

SLOVENSKI STANDARD

SIST EN 12522-1:1999

01-december-1999

HfUbgdcfHbY'glcf]hj Y!'GY]Hj 'dc\ j'j U!'GY]Hj 'dc\ j'j UnUgYVb] 'bUfc b_cj '!%'
XY.'Cd]g'glcf]hj Y

Furniture removal activities - Furniture removal for private individuals - Part 1: Service specification

Umzugsdienste - Umzug für Privatpersonen - Teil 1: Festlegung von Dienstleistungen

Activités de déménagement - Déménagement de particuliers - Partie 1: Spécifications de service

[SIST EN 12522-1:1999](https://standards.iteh.ai/catalog/standards/sist/72e92f4e-c59b-4721-af5d-10c115d6dc/sist-en-12522-1-1999)

Ta slovenski standard je istoveten z: **EN 12522-1:1999**

ICS:

03.080.30 Storitve za potrošnike Services for consumers

SIST EN 12522-1:1999

en

iTeh STANDARD PREVIEW
(standards.iteh.ai)

SIST EN 12522-1:1999

<https://standards.iteh.ai/catalog/standards/sist/72e92f4e-c59b-4721-af5d-10cfl156d6dc/sist-en-12522-1-1999>

EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN 12522-1

June 1998

ICS 03.080.30

Descriptors: moving, services, specifications, definitions, user supplier relations, estimates, contracts, terms of sale, after-sale, quality

English version

Furniture removal activities - Furniture removal for private
individuals - Part 1: Service specification

Activités de déménagement - Déménagement de
particuliers - Partie 1: Spécifications de service

Umzugsdienste - Umzug für Privatpersonen - Teil 1:
Festlegung von Dienstleistungen

This European Standard was approved by CEN on 13 May 1998.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.

10cfl156d6dc/sist-en-12522-1-1999



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Central Secretariat: rue de Stassart, 36 B-1050 Brussels

Contents	Page
Foreword	3
Introduction	4
1 Scope	4
2 Normative references	5
3 Definitions	5
3.1 furniture removal service	5
3.2 furniture removal contract.....	5
3.3 waybill (instructions and work completion declarations).....	5
3.4 quotation.....	5
3.5 accepted quotation	5
3.6 packing.....	5
3.7 handling.....	6
3.8 transport.....	6
3.9 delivery	6
3.10 formalities at loading and after actual delivery	6
3.11 provision of the furniture removal service	6
3.12 pre-move survey.....	6
3.13 loss or damage insurance.....	6
4 Minimum and optional furniture removal service	7
4.1 General principles.....	7
4.1.1 Professionalism of the personnel.....	7
4.1.2 Suitability of the transport equipment.....	7
4.1.3 Suitability of packing material	7
4.2 Initial contact and preliminary information.....	7
4.3 Specifications of the minimum furniture removal service.....	8
4.4 Recommendations for additional, optional services.....	8
5 Contractual and statutory documents	10
5.1 General.....	10
5.2 Quotation.....	10
5.3 Declaration of value.....	11
5.4 Waybill.....	11
6 Principles governing the conditions of the contract	12
6.1 The conditions of the contract.....	12
6.2 Services carried out by the company.....	12
6.3 Information concerning the circumstances affecting the carrying out of the removal	12
6.4 Carrying out of the removal by third parties	13
6.5 Terms of payment	13
6.6 Cancellation of the contract	13
6.7 Liability	13
6.8 Procedures relating to compensation in the event of claims concerning loss or damage.....	14
6.9 Formalities to be observed in the event of claims relating to loss or damage	14

Foreword

This European Standard has been prepared by Technical Committee CEN/TC 320 "Transportation services", the secretariat of which is held by DS.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by December 1998, and conflicting national standards shall be withdrawn at the latest by December 1998.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

It is Part 1 of a standard on furniture removal for private individuals which includes the two following Parts:

Part 1: Service specification

Part 2: Provision of service

iTeh STANDARD PREVIEW
(standards.iteh.ai)

SIST EN 12522-1:1999

<https://standards.iteh.ai/catalog/standards/sist/72e92f4e-c59b-4721-af5d-10cfl156d6dc/sist-en-12522-1-1999>

Introduction

This standard forms part of a system of reference relative to the removal of household furniture and effects aimed at dealing with the service and with the provision of the service to private individuals conducted by the profession.

Within each activity, it has been necessary to make a distinction between the "service" on the one hand, and the "provision of the service" on the other hand :

- the service : all the services agreed upon between the service provider and the customer within the framework of the contract ; includes characteristics which allow this said service to be assessed ;
- the provision of the service : all the means engaged by the service provider which include the personnel, the equipment, the organisation and the budget with a view to carrying out the service.

The systems of reference constitute a beneficial means of achieving the following objectives :

- to create a dialogue with the customer which is favourable to the profession ;
- to permit customers to identify and compare the services offered by companies in order to benefit from the positive spin-off of fair competition in an open market ;
- to protect customers against provision of services, the characteristics of which may not be in compliance with the standards ;
- to allow the professionals of the trade to conduct their activity with the aid of technical specifications that are clearly defined by a common understanding ;
- finally, as regards the single market, to allow the activity to position itself efficiently in order to meet the needs of the European customer by having at its disposal, in particular, harmonized general conditions of contract.

