid, but before your arrival, departure or immigration service has been initiated (see article 13 above). The cancellation fee is EUR 250. Packimpex Deutschland GmbH will only cancel the order after the invoice is paid.

Art. 14 Legal legislation

Packimpex Deutschland GmbH will abide by German legislation at all time. The legal venue for both parties is at the location of the service providers registered office.