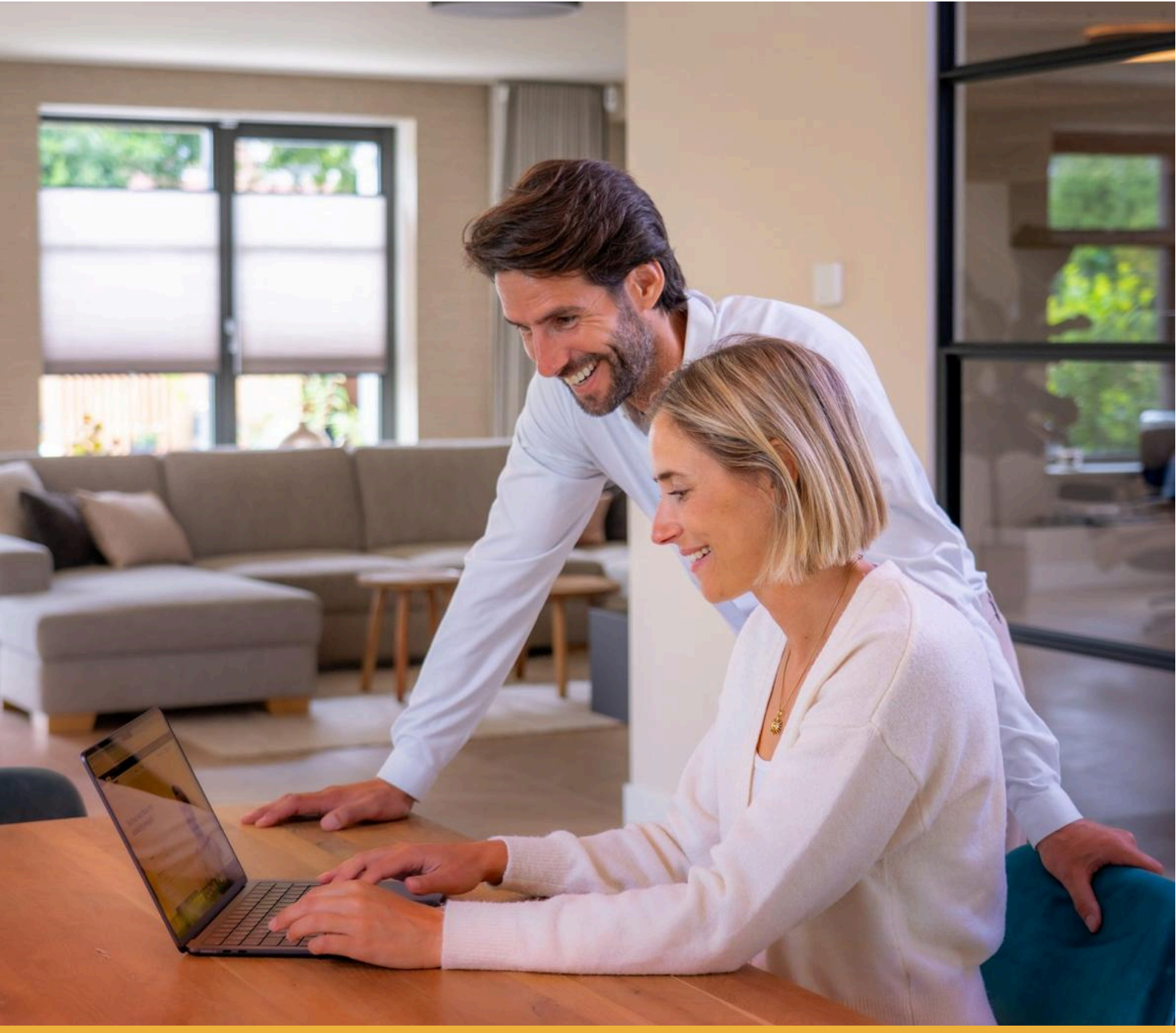


Oomen
VERHUIZERS & OPSLAG

VERSION OCTOBER 2026

CONSUMER REMOVALS

General Terms and Conditions for Removals

Applicable to consumer removals within, from or to the Netherlands.

