



SLOVENSKI STANDARD

SIST EN 14873-2:2005

01-november-2005

GY]hj YbYghcf]hj Y'É'G`UX]y Yb'Y'dc\]y]h U]b'cgYVb] \ 'dfYXa Yrcj 'É'&'XY. 'BUj cX]U
nUi fYX]hj 'dcX'YrUg'gY]hj Ybc'ghcf]hj]'c

Furniture removal activities - Storage of furniture and personal effects for private individuals - Part 2: Provision of the service

Umzugsdienste - Lagerung von Möbeln und persönlichen Gegenständen für Privatpersonen - Teil 2: Bereitstellung der Dienstleistung

Activités de déménagement - Entreposage des meubles et objets mobiliers de particuliers - Partie 2: Mise en oeuvre du service

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ICS:

03.080.30 Storitve za potrošnike Services for consumers

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EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN 14873-2

June 2005

ICS 03.080.30

English version

Furniture removal activities - Storage of furniture and personal effects for private individuals - Part 2: Provision of the service

Activités de déménagement - Entreposage des meubles et objets mobiliers de particuliers - Partie 2 : Mise en oeuvre du service

Umzugsdienste - Lagerung von Möbeln und persönlichen Gegenständen für Privatpersonen - Teil 2: Bereitstellung der Dienstleistung

This European Standard was approved by CEN on 4 May 2005.

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, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

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

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EN 14873-2:2005 (E)**Foreword**

This document (EN 14873-2:2005) has been prepared by Technical Committee CEN/TC 320 "Transport -Logistics and 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 2005, and conflicting national standards shall be withdrawn at the latest by December 2005.

This document has been prepared by CEN/TC 320/WG 4 "*Furniture removals activities*" as the second part of a two part draft European Standard and has been submitted to CEN Technical Committee CEN/TC 320 "*Transport - Logistics and Services*" for approval as a draft for CEN Formal Vote.

No existing European Standard will be superseded by the eventual publication of this standard.

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

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Introduction

This European Standard is the second part of a two-part standard, intended to establish a minimum level of service and performance, in enterprises dealing with the storage of furniture and personal effects, for private individuals. Together with Part 1 and EN 12522-1 and EN 12522-2 *Furniture removal activities- Furniture removal for private individuals*, it forms a suite of European Standards developed to ensure that appropriate, minimum, standard of services and facilities for the removal and storage of household furniture and effects for private individuals are available on an equal basis, across the European Community.

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:

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

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

- create a dialogue with the consumers which is favourable to the profession;
- 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;
- protect customers against provision of services, the characteristics of which may not be in compliance with the standards;
- 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.

EN 14873-2:2005 (E)**1 Scope**

This European Standard specifies service activities designed to ensure a customer oriented service for the storage of furniture and personal effects for private individuals. Part 1 specifies minimum requirements for the provision of storage facilities, and is applicable to all forms of such storage, whatever the means of containment employed.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 12522-1, *Furniture removal activities — Furniture removal for private individuals — Part 1: Service specification*

EN 12522-2, *Furniture removal activities — Furniture removal for private individuals — Part 2: Provision of service*

EN 14873-1:2005, *Furniture removal activities — Storage of furniture and personal effects for private individuals — Part 1: Specification for the storage facility and related storage provision*

3 Delivery of a customer oriented service

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3.1 General

The operation of the quantitative and qualitative elements necessary for the provision of a generally acceptable, customer oriented furniture storage service requires the timely delivery of accurate and relevant information and the application of human and technical skills and means, at each of the following three phases of the delivery of the service:

- 1) Preparation/ presentation of preliminary information.
- 2) Provision of the service.
- 3) After sales service.

The administrative, commercial and operational personnel involved in each of these three phases shall be familiar with the provisions of EN 12522-1 and EN 12522-2 and with the requirements that stem from their implementation (does not apply to self storage).

3.2 Information prior to commencement of service**3.2.1 Preliminary information**

At initial enquiry the service provider shall provide the following information, as a minimum.

- Information concerning types of storage available and technical procedures adopted.
- Details of any ancillary services offered.

3.2.2 Further information

Offer of service shall be in written form and provide the following information as a minimum.

- General terms and conditions of service.
- Charges, and the basis for their calculation, requirement for any deposit, invoicing frequency and general terms of payment applicable during storage period.
- Identification of characteristics of items not accepted for storage and prohibited items.
- Procedures/ restrictions for removal of stored items.
- Extent of liability in the event of loss or damage.
- Method / procedure for registering complaints and/ or claims.
- Procedures and entitlements in the event of payment default (including rights to sale and/or disposal of stored items).

3.2.3 Elements of the agreement

At acceptance of instruction the Service Provider shall issue a recorded statement of any agreed variations to the published general terms and conditions, together with any additional conditions agreed between the parties. In particular the written agreement shall include:

- Signature of the customer. (standards.iteh.ai)
- Specific contact details for both parties including method of recording customers advice of subsequent changes to contact details.
- Commitment to advise the customer of the actual storage address and of any changes to that address (including the use of third party facilities).
- Customers declaration of total value of items to be stored and identification of the basis for valuation.
- Final agreement of the extent of liability in the event of loss or damage.
- Terms and conditions relating to any offer of insurance.
- Special storage conditions agreed for all or part of the stored items including address of storage facility if appropriate.
- Agreed period of storage (whether fixed or open ended).
- Terms and conditions relating to any change to the agreed period of storage.
- Charges to be made for storage, the invoicing frequency and the terms and method of payment.
- Terms and conditions, including minimum period of notice, relating to access, additions to, partial or complete retrieval, of the stored items.
- Charges to be made for storage, the invoicing frequency and the terms and method of payment.
- The procedures, if any, for periodically reviewing the declared total value, and storage charges if these are not detailed in the general terms and conditions of the agreement.