1 Scope

This standard specifies the minimum qualitative and quantitative rules and characteristics of a furniture removal service.

It also specifies the principles which govern the general conditions of contract of the furniture removal service within the most appropriate legal and contractual framework within each of the member states.

This standard applies only to those activities which relate to the mobility of private individuals where the contract is entered into by an individual or by an employer or relocation agent when the latter requires the moving of personal property, generally consisting of non commercial property and/or property which is in current use.

2 Normative references

This European Standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies.

EN 12522-2 Furniture removal activities - Furniture removal for private individuals - Part 2 : Provision of the service

3 Definitions

For the purposes of this standard, the following definitions apply:

3.1 furniture removal service

Removal of household furniture and effects which are subject to the furniture removal contract (see clause 4 and 4.3).

3.2 furniture removal contract

Quotation accepted by the customer and supplemented by the waybill (instructions and work completion declarations).

[SIST EN 12522-1:1999](https://standards.iteh.ai/catalog/standards/sist/72e92f4e-c59b-4721-af5d-10cfl156d6dc/sist-en-12522-1-1999)

[https://standards.iteh.ai/catalog/standards/sist/72e92f4e-c59b-4721-af5d-](https://standards.iteh.ai/catalog/standards/sist/72e92f4e-c59b-4721-af5d-10cfl156d6dc/sist-en-12522-1-1999)

[10cfl156d6dc/sist-en-12522-1-1999](https://standards.iteh.ai/catalog/standards/sist/72e92f4e-c59b-4721-af5d-10cfl156d6dc/sist-en-12522-1-1999)

3.3 waybill (instructions and work completion declarations)

Contractual document, drawn up in several copies, which includes instructions relative to the furniture removal service and which allows its follow-up.

3.4 quotation

Detailed written proposal of the furniture removal service and of the offer price, drawn up and signed by the service provider.

3.5 accepted quotation

Quotation countersigned by the customer, forming part of a furniture removal contract.

3.6 packing

Packaging, dismantling, protection with a view to ensuring the proper preservation of the property entrusted during the handling and transport operations.

3.7 handling

Carrying from the departure address to the vehicle or container and from the vehicle or container to the destination address, loading, stowing and unloading in accordance with the professional techniques in use (see EN 12522-2).

3.8 transport

Transportation in a vehicle, container or any other suitable method of transport from the departure address to the destination address.

3.9 delivery

Unpacking, re-assembly and possibly putting back in place according to the instructions given to the service provider and in accordance to the contract.

3.10 formalities at loading and after actual delivery

Joint final inspection at loading and on delivery by the customer and service provider and signing of the waybill.

3.11 provision of the furniture removal service

Means engaged by the service provider which include the personnel, the equipment, the organization and the budget with a view to carrying out the service.

3.12 pre-move survey

Visit by a service provider technician to the customer's residence to assess the service to be performed and to gather the necessary information required for drawing up the quotation.

3.13 loss or damage insurance

Insurance provided for as an option to 4.4, contracted directly by the customer, either through the service provider, acting as an agent for the insurer, or through an insurance company of his own choice in order to cover himself against the risk of material loss or damage which could occur to all or part of the furniture during the course of the furniture removal operations.

4 Minimum and optional furniture removal service

4.1 General principles

4.1.1 Professionalism of the personnel

The service provider shall require that the professional personnel that the customer receives in his home combine, in addition to the skills defined in EN 12522-2, the following qualities : punctuality, courtesy, good presentation and honesty.

The team foreman is the company's representative and shall be fully acquainted with the general and special conditions of the furniture removal contract. He shall ensure that according to the contract the service rendered complies with the specifications agreed upon and that the furniture removal operation is conducted in safety.

4.1.2 Suitability of the transport material

The consumer's personal property shall be transported in suitable vehicles (and/or containers) which are adequate for the work to be undertaken.

The transport equipment used shall be clean and have a tidy appearance.

NOTE : The service provider should ensure that he is familiar with all the relevant legal requirements and make clear commitment to apply them.

4.1.3 Suitability of packaging equipment

The packaging materials used shall be suitable, i.e. clean, of appropriate shape, size and strength to protect their contents and these qualities shall be maintained during the life of the packaging materials and the duration of the move.

Bedding, clothing, crockery and kitchen utensils shall be packed under generally acceptable hygienic conditions.

4.2 Initial contact and preliminary information

The service provider shall ensure that his potential customer is made aware of the detailed structure of his service (see 4.3 and 4.4) and also the importance of gathering adequate accurate information to enable the quotation to be prepared and shall establish procedures for gathering and formulating such information.

NOTE : It is recommended that the service provider undertake a preliminary physical survey of the effects to be removed, wherever this is practicable. This should be either directly or through employment of the services of another removals professional operating to this standard.