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If storage also takes place in connection with the removal, the General Terms and Conditions of Oomen Opslag apply to that storage: oomen.com/algemene-voorwaarden/opslag/

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VERSION OCTOBER 2026

General Terms and Conditions for Removals

This is an English translation of the Dutch "Algemene Voorwaarden voor Verhuizingen" (version October 2026). In the event of any discrepancy between this translation and the Dutch text, or any difference in interpretation, the Dutch text shall prevail.

ARTICLE 1

Definitions

In these terms and conditions, the following definitions apply:

Mover: the company named in the quotation with which the Customer concludes the removal contract. The Mover may engage auxiliary persons for the performance of the contract, including other removal companies. The Mover remains responsible to the Customer for the performance of the removal contract.

Customer: the principal and/or consumer whose removal goods are the subject of the removal contract.

Consumer: a natural person acting for purposes outside his trade, business or profession.

Removal contract: the contract for the carriage of goods as referred to in Article 8:1170 of the Dutch Civil Code (DCC), under which the Mover undertakes towards the Customer to carry removal goods exclusively within a building or dwelling, partly within a building or dwelling and partly by road, or exclusively by road.

Removal goods: items located in a space, whether or not covered, that are intended for the furnishing, decoration or fitting out of that space and have already been used as such.

Household effects: all removal goods covered by the removal contract. Money and securities do not form part of the household effects.

Consumer removal: the removal of the household effects of a natural person who is not acting in the course of a profession or business.

Business: any enterprise or institution, whether or not independently established, with or without a profit motive.

Removal date: the date stated in the quotation, or the date subsequently agreed in writing, on which the removal takes place. For a removal lasting several days, the removal date is the first day of the removal.

Time-based price: the Mover's standard form of pricing (in Dutch: regieprijs): the price is calculated on the basis of the time actually spent at the hourly rate, with the minimum charge as

the minimum (post-calculation). In the quotation this is referred to as a quotation based on post-calculation with a minimum charge.

All-in price: a fixed price for the work described in the quotation (contract for work). An all-in price only applies if the quotation expressly states an all-in price or fixed price.

Hourly rate: the amount per hour stated in the quotation for the movers and equipment deployed together, including VAT.

Minimum charge: the amount stated as such in the quotation, including VAT, that the Customer owes as a minimum under a time-based price, even if the removal takes less time. The minimum charge is not an estimate, not an indicative price and not a forecast of the final price.

Additional work: work which the Customer requests in addition after concluding a removal contract at an all-in price and which is not included in the quotation, such as dismantling and assembly, packing and unpacking removal boxes, connecting and disconnecting equipment, walking distances of more than 10 metres between the rear of the removal vehicle and the front door, and moving furniture to a room other than the one it came from. Under a time-based price there is no additional work: all time spent is charged in accordance with Article 5(2).

Valuables: jewellery worn on the body (including watches), works of art, antiques, collections, precious metals, coins and medals, precious stones and pearls, and other items with a value of more than € 5,000 per item.

Delay damage: financial loss resulting from the delayed delivery of removal goods, as referred to in Article 6:96 DCC.

Replacement value: the amount that was required immediately before the damage or loss to purchase new items of the same kind and quality.

Current value: the replacement value less an amount for depreciation due to ageing or wear.

Market value: the amount for which an item can be traded on the regular market.

In writing: by letter, by e-mail or via the Mover's customer portal.

ARTICLE 2

Applicability

1. These general terms and conditions apply to consumer removals within, from or to the Netherlands:

- within a building or dwelling;
- where carriage takes place exclusively by road, including carriage of the lorry by ferry or rail within Europe as part of the road transport (for example to the United Kingdom by ferry or via the Channel Tunnel);
- or a combination of these.

2. Other general terms and conditions may be agreed for removals that are carried out (partly) other than by road.
3. These general terms and conditions do not apply to:
    - consumer removals by sea;

- removals commissioned by a third party that take place against the will of the owner of the removal goods (evictions);
- the sale and rental of materials with which the Customer carries out a removal at his own expense and risk;
- removals for a business; the General Terms and Conditions for Business Removals (AVB) apply to those.

4. The CMR Convention does not apply to removals (Article 1(4)(c) CMR). These general terms and conditions and the statutory rules on the removal contract (Article 8:1170 et seq. DCC) also apply to a removal from or to another country.
5. If storage also takes place in connection with the removal, the General Terms and Conditions of Oomen Opslag apply to that storage. These can be found at https://oomen.com/algemene-voorwaarden/opslag/.
6. In the event of a conflict between the quotation and these general terms and conditions, the quotation prevails. Deviations from these general terms and conditions only apply if they have been agreed in writing.

