



SLOVENSKI STANDARD
SIST EN 12522:2025

01-februar-2025

**Transportne storitve selitve pohištva - Selitev pohištva zasebnih naročnikov -
Specifikacija storitve**

Furniture removal activities - Furniture removal for private individuals - Service specification

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

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

Ta slovenski standard je istoveten z: EN 12522:2024

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Furniture removal activities - Furniture removal for private individuals - Service specification

Activités de déménagement - Déménagement de particuliers - Spécifications de service

Umzugsdienste - Umzüge für Privatpersonen - Festlegung von Dienstleistungen

This European Standard was approved by CEN on 13 October 2024.

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 CEN-CENELEC Management Centre 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 CEN-CENELEC Management Centre has the same status as the official versions.

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

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

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EN 12522:2024 (E)**European foreword**

This document (EN 12522:2024) has been prepared by Technical Committee CEN/TC 320 “Transport services – Logistics and services”, the secretariat of which is held by NEN.

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of an identical text or by endorsement, at the latest by June 2025, and conflicting national standards shall be withdrawn at the latest by June 2025.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 12522-1:1998 and EN 12522-2:1998.

The main changes in EN 12522:2024 compared to the previous editions of EN 12522-1:1998 and EN 12522-2:1998 are as follows:

- a) the merging of Parts 1 and 2 of EN 12522 into one document;
- b) introduction of internal auditing requirement;
- c) reference to electronic media;
- d) modernization and simplification of the language.

Any feedback and questions on this document should be directed to the users' national standards body. A complete listing of these bodies can be found on the CEN website.

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

Introduction

This document specifies the requirements for a furniture removal service for private individuals and for the provision of that service:

- the service: all the services agreed upon between the service provider and the customer within the contract including elements which allow the service to be assessed;
- the provision of the service: all the means utilized by the service provider which include the personnel, the equipment, the organization and the budget for carrying out the service.

The objectives are as follows:

- to deliver customer satisfaction;
- to enable customers to see clearly the services offered by competing service providers and to compare them on a similar basis;
- to provide customers with confidence that a quality service will be provided;
- to enable service providers to operate against clearly defined specifications for their activities;
- to regularize the provision of furniture removal services on a common basis regardless of territory.

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EN 12522:2024 (E)**1 Scope**

This document specifies the requirements for a furniture removal service and its provision and the general terms and conditions of contract subject always to any applicable national legislation, licensing or contractual constraints.

This document applies only to furniture removal services for 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

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1 furniture removal service

removal of household furniture and effects which are subject to the furniture removal contract including the loading of the furniture at the origin address, its transport and unloading at the destination address

3.2 pre-move survey

service provider's assessment of the property to be removed and the services to be provided, achieved either by a visit to the address(es) concerned or by virtual (electronic) means, enabling an accurate quotation to be drawn up

3.3 quotation

detailed proposal of the furniture removal service and of the offer price, issued by the service provider to the customer either by hard copy or in electronic format, with terms and conditions

3.4 furniture removal contract

quotation and terms and conditions accepted by the customer either by hard copy or in electronic format

3.5 work order

contractual document which includes instructions for the furniture removal service and which allows its follow-up

3.6 provision of the furniture removal service

means utilized by the service provider which include the personnel, the equipment, the organization and the budget in order to carry out the service as required under the furniture removal contract

3.7**packing**

wrapping, packaging, dismantling of the property being moved, as necessary to protect it during the handling and transport operations

3.8**handling**

carrying, loading and unloading at various stages and locations during the removal from the origin address to the destination address

3.9**transport**

transportation in a vehicle, container or by any other suitable means from the origin address to the destination address and any intermediate locations

3.10**delivery**

unloading, unpacking, re-assembly and positioning in accordance with the contract

3.11**inspection of pre-existing conditions**

joint inspection for the recording of pre-existing conditions before commencement of work, at both origin and destination locations, with the customer and service provider signing the work order

3.12**loss and/or damage insurance**

insurance either contracted directly by the customer or through the service provider in order to cover the customer's property against loss and/or damage which could occur during the course of the furniture removal service

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4 General principles**4.1 General**

The provision of a generally acceptable, customer-oriented furniture removal service requires the detailed gathering and timely supply of accurate and relevant information and the application of human and technical skills and means at each of the following three phases:

- a) gathering, preparation/presentation of preliminary information;
- b) provision of the furniture removal service;
- c) review and follow-up of the furniture removal service.

The service provider shall ensure that all administrative, commercial and operational personnel involved in the three phases of the performance of the service are familiar with this document and how to meet its requirements.

EN 12522:2024 (E)**4.2 Professionalism of the personnel**

The service provider shall ensure that the personnel deployed on its services demonstrate punctuality, courtesy, good presentation and honesty.

The team foreman is the company's operational representative and shall be fully acquainted with the general and special conditions of the furniture removal contract and work order. They shall ensure that the services rendered comply with the specifications agreed upon and that the furniture removal operation is conducted in safety.

4.3 Suitability of the transport material

The customer's property shall be transported in vehicles (and/or containers or other means) which are suitable for the work to be undertaken. The transport equipment used shall be clean and tidy.

The service provider shall ensure that they are familiar with all the relevant legal requirements.

4.4 Suitability of packaging equipment

The packaging materials used shall be suitable, i.e. clean, of appropriate type, size and strength to protect their contents and these qualities shall be maintained for the duration of the move. Wherever feasible, reusable/recycled/recyclable materials should be used. Bedding, clothing, crockery and kitchen utensils shall be packed under generally acceptable hygienic conditions.

5 Initial contact and preliminary information**5.1 Initial contact**

Following the initial contact with the customer the assessment of the work to be undertaken shall be carried out by competent personnel of the service provider using skills acquired through training and practical experience.

5.2 Customer requirements

The service provider shall seek to obtain from the customer all information required in order to carry out the furniture removal service in accordance with the customer's requirements and the service provider's established procedures. This shall include information relating to:

- a) the core service;
- b) any additional optional services;
- c) any relevant information provided by the customer that could impact the service.

NOTE 1 Obtaining some of the necessary information might involve contact with other parties such as landlord and statutory authorities (e.g. access, parking restrictions etc.).

NOTE 2 See 9.3 and 9.4 for further information.

5.3 Information on origin and destination locations

The service provider shall seek to obtain all relevant information relating to the origin and, if known, destination locations which could affect the physical performance of the removal. A risk assessment shall be carried out so that the relevant measures can be taken to carry out the move safely.

NOTE These arrangements can be subject to consumer protection law and/or national regulations.