Africa Mobility Services
home in Africa



Terms & Conditions

Version 2026

RELOCATION
INSURANCE
MOVING
LOGISTICS

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Article 1. Definitions

For the purposes of these Terms & Conditions:

AMS means Africa Mobility Services B.V.

Client means every natural person or legal entity entering into an agreement with AMS.

Assignee means the employee, expatriate, contractor, transferee or private individual receiving services from AMS.

Agreement means any quotation, order confirmation, instruction, assignment, purchase order, service agreement, acceptance of quotation or acceptance of services.

Services means all services provided by AMS, including but not limited to:

- international moving services;
- domestic moving services;
- relocation services;
- destination services;
- immigration services;
- visa and permit support;
- logistics services;
- storage services;
- customs services;
- insurance coordination;
- consulting services.

Goods means household goods, personal effects, equipment, furniture, records or other items entrusted to AMS.

Third Party means any supplier, subcontractor, destination agent, customs broker, immigration provider, government authority, landlord, school, carrier, warehouse operator or service provider engaged by AMS.

Personal Data means any information relating to an identified or identifiable natural person.

Article 2. Applicability

2.1 These Terms & Conditions apply to every offer, quotation, agreement and service provided by AMS.

2.2 The most recent General Terms & Conditions of Africa Mobility Services B.V. apply to every offer, agreement and services provided as a result thereof.

2.3 References by the Client to any alternative terms and conditions shall have no effect unless expressly accepted by AMS in writing.

2.4 These Terms & Conditions remain applicable after termination of the Agreement insofar as their nature requires.

2.5 Deviations from these Terms & Conditions are only valid if agreed in writing by AMS.

Article 3. Offers and quotations

3.1 All quotations are non-binding unless expressly stated otherwise.

3.2 Quotations remain valid for thirty (30) calendar days.

3.3 Quotations are based upon information provided by the Client.

3.4 AMS may revise quotations where:

- shipment volumes differ;
- service scope changes;
- exchange rates fluctuate materially;
- government fees change;
- customs duties change;
- third-party supplier costs increase.

3.5 All prices are exclusive of taxes unless expressly stated otherwise.

Article 4. Conclusion of the agreement

An agreement is concluded when:

- A quotation is accepted;
- A purchase order is received;
- Written instructions are issued;
- AMS commences performance of services.

Electronic acceptance shall be deemed legally valid.

Article 5. Client obligations

5.1 The client shall provide complete, accurate and timely information.

5.2 The client guarantees the accuracy of all submitted information, documentation and declarations.

5.3 The client shall immediately notify AMS of any circumstances affecting the services.

5.4 AMS shall be entitled to rely upon information provided by the client without independent verification.

Article 6. Immigration services

6.1 AMS performs immigration services with reasonable skill and care.

6.2 AMS does not guarantee:

- Visa approval;
- Work permit approval;
- Residence permit approval;
- Government registrations;
- Appointment availability;
- Processing times;
- Decisions of government authorities.

6.3 Government decisions remain entirely at the discretion of the relevant authorities.

6.4 The client remains responsible for:

- Accurate information;
- Authentic supporting documents;
- Compliance with applicable legislation.

6.5 AMS shall not be liable for refusals, delays, cancellations, suspensions or withdrawals of immigration approvals by government authorities.

Article 7. Relocation and Destination Services

7.1 AMS shall provide relocation and destination services with reasonable professional care.

7.2 AMS does not guarantee:

- Housing availability;
- Landlord approval;
- Mortgage approval;
- School placement;
- Utility activation;
- Banking services;
- Governmental registrations.

7.3 Any agreement concluded between the client and a third party remains solely the responsibility of those parties.

Article 8. Customs and Regulatory Compliance

8.1 AMS may assist with customs formalities.

8.2 The client remains solely responsible for:

- Customs declarations;
- Import permits;
- Export permits;
- Certificates;
- Supporting documentation;
- Duties and taxes.

8.3 AMS is entitled but not obliged to verify information supplied by the client.

8.4 AMS shall not be liable for customs delays, inspections, penalties, duties, seizures or governmental actions.

Article 9. Moving and Logistics Services

9.1 AMS shall perform moving and logistics services with reasonable professional care.

9.2 The client shall disclose:

- Artwork;
- Antiques;
- Firearms;
- Hazardous materials;
- Restricted goods;
- Valuable collections;
- High-value items.

9.3 AMS may refuse transportation of prohibited, dangerous or unlawful goods.

9.4 Undeclared dangerous goods may be removed, neutralized, stored or destroyed at the client's expense.

Article 10. Insurance

10.1 Insurance shall only be arranged upon written instruction from the client.

10.2 AMS may arrange insurance through third-party insurers.

10.3 AMS does not guarantee coverage offered by insurers.

10.4 Claims covered under insurance policies shall be handled according to the relevant policy conditions.

10.5 If insurance is declined, the client accepts all uninsured risks.

Article 11. Storage

11.1 AMS may arrange temporary or permanent storage.

11.2 Storage charges continue until all goods are collected or delivered.

11.3 Goods are stored at the client's risk except to the extent mandatory law provides otherwise.

11.4 Additional costs resulting from prolonged storage shall be borne by the client.

Article 12. Delivery, Timing and Delays

12.1 Delivery schedules are estimates only unless expressly agreed otherwise in writing.

12.2 Transit times are not guaranteed.

12.3 AMS shall not be liable for delays caused by:

- Customs;
- Ports;
- Carriers;
- Strikes;
- Governmental action;
- Force majeure events.