ARTICLE 3

The quotation

1. The quotation is issued in writing.
2. The quotation states at least:
   - the work to be performed by the Mover and the removal date;
   - whether a time-based price or an all-in price applies;
   - for a time-based price: the hourly rate, the minimum charge and the method of calculation in accordance with Article 5(2), with a calculation aid enabling the Customer to calculate the price for a given duration; for an all-in price: the price;
   - that the prices include VAT;
   - the time and method of payment;
   - the extent of the Mover's liability in accordance with Article 4;
   - that these general terms and conditions apply.
3. These general terms and conditions are sent digitally with the quotation. By accepting the quotation, the Customer confirms that he has received the general terms and conditions digitally, has taken note of them and agrees to their digital provision.
4. The quotation is dated and is valid until one month after that date. The quotation is without obligation: as long as the Customer has not accepted the quotation, the Mover may withdraw or amend it.
5. If capacity on the removal date has already been fully booked at the time of acceptance, the Mover will notify the Customer of this within two working days and will propose the next suitable date. If the Customer does not agree to this, he may cancel free of charge within 48 hours of that proposal.

ARTICLE 4

Liability and insurance

1. The Mover only compensates loss of or damage to the removal goods if and to the extent that he is liable for it under Article 14. The Mover does not provide household contents, transport or all-risk insurance for the benefit of the Customer. The Customer is advised to check whether his own household contents insurance covers the removal.
2. For a removal where both the loading address and the unloading address are in the Netherlands, the Mover increases the statutory limit of his liability of € 23,000 per household (Article 8:1182 DCC and the decree based on it) to € 125,000 per household, without any deductible. The Mover has insured this liability with a liability insurer. The Customer cannot derive any rights of his own from that insurance.
3. For a removal from or to another country, the Mover's liability is limited to the statutory amount of € 23,000 per household, unless a higher amount has been agreed in writing in the quotation. No deductible applies.
4. The following applies to the assessment of the damage:
   - removal goods are compensated on the basis of replacement value, unless the current value is less than 50% of the replacement value, in which case the current value is compensated;
   - motor vehicles, trailers, caravans, boats and their associated parts and accessories are always compensated on the basis of current value;
   - objects with an antique or rarity value are compensated on the basis of market value;
   - the damage is the difference between the value of the item immediately before and immediately after the event or, at the option of the Mover or his insurer, the cost of repair plus any reduction in value not eliminated by the repair;
   - the value is determined by an expert or on the basis of a valid valuation report (prior valuation); a prior valuation is valid for three years from the date of the valuation report.
5. The compensation amounts to a maximum of:
   a. € 5,000 per event for loss, including theft, of jewellery worn on the body;
   b. € 25,000 per event for damage to items intended for trade or professional purposes;
   c. € 5,000 in total per household for damage to or loss of valuables whose value the Customer has not stated in writing before the removal (Article 7(2)).

   These maximum amounts do not affect the liability which the Mover may not limit under Articles 8:1179 and 8:1182 DCC.
6. The Customer shall not have damaged removal goods repaired or replaced, nor dispose of them, before the Mover or his insurer has agreed to this in writing. The Mover may choose whether the damage is compensated by repair (by the Mover or a repair company designated by him), by replacement or in money. If the Customer has items repaired or replaced without that consent, the Mover will compensate at most the amount that repair or replacement through the Mover would have cost. The Customer may, however, take measures that are immediately necessary to prevent further damage; in that case he records the damage beforehand with photographs.

