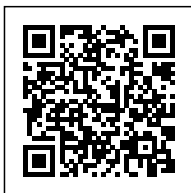


TERMS AND CONDITIONS



Jordgubbsprinsen

TERMS AND CONDITIONS

På svenska?  Welcome to Jordgubbsprinsen! We look forward to helping you.

By accepting a quote from us, you confirm that you have read, understood, and agreed to our general terms and conditions as well as the specifications and terms applicable to the services we offer within moving, packing, cleaning, assembly, and transportation.

Accepting a quote from Jordgubbsprinsen constitutes an agreement between you and [Jordgubbsprinsen AB](#) with Swedish Org number 556847-5197. It is important that you carefully read through the quote and the general terms and conditions before accepting. By accepting the quote, you commit to adhere to the terms and specifications stated.

Our services include moving, packing, cleaning, assembly, and transportation. Detailed descriptions of what each service entails and any specifications are available on our website. We encourage you to familiarize yourself with these before accepting a quote.

The price for the services you order is specified in the quotation provided. Payment terms are also specified in the quotation, and certain services may require advance payment.

If the Swedish Tax Agency denies your application for RUT deductions, you are obligated to pay the full amount stated on the invoice.

Payment Terms: Invoicing is conducted according to the specified invoice. For private customers, payment is due within ten (10) days from the invoice date, and for business customers, payment is due within fifteen (15) days. In case of late payment, default interest will be charged according to the Interest Act (1975:635) along with any reminder fee in accordance with the Act (1981:739) on Compensation for Debt Collection Costs.

Any objections to the invoice must be made no later than the invoice's due date.

Terms for cancellation or changes to ordered services are provided in your quote. It is important that you inform us immediately if you wish to make any changes or cancellation.

Jordgubbsprinsen AB is responsible for performing the services professionally and in accordance with applicable laws and regulations. We are insured for any damages that may occur during the execution of our services. Details regarding our insurance and our liability are described [online on our website](#).

We process all personal data in accordance with applicable data protection legislation.

Information on how we handle your personal data is available on our [our website](#).

If you have any complaints or feedback about the services we have provided, please contact us. We strive to continually improve our services and value your opinion.

- Any claims for compensation or reimbursement in case of complaints or damage must be submitted to Jordgubbsprinsen within 7 days after the date of the assignment.
- If a major damage occurs due to our handling during the assignment, the matter will be processed through our insurance company. The same conditions apply.
- In case of damage, the invoice is always paid in full before the due date. The damage case is handled separately.

The prices we have agreed upon for your move are based on the information you have provided as a customer. We reserve the right to adjust the prices if, during the execution of the move, we discover discrepancies between the information you have provided and the actual situation.

Examples of discrepancies:

- **Heavy/delicate items:** If we discover heavy or delicate furniture during the move that you have not informed us about before the agreement, we have the right to charge 800-1500 SEK including VAT after RUT deduction per item.
- **Incorrect information about the volym:** If you have provided incorrect information about the size of your belongings and we need to add resources, vehicles, and personnel, we will charge you for the extra resources.
- **Unexpected surfaces:** If we discover a glazed balcony during a move cleaning that was not mentioned when booking, we will charge 495 SEK including VAT after RUT deduction for this service.
- **Missing information:** If information about the floor level, elevator size, and the level of dirtiness of the home is not provided to us before the quotation/booking, we have the right to charge you for the extra hours we spend on the job.

To avoid extra costs:

Please provide all relevant and important information correctly to our sellers and managers. This will help us give you an accurate quote and avoid unexpected costs during your move.

We strive to offer you a smooth and hassle-free moving experience. By providing accurate information from the outset, we can guarantee accurate pricing and avoid misunderstandings.

By accepting a quote from Jordgubbsprinsen AB, you commit to having read, understood,

and accepted the general terms and conditions as well as the specifications and terms applicable to the services you order. We look forward to providing you with high-quality services.

Do not hesitate to contact your sales representative by phone at 0107773000 or by email. We are here to help!

Click on the respective button below for terms and conditions for each service:

Before moving

When our moving team arrives, we ask that all household items are prepared for the move. This means that all loose items should be packed in boxes or sealed bags, which should be clearly labeled with the room name (bedroom, kitchen, living room, etc.) to indicate where you would like the items placed in your new residence.

Any household items that are to be left behind or that you plan to move yourself should be clearly separated from other household items. The residence should be free of any trash or garbage, and moving boxes and bags should be placed at the back of the moving truck for easy access.

We **do not** disconnect or install washing machines, dishwashers, or other household appliances or electronic devices that **require authorized plumbing or electrical installations**. This is absolutely not included in the packing or moving assistance you book with us. We can neither disconnect nor connect these appliances, and the installation of household appliances and electronics is not included in our moving service. It is the customer's responsibility to ensure that these appliances are disconnected and installed by qualified professionals before and after the moving day.

Before cleaning

When our cleaning team arrives for the move-out cleaning, we ask that the residence is empty of household items. We value the safety and well-being of our personnel, and therefore, we ask that the residence meets an acceptable hygienic standard.

Please note that sanitization is not included in our regular cleanings but can be requested and booked in advance. We reserve the right to revise the cost estimate or decline the order upon inspection if our requirements are not met.

Before packing

When our packing team arrives, we kindly request that the residence is cleared of any items that will not be included in the move. This includes items that you plan to move yourself,

such as keys, valuables, and medications. Prior to packing, these items should be clearly separated from the other household items, and it is the customer's responsibility to ensure that they are not mixed with other packing materials.

Additionally, the residence should be free of any trash or clutter, and kitchen utensils should be washed and garbage should be disposed of.

About Bohag 2010

Jordgubbsprinsen adheres to the Bohag 2010 standard to ensure a safe and efficient moving process for our customers. Bohag 2010 is an industry standard developed to improve the quality of moving services and protect the interests of consumers. It includes guidelines and regulations on how household moves should be conducted, including packing, transportation, and handling of your belongings.

WE HANDLE THE RUT DEDUCTION!

Important about the RUT deduction

Our quote describes the final cost after the RUT deduction. We handle the administration of the RUT deduction directly with the Swedish Tax Agency. After the completed assignment, we invoice the final cost in accordance with our quote.

The invoice specifies the labor cost, which is eligible for the RUT deduction. Other costs not eligible for RUT deduction, such as transportation and vehicle costs, are also specified. The total cost (sum of the above items) after the RUT deduction corresponds to the quoted cost in our offer.

Good to know about the RUT deduction

Moving and cleaning are included in the category of household services. If you meet the conditions, you are entitled to a 50% tax reduction on labor costs (RUT deduction). Your personal maximum limit for the RUT deduction depends on your taxable income for the year. We recommend that you check your personal eligibility for the RUT deduction if unsure. This can be done via the Swedish Tax Agency's website.

Note! As the customer, you become responsible for payment of the non-approved amount if the Swedish Tax Agency's rejection is due to circumstances that can be attributed to you as the customer.

Allmänna Villkor - Jordgubbsprinsen AB