

Partner Guidelines

The professional and efficient cooperation with our partners makes a significant contribution to our success. Sincerity, transparency and straightforwardness in dealing with customers, partners and colleagues are the highest priority values.

In all our business activities we always focus on our customers. We advise and support our customers in a professional, friendly and courteous manner. We react quickly and efficiently to our customers' wishes, as satisfied customers are the best motivation for us.

The interaction between colleagues, business partners and customers is characterised by **appreciation, respect and friendliness**.

We see potential disputes as an opportunity to find solutions and deepen relationships. We take them seriously, allow them to arise and deal with them rationally.

Customer satisfaction

The customer appreciates a smooth, professional process and is only satisfied when the order is completed on time and in a professional manner.



Respond to the customer's wishes and take his concerns seriously. Concerns and anxieties are often a part of major changes, and can be relieved through professional execution.

We will at no time tolerate unfriendly behaviour, arguments, violent discussions or other misconduct. Severe unfriendly or unprofessional behaviour can result in strict contractual penalties. As well as any costs of subcontracting, replacement services or further organisation, will be charged if the order is cancelled on site.

The general conditions for your cooperation with us are set out in our General Terms and Conditions for the Customer, Partner Guidelines and in the Online Contract.

Accepting jobs

As soon as a new order is available in your area of operation, you will receive a notification by email. You can also view this new order in MoveAgain Admin. The price and date of the orders are not negotiable.



As soon as you have accepted an order in our system, you are obliged to carry it out after you have been accepted. You can find the rules about a possible cancellation in the partner contract. If an order is not executed despite your acceptance or is cancelled at short notice, you are obliged to pay the costs for the move and further organisation.

A detailed guide for the right processing of the partner account (MoveAgain Admin) can be found on our website.

Punctuality

Punctuality is the simplest way to show appreciation. Nobody likes to wait, especially on such an important day. Everything is arranged, however, the partner company fails to show up - the worst-case scenario for every customer. Punctuality is therefore absolutely essential. Let the client know by phone half an hour (30 minutes) before the appointment where you are and that you are about to arrive.



It is best to be on site 5 minutes before the appointment and if something does happen, please inform the customer immediately. Up to half an hour (30 minutes) is tolerable, but the customer must be called immediately.

If the delay exceeds 30 minutes, there is a 10% deduction from the total accepted order price for each hour or part thereof.

Safety during transport

The vehicles must be in a technically flawless condition, and all official safety regulations and cargo securing devices must be followed at all times.

The driver of the vehicle must ensure that the vehicle and the cargo are in proper and safe operating condition. He must ensure that the lighting is working and that any potential

overhangs are marked or highlighted accordingly. If a vehicle requires a permit to travel on public roads, the permit or a copy of the collective permit must be carried along and presented to the control authorities at all times. No passengers are allowed to be carried on the transport vehicles on public roads.

It is obligatory that furniture is adequately protected from possible damage during transport. This can be done with a protective foil or with blankets. If the instructions are not followed, MoveAgain may charge a penalty fee.

You are obliged to take pictures of the damage and send them to MoveAgain. The photos must also show the safety regulations, the carefully packed furniture and the load securing. This serves as evidence and proof of the cause of damage.

Depending on the size and type of your business, the ASA guidelines must be implemented. Independently of this, constant quality controls of the vehicles and the packaging material, which are carried out specifically for this purpose, must be recorded.



Additional costs

In general, the following applies: The order must be executed to the complete satisfaction of the customer, even if there is additional work. The customer must be satisfied at all times.

The additional costs are eventually recorded by you in cooperation with the customer on the acceptance protocol and must be signed by the customer. After





completion, the acceptance protocol has to be sent to MoveAgain, especially in case of additional costs.

Based on the additional expenses, the company MoveAgain calculates the additional amount for the customer, which has to be paid to the partner company accordingly. No price agreements are made on site, no possible fees are given and no questionable discussions about the expected price increase are made. In case of a violation we will consider an immediate termination of the cooperation.

Damage cases

You are obliged to have a valid liability insurance for your company at all times.

In reality, all household-related services can quickly cause damage. A wardrobe slips when you carry it, the paintbrush falls on the couch, the marble surface is inadequately cleaned or the expensive vase falls off the dresser when you walk by. Accidents happen everywhere, but if the customer notices that no attempt is made to cover up and immediately reports it openly and honestly, the inconvenience is often not as big, but the relief about the professional handling of the partner company even in case of failure is much greater.



If objects are damaged during your work, please inform the customer and MoveAgain immediately. The damage must be recorded in pictures and on the acceptance protocol.

You must report the damage to your insurance company within 7 days.

As of the 8th day on which the damage was not reported to your insurance company, the contractual relationship will be terminated immediately and without revocation and the partner company will be charged the amount of the damage plus a contractual penalty of CHF 5'000.





Acceptance protocol

The acceptance protocol proves the professional and competent execution of your service. Therefore it is essential for you to have it filled out.

You are obliged to fill in the acceptance protocol with the client after the execution and upload it to the system with the corresponding order within 72 hours after the execution date at the latest. If this is not done, a fixed fee of CHF 50.00 is due.

If we do not receive an acceptance protocol, we cannot make any settlement and thus no payment.

Payment

The terms of payment are regulated in the partner contract of MoveAgain AG. Please ask all questions regarding invoices or payments in writing by e-mail. We will take care of it as soon as possible. We do not consider telephone calls for questions about invoices, because we cannot answer them immediately. This process is in the interest of customer satisfaction and must be strictly followed. You may not collect your orders or make a price agreement on site, otherwise you will be subject to heavy contractual penalties.