



SERVICE LEVEL AGREEMENT

Updated 17/10/2019



MOVING AND STORAGE SERVICES

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MOVING - STORAGE
RECORD MANAGEMENT
ARCHIVE DESTRUCTION
PACKING MATERIAL





STREFF should have to obey the compliance and top quality requirements for FIDIFAIM and for ISO. In order to fulfil our quality standards, STREFF has developed policies that apply to our employees, our suppliers and worldwide business agents. In this document, we describe our expectations with those agents and partners that provide any type of services to STREFF. This agreement does not form part of a commercial contract between parties nor does it guarantee any levels of business.

CONFIDENTIALITY

The business partner agrees to treat all confidential information provided by STREFF when performing services and shall not (without prior consent from STREFF) disclose or permit disclosure of such confidential information to any third party.

STREFF's confidential information will be used by the business agent solely for the purpose of fulfilling its obligation under this agreement. The business partner agrees not to use or disclose STREFF's confidential information for its own benefit or for the benefit of others, foreign from STREFF

The business partner agrees to safeguard all confidential information of STREFF with at least the same level of care as the business partner uses to protect its own confidential information.

DATA PROTECTION

The business partner will agree with STREFF's policies, procedures, standards, guidelines for privacy, information protection, data and systems security and with all applicable privacy laws and regulations.

The business partner shall protect the confidentiality, privacy, integrity and availability of STREFF and it is client's information.

All personal data of assignees and other individuals received in connection with this agreement shall be handled and maintained to the requirements of any applicable data protection laws and any subsequent or related legislation.

ANTICORRUPTION

The business partner approves our prohibition of offering, giving or promising anything of value (including a facilitation payment) directly or indirectly to a government official to influence, or reward official action of to anyone to persuade them to perform their work duties or otherwise indecently.

You must stand by all applicable anti-corruption laws as stated above and you will not receive or approve to accept any payment either, gifts or any other advantage in relation to any job performed on behalf of STREFF. These expectations must be communicated to all those persons who will be performing services for or on behalf of STREFF, including any subcontractors.



SERVICES

All services defined below must be provided by our agents

ORIGIN AGENT SERVICES

SURVEY

Agent will initiate contact with each transferee within 1 business day. When survey has been received by the agent, the following steps must be also done:

Agent will acknowledge to STREFF in writing receipt of survey request and keep STREFF informed of scheduling details. If physical surveys can't be done, STREFF must be informed immediately.

Agent will perform each survey at no cost to STREFF. If there is any special situation, STREFF must be informed previously.

When survey is performed, STREFF must be notified immediately of any goods which constitute prohibited articles under applicable laws and regulations.

Within 2 business days after the survey, agent will provide STREFF with the results of the survey and an estimated cost to pack and handle the shipment.

Copy of each survey must be sent to STREFF along with survey results. Agent agrees that the margin for error for each survey will not exceed 10 % of volume

PACKING AND LOADING

Agent will carry out the packing, the loading and securing of each shipment in accordance with FAIMFIDI standards.

Obtain optimum density by using all available space and disassembling commonly disassembled goods.

Create legible packing list identifying all goods in the shipment with an accurate description of carton contents and full identification of appliances and electrical items.

All furniture must be listed denoting condition at time of wrapping, photographs of pre damage existing conditions will be send.

Crew leaders must write their names and sign the packing list in the corresponding section of the packing list.

Packing numbers must be written or attached on the exterior of wrapping/packing materials.

Under no circumstances our agents can accept PBO (packed by owner) listed on a packing list or included in a shipment. Any box presented to a packing crew as a PBO must have its contents inspected, ensuring that the box contains no restricted items and there is no threat to the security of a ship, plane or other vehicle on which it is to be transported.



DOCUMENTATION

Export procedures must only be initiated at origin when STREFF has given green light to proceed.

Agent will submit to STREFF the shipping pre-advice and confirmation of pickup with final weight and dimensions within 2 business days of final loading of the shipment. Please follow strictly the consignment instructions given by our traffic executives.

