

Service Level Agreement for Service Providers

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

About This Agreement

This Service Level Agreement establishes the terms and conditions for service providers and subcontractors performing moving and relocation services on behalf of moversclan BV. By working with us, you agree to deliver services in accordance with the standards, procedures, and requirements outlined in this agreement.

Scope of Services

Services You May Be Requested to Perform

- **Survey Services:** Pre-move assessments with accurate volume estimates
- **Packing Services:** Professional wrapping, boxing, and protection of goods
- **Custom Crating:** Construction of wooden crates for fragile items
- **Loading/Unloading:** Safe handling and placement of goods
- **Transportation:** Local and long-distance movement of goods
- **Storage:** Secure warehousing of goods
- **Delivery Services:** Final mile delivery, unpacking, and assembly
- **Documentation:** Inventory creation and customs paperwork

Client Representation

When performing services, you act as a representative of moversclan BV and must:

- Identify yourself as working on behalf of moversclan BV
 - Maintain professional standards that reflect positively on our brand
 - Direct all client inquiries about pricing, claims, or terms to us
 - Never discuss transit times, costs, or service limitations with clients
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Service Standards

Personnel Requirements

All personnel performing services must meet these requirements:

- Valid right to work in the applicable jurisdiction
- Criminal background check completed (where legally permitted)
- No convictions for theft, violent crimes, or sexual offenses
- Trained in professional packing techniques
- GDPR awareness training completed annually
- Professional appearance and conduct at all times
- Capable of communicating in English or the client's language

Survey Standards

- Contact client within 1 business day of receiving survey request
- Accuracy requirement: within +/- 10% of actual volume
- Document items requiring special handling or access considerations
- Photograph items of high value (>EUR 1,500) and fragile items
- Report survey results within 2 business days

Packing Standards

- Use only new, professional-grade packing materials
- Never apply tape directly on furniture or polished surfaces
- Create detailed inventory with specific item descriptions
- Maintain Parts Box for all hardware and small components
- Photograph pre-existing damage before packing
- Complete Residence Walk-Through (RWT) form
- Protect floors, walls, and doorways during operations

Container and Loading Standards

- Perform C-TPAT 7-point container inspection before loading
- Use high-security bolt seals meeting PAS ISO 17712 standards
- Install minimum 2 moisture absorption packs per container
- Build professional bulkhead securing the load
- Photograph seal numbers, container condition, and bulkhead

Performance Metrics

Response Time Requirements

Activity	Required Timeline
Acknowledge job assignment	Within 24 hours
Contact client for survey	Within 1 business day
Submit survey results	Within 2 business days
Confirm packing dates	Within 1 business day
Submit packing documentation	Within 1 business day
Pre-alert (air shipments)	Within 24 hours
Pre-alert (sea/road)	Within 48 hours
Contact client for delivery	Within 1 business day
Submit delivery documentation	Within 2 business days
Report problems/damages	Immediately
Submit invoice	Within 5 business days

Quality Metrics

- Survey accuracy: +/- 10% variance from actual volume
- Claims rate: Maximum 10% of jobs
- Customer satisfaction: Minimum 4 out of 5 rating
- On-time performance: 95% within scheduled window
- Documentation accuracy: 98% error-free

Communication and Documentation

Required Documentation

- Pre-move survey report with photographs
- Detailed packing inventory (English language)
- Residence Walk-Through (RWT) forms - origin and destination
- Container/vehicle photographs (seal, bulkhead, condition)
- Damage reports with photographs
- Delivery confirmation with client signature
- Invoice with supporting documentation

Incident Reporting

The following must be reported IMMEDIATELY:

- Any damage to household goods
 - Damage to property or residence
 - Customer complaints or disputes
 - Delays exceeding 30 minutes
 - Safety incidents or injuries
 - Suspected theft or security issues
 - Volume variances exceeding 10%
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Pricing and Payment

Additional Charges

Any charges not included in the original quote require:

- Prior written approval from our designated contact
- Documentation justifying the additional charge
- Notification within 24 hours of discovery

Important: Unapproved additional charges may be rejected or deducted from payment.

Invoicing Requirements

- Submit invoices within 5 business days (30 days maximum)
- Include our job reference number and client name
- Provide detailed cost breakdown matching agreed rates
- Attach all required supporting documentation
- Currency: EUR unless otherwise agreed

Payment Terms

Payment within 30 calendar days of receipt of correctly rendered invoice. Invoices submitted more than 60 days after service may not be honored.

Insurance and Liability

Required Insurance Coverage

- General liability insurance

- Professional indemnity insurance
- Public liability insurance
- Motor vehicle insurance
- Warehouse insurance (if providing storage)
- Workers' compensation/employer liability

Liability Limits

Type of Loss	Your Liability
Cargo damage (standard)	EUR 125 per cubic meter
Cargo damage (negligence)	Full replacement value
Property/residence damage	Full repair/replacement cost
Late damage reporting	EUR 175 minimum
Third-party claims	Full indemnification

Data Protection and GDPR

You must comply with GDPR and all applicable data protection laws:

- Process personal data only as necessary for service delivery
- Implement appropriate security measures
- Ensure personnel receive GDPR training annually
- Never store personal data on laptops or mobile devices
- Report any data breach within 24 hours
- Delete or return all personal data upon service completion

Anti-Bribery and Anti-Corruption

You pledge a zero-tolerance approach to bribery and corruption. You shall NEVER:

- Engage in any form of bribery
- Offer improper payments to any individual
- Attempt to induce anyone to act illegally
- Offer or accept money, gifts, or kickbacks
- Facilitate payments to obtain unentitled services
- Fail to report improper payments

Code of Conduct

Professional Standards

- Punctuality - Always arrive on time
- Professional appearance - Clean, appropriate attire
- Respectful behavior - Polite to clients and colleagues
- Cultural sensitivity - Respect diverse customs
- No alcohol or drug use during working hours
- No smoking at client premises
- No solicitation of tips
- No negative comments about moversclan BV

Human Rights

We prohibit:

- Child labor
- Forced labor, slavery, or human trafficking
- Discrimination
- Cruel, inhumane, or degrading treatment

Confidentiality

You must keep strictly confidential:

- Client personal data and contact information
- Pricing and rate information
- Business processes and systems
- Agreement terms
- Any information designated as confidential

This obligation survives termination of the Agreement.

Termination

Termination for Cause

We may terminate immediately upon:

- Material breach not remedied within 20 days
 - More than 2 significant claims within 30 days
 - Theft allegation or conviction
 - Violation of anti-bribery or code of conduct
 - Data protection breach
 - Insolvency or bankruptcy
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Dispute Resolution

1. **Level 1:** Operational issues resolved within 5 business days
2. **Level 2:** Escalation to management within 10 business days
3. **Level 3:** Mediation within 30 days
4. **Level 4:** Arbitration or legal proceedings

Governing Law

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

Become a Service Provider

To become an approved service provider for moversclan BV, please contact:

moversclan BV Eduard Ichim, CEO De Vunt 7, 3220 Holsbeek, Belgium Email: email@moversclan.com
Phone: +32 486 407 958

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