

General Terms

Version: October 2025

Goodman Relocation is a registered trade name of Nedborg Beheer B.V., registered with the Dutch Chamber of Commerce under number 91893054.

1. Definitions

1.1. "Service Provider" refers to Goodman Relocation.

1.2. "Client" refers to the individual or company who engages the services of the Service Provider.

1.3. "Agreement" means the contractual relationship between the Service Provider and the Client, as described in these General Terms.

2. Scope of Services

2.1. The Service Provider offers relocation support for expatriates moving to or within the Netherlands, including but not limited to:

- Rental home search and mediation
- Registration with the municipality
- Assistance with BSN application
- Opening of bank accounts
- Applying for the 30% ruling
- Driver's license exchange
- Insurance arrangements
- General relocation support and coordination

2.2. The Service Provider acts as an intermediary and cannot guarantee the availability or acceptance of any property or third-party service.

3. Fees and Payment Terms

3.1. The fee for the home search service equals one month's rent (including service costs), with a minimum of €1.495, excluding VAT.

3.2. Reduced rates may apply for clients working at partner companies with which the Service Provider has a collaboration agreement.

3.3. The "no-cure-no-pay" principle applies: the service fee becomes due only after the successful completion of the home search (upon receiving the keys of the rental property).

3.4. Additional relocation services are billed upon completion, unless otherwise agreed in writing.

4. Termination

In the event that the Client terminates this Agreement, the Service Provider shall be entitled to charge a percentage of the minimum fee, depending on the stage of the relocation process at the time of termination, as follows:

- If one or more viewings have been scheduled: 20%
- If 1 / 2 / 3 / 4 / 5 viewings have been attended: 30% / 40% / 50% / 60% / 70%, respectively
- If a rental property has been allocated to the Client: 80%
- If the rental contract has been reviewed: 90%

5. Client Obligations

5.1. The Client shall provide accurate, complete, and up-to-date information necessary for the execution of the services.

5.2. The Client shall attend scheduled viewings and meetings punctually, or provide timely notice of any changes.

5.3. The Client acknowledges that the Service Provider cannot be held liable for decisions made by landlords, municipalities, or other third parties.

6. Liability

6.1. The Service Provider shall perform its services with due care and professionalism.

6.2. The Service Provider is not liable for any indirect or consequential damages, including but not limited to loss of opportunity, emotional distress, or additional costs resulting from delays or third-party actions.

6.3. Any liability of the Service Provider shall in all cases be limited to the amount invoiced for the specific service in question.

7. Confidentiality

7.1. Both parties agree to maintain confidentiality regarding all sensitive information shared during the execution of the services.

7.2. Personal data will be processed in accordance with the Goodman Relocation Privacy Policy.

8. Applicable Law and Jurisdiction

8.1. These General Terms and any related agreements shall be governed by the laws of the Netherlands.

8.2. Any disputes arising shall be submitted to the competent court in 's-Hertogenbosch, the Netherlands.