AWA or OBL must be submitted to STREFF for approval. Additionally, agent must provide all information for sailing/flight details.

Agent agrees that any deviation from the survey and quoted charges or weight must be communicated to STREFF in writing for approval. Any additional charge arising from a deviation that has not been approved in advance may be denied by STREFF.

PERMANENT STORAGE

Agent will:

- Arrange secure facilities for permanent and/or temporary storage
- For temporary and or permanent storage, please provide monthly invoicing or every 3 months

DESTINATION AGENT SERVICES

The service defined below must be provided by our agents:

- Arrival and customs clearance
- Agent will notify STREFF in writing of freight arrival at the destination country
- Customs clearance
- Unless otherwise requested, agent will prepay port charges on behalf of the transferee and invoice him directly
- Agent will notify STREFF in writing of any duties, taxes or inspection fees for its corresponding approval,
- Agent will present back up documentation for any additional charges that have to be paid (duties, taxes, THC, bonded warehouse etc)
- Agent must keep STREFF notified in writing of actual customs clearance process,
- If local customs representatives have inspected the shipment, agent will report to STREFF in writing within 24 hours.
- Drayage from airport/seaport of arrival
- Agent will coordinate drayage from the airport/seaport unless provided by the steamship line,
- Agent will verify all container seals upon arrival and at time of delivery to ensure each container has not been opened during transit. If any container seals do not match or have been broken, agent will notify STREFF immediately in writing.
- As soon as the shipment is received: agent will notify STREFF in writing



DESTINATION DELIVERY SERVICE

Agent will notify STREFF in writing of the scheduled delivery dates

Agent will notify STREFF in writing of any delays, damages or losses to the goods during the shipment no more than 2 business day of agent's discovery; such delays damages or losses will also be noted on the delivery packing list or delivery report

Agent will deliver appropriate shipping documents to the transferee at time of delivery including copies of the descriptive packing list.

Transferees declining unpacking services must state and sign on the delivery documents
If Transferee requires reassembly of disassembled items (tables, desk unit, shelf units, as example) that do not require special tools or third party services, this service must be provided by the agent.

Uncrating at no additional charges

In case any special services are required upon delivery to client's address and unless otherwise instructed by STREFF, agent must bill transferee directly for the extra charges
Agent will forward all delivery documents to STREFF within 3 business of the shipment to transferee.

The Delivery Documents include the signed packing list, notification of damage or loss, and agent's invoice.

Agent will offer basic claims assistance to the transferee and immediately notify in writing STREFF.

BILLING PROCEDURES

Billing procedures

Agent will submit an invoice to STREFF within 15 business days following the completion of services rendered to STREFF for processing and payment.

All payment are to be made in USD or in EUR (Local Suppliers only), knowing that FIDI rules apply.

INSURANCE

Agent must have all corresponding insurance policies required to handle all household goods shipments, including personal injury, liability and completed operations covering bodily injury, personal injury and property damage. Agent is responsible for maintaining limits of all risk property insurance that is adequate to cover full insurance value of all shipments.

TERM AND TERMINATION

This agreement will be effective as the effective date and will continue until terminated.

If one party terminate this agreement with or without cause, by giving the other party at least thirty (30) Days' prior written notice of termination. We appreciate your time and your support!

We understand and accept that non-compliance with this charter signifies non-compliance with the policies of STREFF and will make any business collaboration impossible



AGREEMENT:

By becoming a service provider of Streff you automatically agree to the regulations stipulated in the Anti-Bribery & Anti-Corruption Charter as well as our Data protection policy.

You understand and accept that non-compliance with this charter signifies non-compliance with the policies of STREFF and will make any business collaboration impossible. If for any reasons you would disapprove, please, sign this document and send it back to us :

138, route d’Arlon, L-8008 Strassen, or via email service@streff.lu

Company name :	_____		
Company address :	_____		
Printed Name:	_____	Position :	_____
Email address :	_____	Phone :	_____
Date :	_____	Signature :	_____