ARTICLE 5

Removal price

1. Unless the quotation expressly states an all-in price, a time-based price applies: a quotation based on post-calculation with a minimum charge.
2. The following applies to a time-based price:
   a. The Customer pays the time actually spent multiplied by the hourly rate, with the minimum charge as the minimum. The minimum charge is also payable if the removal takes less time.
   b. The minimum charge is not an estimate, not an indicative price and not a forecast of the final price. The final price depends on the time actually spent and may be considerably higher than the minimum charge. There is no maximum price.
   c. Time runs from the departure of the removal crew from the Mover's nearest branch until the crew's return to that branch. Travel time therefore counts. If the crew travels from a branch further away, the extra travel time is not charged.
   d. Time is rounded up per quarter of an hour.
   e. The movers are entitled to breaks. A break time of 12.5% has been factored into the hourly rate; the hourly rate has therefore been set lower. Time continues to run during breaks.
   f. After eight hours, calculated in accordance with paragraph c, a surcharge of 50% on the hourly rate applies for each subsequent hour.
   g. Fuel, kilometres, aids (such as furniture dollies and removal blankets) and the liability under Article 4 are included in the hourly rate. In addition, only the following costs may be charged:
      - a furniture lift or crane that is not included in the quotation but turns out to be necessary on site, at the rate stated for it in the quotation;
      - parking costs and parking permits or exemptions;
      - tolls, ferry charges, kilometre charges and other charges for the use of roads, bridges or tunnels;
      - border and customs costs;
      - costs of third parties engaged at the Customer's request;
      - reasonable costs of unforeseen measures necessary for the preservation or delivery of the removal goods.
   h. Work that the Customer additionally requests during the removal, such as taking down lamps or curtains or assembling furniture, is included in the time spent. No separate quotation is issued for this. Under a time-based price there is no additional work.
   i. An indication of the duration of a removal given in the quotation is not a commitment; no rights can be derived from it. The actual duration depends among other things on the volume, the accessibility of and circumstances at the locations, the preparation by the Customer, work that the Customer additionally requests during the removal, and traffic and weather conditions.
   j. The Customer is in control of the costs. He knows the hourly rate and the time of departure and can therefore calculate the costs so far at any time. The foreman will tell the Customer

the elapsed time on request. The Customer decides what is moved, may help himself (see Article 14(3)) and, once the minimum charge has been reached, may decide at any time to have the removal completed.

k. The Mover records the times by GPS. The invoice states the times of departure and return, the number of movers and vehicles deployed, the hourly rate, any surcharge and any additional costs. On request, the Customer will receive a printout of the GPS record.

3. The following applies to an all-in price:
   a. The all-in price covers the carriage, including loading and unloading, and the liability under Article 4, and otherwise only the work expressly stated in the quotation. The following work is therefore not included as standard, but only if the quotation expressly states it: packing and unpacking goods to be carried in boxes; dismantling and reassembling furniture; removing, disconnecting, installing or hanging lamps, curtains, floor coverings, cookers, dishwashers and washing machines and anything else attached to or on ceilings, walls, floors and roofs. The Mover does not carry out work requiring specialist expertise.
   b. The costs referred to in paragraph 2(g) are not included, unless otherwise agreed in writing.
   c. In the case of additional work, the Mover will preferably issue an adjusted quotation. If this is not possible due to urgency, for example because the additional work only becomes apparent on the removal day, the additional work will be carried out at the hourly rate stated in the quotation or, if the quotation does not state an hourly rate, at the hourly rate that the Mover states to the Customer before the work is carried out.
   d. Extra time needed because the Customer has provided incorrect or incomplete information, for example about the volume or accessibility, counts as additional work.
   e. The invoice specifies every deviation from the all-in price.
4. If no price has been agreed, the Customer owes a reasonable price.

ARTICLE 6

The contract

The removal contract is concluded:

- as soon as the Customer has stated in writing that he accepts the quotation;
- if no quotation has been issued, at the moment both parties have signed the contract;
- as soon as the Customer actually makes the removal goods available to the Mover for removal.

ARTICLE 7

The Customer's duty to provide information

1. The Customer shall in good time provide the Mover with all information concerning the removal goods and their handling that he is or ought to be able to provide and that he knows or ought to know is of importance to the Mover, unless he may assume that the Mover already knows this information.
2. In particular, the Customer shall in good time inform the Mover of:

- all items whose presence entails a particular risk of damage to the removal goods or the business equipment;
- all objects of a technical nature for which the manufacturer has prescribed special security measures to be taken before transport;
- all objects of a special nature that are subject to special regulations of the manufacturer or supplier or of domestic or foreign authorities, such as firearms;
- all valuables; the Customer reports these in writing before the removal, stating their value.

The Mover only moves money, securities, precious metals, coins and medals, precious stones, pearls and documents if the Customer has handed them over to the Mover separately before the removal, stating their quantity and value. The Mover advises the Customer to transport these items himself.