Article 13. Force Majeure

13.1 Force majeure includes:

- War;
- Terrorism;
- Civil unrest;
- Epidemics;
- Pandemics;
- Natural disasters;
- Labour disputes;

- Transportation disruptions;
- Sanctions;
- Government restrictions.

13.2 AMS' obligations shall be suspended during force majeure.

13.3 Additional costs resulting from force majeure shall be borne by the client.

Article 14. Remuneration

14.1 Prices are based upon information available at the time of quotation.

14.2 Additional costs may be charged for:

- Waiting time;
- Storage;
- Demurrage;
- Detention;
- Customs costs;
- Governmental charges;
- Third-party surcharges.

14.3 Exchange rate fluctuations may be passed on to the client.

Article 15. Payment

15.1 Invoices are payable within fourteen (14) days unless otherwise agreed.

15.2 AMS may require pre-payment.

15.3 AMS may suspend services when invoices remain unpaid.

15.4 statutory commercial interest shall apply to overdue invoices.

15.5 collection costs shall be charged to the client.

15.6 The customer/consignor waives any right to set-off, discount or suspension. Any complaints, claims for damages or other claims shall not suspend the obligation to pay.

Article 16. Security Rights

16.1 AMS shall have a right of retention over goods, documents and funds in its possession.

16.2 AMS may refuse delivery of goods while any outstanding amounts remain unpaid.

16.3 AMS may require adequate financial security at any time.

Article 17. Liability

17.1 All services are performed at the client's risk except where loss results directly from gross negligence or wilful misconduct of AMS.

17.2 AMS shall not be liable for:

- Indirect damage;
- Consequential loss;
- Loss of profit;
- Loss of revenue;
- Reputational damage;
- Business interruption.

17.3 AMS shall not be liable for actions or decisions of:

- Immigration authorities;
- Customs authorities;
- Landlords;
- Schools;
- Financial institutions;
- Utility providers;
- Government agencies.

17.4 AMS shall not be liable for delays outside its reasonable control.

17.5 To the maximum extent permitted by law, AMS' aggregate liability shall be limited to the amount invoiced for the specific service giving rise to the claim.

17.6 Where insurance responds to a claim, the insurance settlement shall take precedence over any claim against AMS.

Article 18. Client Indemnity

The client shall indemnify AMS against any claims, penalties, fines, damages and costs arising from:

- Inaccurate information;
- Customs violations;
- Immigration violations;
- Prohibited goods;
- Breach of law;
- Infringement of third-party rights.

Article 19. Data Protection

19.1 AMS processes personal data in accordance with:

- The general data protection regulation (gdpr);
- Applicable dutch legislation;
- Applicable privacy legislation in jurisdictions where AMS operates.

19.2 Personal data shall only be processed for purposes related to:

- Relocation services;
- Immigration services;
- Logistics services;
- Storage services;
- Insurance services;
- Legal compliance.

19.3 AMS shall not sell personal data.

19.4 Personal data may be shared with:

- Destination agents;
- Government authorities;
- Customs authorities;
- Immigration authorities;
- Insurers;
- Logistics providers;
- Landlords;
- Schools;
- Where reasonably necessary for service delivery.

19.5 Personal data shall be retained only as long as necessary to provide services and comply with legal obligations.

19.6 Financial records may be retained for seven years.

19.7 Data subjects retain all rights granted under GDPR, including rights of access, rectification and erasure.

19.8 Data protection requests may be directed to:

Voerman Group IT Manager
Erik Koster
ekoster@voerman.com

Article 20. Ethical Conduct and Compliance

20.1 AMS operates in accordance with the ethical principles contained in the Voerman group code of conduct.

20.2 AMS maintains a zero-tolerance approach towards:

- Bribery;
- Corruption;
- Money laundering;
- Forced labour;
- Human trafficking;
- Discrimination.

20.3 AMS reserves the right to refuse or terminate any assignment that may violate applicable laws or ethical standards.

20.4 Clients shall comply with all applicable sanctions, anti-corruption and export control legislation.

Article 21. Sustainability

AMS is committed to responsible business practices, including:

- Environmental protection;
- Waste reduction;
- Resource efficiency;
- Sustainable transportation solutions where reasonably available.

Article 22. Complaints

22.1 Complaints must be submitted in writing within a reasonable period after discovery.

22.2 AMS shall be given a reasonable opportunity to investigate and remedy any issue.

Article 23. Claims and Limitation Period

23.1 Visible loss or damage must be reported immediately upon delivery.

23.2 Damage to packed contents must be reported within ten (10) days of delivery.

23.3 Any claim against AMS shall expire twelve (12) months after completion of the relevant service.

Article 24. Governing Law and Jurisdiction

24.1 These terms & conditions shall be governed exclusively by Dutch law.

24.2 The competent courts of the Hague, the Netherlands, shall have exclusive jurisdiction unless mandatory law provides otherwise.

Article 25. Final Provisions

25.1 If any provision is declared invalid, the remaining provisions shall remain in force.

25.2 AMS may amend these terms & conditions from time to time.

25.3 The latest version published by AMS shall apply.

25.4 These terms & conditions may be cited as:

> Africa Mobility Services General Terms & Conditions 2026 ("AMS gtc 2026").