

Service Level Agreement for Partners

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Version: May 2026 **Effective Date:** May 1, 2026

About This Agreement

This Service Level Agreement establishes the terms and conditions under which moversclan BV provides international and domestic moving and relocation services to partner companies. We are committed to delivering high-quality service, clear communication, and mutual accountability in all our business relationships.

Our Services

Origin Services

moversclan BV provides comprehensive origin services including:

- Pre-move surveys (physical or video) with detailed inventory creation
- Professional packing using new, high-quality materials
- Custom crating for fragile, valuable, or irregularly shaped items
- Furniture disassembly and protection
- Loading and securing goods in containers or vehicles
- Export documentation and customs clearance assistance
- Vehicle and motorcycle shipping arrangements

Transportation Services

- Sea freight (FCL and LCL options)
- Air freight for time-sensitive shipments
- Road transport within Europe and internationally
- Multi-modal transportation solutions
- Real-time shipment tracking and status updates
- SOLAS VGM compliance for containerized shipments

Destination Services

- Import customs clearance and documentation
- Delivery scheduling in coordination with transferee
- Unloading and placement of goods
- Unpacking and debris removal
- Furniture reassembly
- Completion documentation and customer satisfaction surveys

Storage Services

Our secure storage facilities meet the following standards:

- Climate-controlled, dry, and pest-free environment
 - 24-hour security monitoring with CCTV
 - Fire safety equipment inspected every 12 months
 - Full inventory management and access control
 - Insurance coverage for stored goods
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Service Standards

Personnel Standards

All moversclan BV personnel and subcontractors meet the following requirements:

- Criminal background checks conducted prior to employment
- Verified right to work in applicable jurisdictions
- Training in international packing standards and best practices
- Annual GDPR awareness training completed
- Professional conduct and appearance at all times
- No personnel with convictions for theft, violent crimes, or sexual offenses

Packing Standards

- All packing materials are new and of professional quality
- No "Packed by Owner" (PBO) items accepted without inspection
- Tape never applied directly on furniture or polished surfaces
- Detailed inventory with specific item descriptions
- Parts box system for hardware, keys, and remote controls
- Photographic documentation of pre-existing damages

Container Standards

- C-TPAT compliant 7-point inspection before loading

- High-security bolt seals meeting PAS ISO 17712 standards
- Minimum 2 moisture absorption packs per container
- Professional bulkhead construction
- Digital photographs of seal numbers and bulkhead required

Performance Metrics

Response Times

Activity	Timeline
Initial shipper contact	Within 1 business day
Survey scheduling	Within 1 business day
Survey results delivery	Within 2 business days
Pre-alert (air)	Within 24 hours
Pre-alert (sea)	Within 48 hours
Arrival notification	Within 2 business days
Delivery documentation	Within 48 hours
Invoice submission	Within 3 business days

Quality Targets

Metric	Target
Survey accuracy	+/- 10% of actual volume
Customer satisfaction	95% scores of 4 or 5
Claims rate	Maximum 10% of shipments
On-time delivery	95% within scheduled window

Payment Terms

Default: Pre-Payment

Unless other payment terms have been agreed in writing in advance, **moversclan BV invoices are payable in full before the start of services** (pre-payment). Service execution is conditional on receipt of the agreed funds.

Agreed Terms Prevail

Where written payment terms have been agreed with a partner (for example NET 30 for established partners with a credit history), those agreed terms prevail over the pre-payment default. Such terms must be confirmed in writing per engagement or via a master service agreement.

Currency and Method

- All invoices are issued in EUR unless otherwise agreed.
- Accepted payment methods: bank transfer, Bancontact, credit card.
- Bank details and the agreed reference number are stated on each invoice.

Late Payment

Late payment automatically — without prior notice — incurs:

- Interest at the rate provided by the Belgian Law of 2 August 2002 on combating late payment in commercial transactions; and
- A fixed indemnity of **EUR 40** for collection costs (Art. 6 of the same Law), without prejudice to higher recoverable costs.

Disputed Invoices

Disputes regarding an invoice must be submitted in writing within **8 calendar days** of the invoice date, with reasons. After this period, invoices are deemed accepted.

Insurance and Liability

moversclan BV maintains comprehensive insurance coverage including:

- General liability insurance
- Professional indemnity insurance
- Public liability insurance
- Motor vehicle insurance
- Warehouse and storage insurance
- Workers' compensation insurance

Liability Framework

Type of Loss	Liability Limit
Cargo damage (standard)	EUR 125 per cubic meter
Property/residence damage	Full replacement cost
Aggregate annual cap	EUR 2,500,000

Data Protection

moversclan BV complies fully with the General Data Protection Regulation (GDPR) and all applicable data privacy laws. Our commitments include:

- Processing only data strictly necessary for service delivery
 - Implementing appropriate technical and organizational security measures
 - Providing annual GDPR training to all personnel
 - Reporting any data breach within 24 hours
 - Ensuring all subcontractors maintain equivalent standards
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Anti-Bribery and Anti-Corruption

moversclan BV maintains a zero-tolerance approach to bribery and corruption. We conduct our business with professional integrity, in compliance with:

- UK Bribery Act 2010
 - US Foreign Corrupt Practices Act (FCPA)
 - All applicable local anti-corruption laws
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Environmental Responsibility

We are committed to minimizing our environmental impact through:

- Proper waste separation and recycling
 - Prioritization of recycled and reusable packing materials
 - Route optimization to reduce fuel consumption
 - Use of river transport where feasible
 - Electronic documentation to reduce paper use
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Governing Law

This Agreement is governed by the laws of Belgium. The courts of Leuven, Belgium have exclusive jurisdiction over any disputes.

Contact Us

To discuss partnership opportunities or request more information about our service level agreement, please contact:

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Version 2.0 | Effective May 1, 2026

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