3. With regard to the removal, the Customer shall in good time inform the Mover of particulars of the old and new residential locations (for example a living room on an upper floor) and of other circumstances relevant to the removal (for example a broken-up pavement or street or limited parking), unless the Customer may assume that the Mover already knows this information.
4. The Mover is entitled, but not obliged, to investigate whether the information provided by the Customer is correct and complete.

ARTICLE 8

Obligations of the Mover

1. The Mover is obliged:

- to deliver the removal goods at their destination (to place them at the designated spot) in the condition in which they were made available to him for packing or dismantling, or for carriage;
- to complete a removal once started without delay.

2. The Mover's obligations under the removal contract end as soon as the removal goods have been delivered at the agreed destination.

ARTICLE 9

Dangerous items or substances

1. If the Customer hands over dangerous items or substances to the Mover as referred to in the Dutch Transport of Dangerous Goods Act, the Customer shall inform the Mover of the nature of the danger and the precautions to be taken.
2. The Mover is entitled not to move dangerous items or substances about which he was not informed when the contract was concluded.
3. The Mover is entitled to unload dangerous items or substances about which he was not informed when the contract was concluded at any time and place, and to render them harmless or destroy them (or have this done), at the Customer's expense. In that case the Customer is moreover liable for all costs reasonably incurred and damage suffered as a result of their carriage.

ARTICLE 10

Customs formalities

1. The following applies to removals by road to or from the Netherlands:

- the Mover will inform the Customer to the best of his ability about the customs regulations and other formalities required for the performance of the removal contract;
- the Customer will make the necessary documents available to the Mover and provide him with all information required for completing the formalities.

2. The Mover is entitled, but not obliged, to investigate whether the information provided by the Customer is correct and complete.

ARTICLE 11

Amendment of the contract

1. The Customer may request the Mover to amend the performance of the removal contract. The requested amendment must be feasible for the Mover and must not disrupt the Mover's business operations. The Customer shall reimburse the Mover for all necessary costs and disadvantages actually resulting from the amendment. If the amendment benefits the Mover, he will not charge the costs reasonably saved. Article 12(1) applies to postponing the removal date.
2. If, due to unforeseen circumstances, the Mover cannot perform the removal contract in accordance with the order and within a normal period of time, he will ask the Customer for new instructions or, if that is not possible, take the measures which in his opinion are as far as possible in the Customer's interest.

ARTICLE 12

Cancellation, postponement and termination

1. The Customer may cancel the removal contract or have the removal date postponed at any time, even if no circumstance as referred to in paragraph 2 or 3 occurs. The Mover reserves staff and equipment for the removal date and has incurred costs to conclude the contract. The Customer therefore owes a fee for cancellation or postponement in accordance with the scale below. The scale applies in the same way to cancellation and to postponement.

Number of days before the removal date	Fee
60 days or more	20% of the removal price
30 to 59 days inclusive	at most 35% of the removal price
14 to 29 days inclusive	at most 50% of the removal price
7 to 13 days inclusive	at most 75% of the removal price
0 to 6 days inclusive	at most 100% of the removal price

For the application of this scale:

a. The number of days is the number of calendar days, including weekends and public holidays, from the day of receipt to the removal date. The day of receipt does not count; the removal date does.

   Example: the removal date is 15 June. Receipt on 1 June is 14 days: the fee is at most 50%. Receipt on 2 June is 13 days: the fee is at most 75%.

b. The decisive day is the day on which the Mover received the cancellation or the request for postponement in writing. An e-mail is deemed received on the day it is sent, even if the Mover's office is closed that day.

c. In this article, removal price means: for an all-in price, the agreed price, and for a time-based price, the minimum charge stated in the quotation, in both cases including VAT.

d. If the Customer cancels or postpones part of the removal, for example one of several removal days, the scale applies to that part.

e. For postponement, the calculation is made from the most recently agreed removal date. The removal on the new date is in addition invoiced in accordance with the quotation. If the removal date is postponed again, the scale applies again, calculated from the removal date then applicable.

2. The Customer may terminate the removal contract if it comes to his knowledge that the Mover will not be able to carry out the removal on the agreed day and time. The Customer shall give notice of termination shortly after this has come to his knowledge, with due observance of paragraph 4.
3. If, before or upon the offering of the removal goods, circumstances arise on the part of either party which the other party did not need to know when concluding the contract, but which, had they been known to it, would reasonably have been a reason for it not to conclude the contract or to conclude it on different terms, that other party may terminate the contract.
4. Termination takes place by written notice to the other party. The contract ends at the moment that notice is received.
5. After termination, the parties shall compensate each other, in accordance with the standards of reasonableness and fairness, for the damage suffered as a result and demonstrable, except in the case of paragraph 2 of this article. The compensation shall not exceed the agreed removal price.
6. Under a time-based price, waiting time counts as time spent. If the removal cannot go ahead on the removal date, in whole or in part, due to a cause on the Customer's side, for example because the removal goods are not available at the agreed time or the dwelling is not accessible, the Mover may terminate the contract for that part. For that part, the Customer then owes the fee applicable to cancellation on the removal date (paragraph 1) or, if higher, the time spent up to that point. At the Customer's request, the Mover will move the removal goods that are available.

ARTICLE 13

Payment

1. The Customer shall pay the invoice within 14 days of the invoice date, via iDEAL or by bank transfer. Cash payment on the removal day is possible.
2. For a removal from or to another country, the removal price, and for a time-based price the minimum charge, must have been paid in full before the transport abroad begins. As long as payment has not been received, the Mover may suspend performance. The costs arising as a result, such as waiting time and storage, are for the Customer's account.
3. If the Mover has good grounds to fear that the Customer will not pay, for example because previous invoices have remained unpaid, he may require advance payment or security before the removal and suspend performance until it has been provided.
4. As long as the Customer has not paid what he owes under the removal contract, the Mover may retain the removal goods (right of retention). As soon as the removal goods have come into the Mover's control, the Mover moreover has a right of pledge over them as security for those claims. In that case the Mover may suspend performance and store the removal goods at the Customer's expense and risk in a suitable storage place. The Mover will only proceed to sell the removal goods with the permission of the court (Article 8:1194(2), Article 8:1198 and Article 3:251 DCC).
5. The Customer is in default from the expiry of the payment term. After the expiry of that term, the Mover will send a payment reminder and give the Customer the opportunity to pay within fourteen days of receipt. If payment has still not been made after that period, the Mover is entitled to charge the statutory interest from the expiry of the payment term, as well as the extrajudicial collection costs. The amount of the extrajudicial collection costs is bound by the statutory limits; these may be deviated from in favour of the consumer.
6. If the principal is not the same person as the person whose removal goods are being moved, the Mover will make separate arrangements with the principal regarding payment and regarding delivery if the owner of the removal goods cannot be reached personally. If the principal fails to meet his payment obligations, the owner of the removal goods is liable for payment of the removal costs.

ARTICLE 14

Liability of the Mover

1. If the Mover fails to fulfil the obligations under Article 8, he is liable for the resulting damage, unless the failure was caused by a circumstance which a careful mover could not have avoided and the consequences of which he could not have prevented. Article 4(4) to (6) inclusive applies to the assessment of damage to or loss of removal goods. In the case of delay damage, the Mover is not liable for damage exceeding the removal price; the Customer must demonstrate the extent of the delay damage.
2. The Mover cannot escape his liability by invoking:
   - the defectiveness of the vehicle used for the removal;

- the defectiveness of the equipment he uses, unless the Customer made it available; equipment does not include a ship, aircraft or railway wagon on which the vehicle is located;
- damage caused to the removal goods by the acts of third parties whose actions are not at the Customer's risk.

3. The Mover is not liable if the failure is the result of special risks associated with one or more of the following circumstances:
   - the packing or dismantling, or unpacking or assembling, of removal goods by the Customer or with the help of a person or means that the Customer made available for this purpose of his own accord;
   - assistance with the removal by the owner of the removal goods, his family members, friends or others whom he has asked to help;
   - the choice by the Customer, while the Mover advised him of another option, of a method of packing or execution that deviates from what is customary for the agreed removal (for example the use of removal boxes from other suppliers);
   - the presence among the removal goods of items for which the Mover would have taken special measures had the Customer informed him of their presence and nature in accordance with Article 7;
   - the nature or condition of the removal goods themselves, as a result of which they are exposed to total or partial loss or damage solely due to causes related to that nature or condition, such as leakage, running out or melting of other removal goods or the dying of plants; and the loss of banknotes, securities, precious metals, coins and medals, precious stones, pearls, documents and collections, unless the Customer handed these items over to the Mover separately before the start of the removal, stating their quantity and value;
   - electrical, electronic and mechanical equipment no longer functioning or no longer functioning properly.
4. If the Mover proves that the failure to fulfil his obligations under Article 8 may have been the result of one or more of the special risks referred to in paragraph 3, it is presumed to have resulted from them, without prejudice to the Customer's right to provide evidence to the contrary.
5. The Mover is liable for wrongly leaving objects behind in, or wrongly taking objects from, the loading locations, if he was or ought to have been expressly aware of this.
6. If the Customer does not appear, refuses to accept the removal goods or does not accept them with the required speed, or if the removal goods have been attached, the Mover may store the removal goods at the expense and risk of the person entitled in a suitable storage place. The Mover will notify the Customer of this in writing as soon as possible. If storage takes place at Oomen Opslag B.V., the General Terms and Conditions of Oomen Opslag apply to it; the Mover will send them with the notification.
7. Without prejudice to this article, the Mover is not liable for damage that has not been caused by a failure to fulfil his obligations under Article 8.
8. For damage to the dwelling or building, such as floors, walls, doors, frames, stairs and lifts, the Mover is liable if that damage was caused by a failure on the part of the Mover in carrying out the removal. Before the start of the work, the Customer shall point out to the Mover any

particularly vulnerable or already damaged parts. Article 16 applies to the reporting of this damage and Article 4(6) applies to its repair. Liability for damage to the dwelling or building is limited to € 125,000 per event.

ARTICLE 15

Liability of the Customer

1. The Customer is liable for the costs and damage suffered by the Mover because the Customer did not provide, or insufficiently provided, the information referred to in Articles 7, 9 and 10, unless the Customer cannot be blamed for this.
2. Except in the event of force majeure, the Customer shall compensate the Mover for the damage arising because the removal contract cannot be performed, or cannot be performed as agreed, due to an act or omission of the Customer. The compensation shall not exceed the removal price. Article 12 applies to cancellation or postponement.
3. The Customer shall indemnify the Mover on first request if the Mover is held liable by third parties outside the contract for damage or financial loss, including criminal, administrative and civil fines, that is in any way connected with the performance of the removal contract by the Mover, his employees and auxiliary persons, if that damage or loss is the result of an act or omission of the Customer in breach of a statutory provision.

ARTICLE 16

Reporting damage

1. If the Customer finds damage upon delivery, he shall report it to the foreman upon delivery. If there is no opportunity to check the removal goods for damage upon delivery, the Customer shall state this in writing beforehand or at the latest upon delivery.
2. The Customer shall report damage to the removal goods or to the dwelling to the Mover in writing, with photographs, as soon as possible, preferably within two working days after the removal. If the Mover has not received a written report within fourteen days after the removal, he is deemed to have carried out the removal without observable damage.
3. After a report of loss or damage, the Mover and the Customer shall reasonably give each other access to the removal goods and all other means necessary to investigate the loss or damage. The Customer shall keep damaged removal goods and keep them available until the investigation has been completed (see also Article 4(6)).

ARTICLE 17

Compensation in the event of liability

1. The compensation owed by the Mover for failure to fulfil his obligations under Article 8 is limited to the amounts referred to in Article 4(2) and (3), subject to the maximum amounts in Article 4(5).
2. If the Mover undertakes in one contract to move more than one household, the limitation in paragraph 1 applies per household.

3. The Mover cannot invoke a limitation of his liability insofar as the damage has arisen from his own act or omission, committed either with the intent to cause that damage or recklessly and with the knowledge that such damage would probably result.
4. All claims based on or related to the removal contract become time-barred in accordance with the law after one year from the delivery of the removal goods.

ARTICLE 18

Complaints

1. The Customer shall submit complaints about the performance of the contract to the Mover in writing, fully and clearly described, in good time after he has discovered or ought to have discovered the defects. If the Customer does not submit a complaint in good time, this may result in the loss of his rights in that respect. Article 16 applies to damage to the removal goods.
2. The Customer shall submit complaints about the invoice in writing, stating reasons, within the payment term of Article 13(1).
3. The Customer shall pay the part of the invoice that is not disputed within the payment term.

ARTICLE 19

Applicable law and disputes

1. All contracts between the Mover and the Customer are governed by Dutch law.
2. Disputes shall be submitted to the court that has jurisdiction by law.
3. Before a dispute is submitted to the court, the parties shall make reasonable efforts to resolve the dispute by mutual consultation.