



ISO 9001 : 2015 CERTIFIED

SERVICE LEVEL AGREEMENT

MITHALS INTERNATIONAL MOVERS PVT LTD is fully committed to fulfilling the compliance and quality requirements of the international moving industry. In order to comply with the international standards, Mithals International has developed policies that apply to all our worldwide agents involved in the moving services on our behalf.

In this document, we describe our expectations with those agents and partners that provide any type of services to **MITHALS INTERNATIONAL MOVERS PVT LTD**.

1. CONFIDENTIALITY

The moving partner agrees to treat all confidential information provided by MITHALS INTERNATIONAL when performing services and shall not (without prior consent from MITHALS INTERNATIONAL) disclose or permit disclosure of such confidential information to any third party.

MITHALS INTERNATIONAL's confidential information will be used by the moving agent solely for the purpose of fulfilling its obligation under this agreement.

The moving partner agrees not to use or disclose MITHALS INTERNATIONAL's confidential information for its own benefit or for the benefit of others.

The moving partner agrees to safeguard all confidential information of MITHALS INTERNATIONAL with at least the same level of care as the moving partner uses to protect its own confidential information.

2. DATA PROTECTION

The moving partner will agree with MITHALS INTERNATIONAL's policies, procedures, standards, guidelines for privacy, information protection, data and systems security and with all applicable privacy laws and regulations.

The moving partner shall protect the confidentiality, privacy, integrity and availability of MITHALS INTERNATIONAL and its client's information.

All personal data of assignees and other individuals received in connection with this agreement shall be handled and maintained to the requirements of any applicable data protection laws and any subsequent or related legislation.



MITHALS INTERNATIONAL MOVERS PVT. LTD.
F-3/7 Okhla Industrial Area, Phase 1, New Delhi- 110020, India
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3. ANTI-CORRUPTION

The moving partner approves our prohibition of offering, giving or promising anything of value (including a facilitation payment) directly or indirectly to a government official to influence, or reward official action of to anyone to persuade them to perform their work duties or otherwise indecently.

You must stand by all applicable anti-corruption laws as stated above and you will not receive or approve to accept any payment either, gifts or any other advantage in relation to any job performed on behalf of MITHALS INTERNATIONAL.

These expectations must be communicated to all those persons who will be performing services for or on behalf of MITHALS INTERNATIONAL, including any subcontractors.

4. SERVICES

All services required by our agents / partners must be provided as follows:

4.1 ORIGIN SERVICES

SURVEY

1. Agent will initiate contact with each transferee within 1 business day of the request. When survey request has been received, the agent must
2. Acknowledge to MITHALS INTERNATIONAL in writing receipt of survey request and keep MITHALS INTERNATIONAL informed of scheduling details. If physical surveys can't be done, MITHALS INTERNATIONAL must be informed immediately.
3. Perform each survey at no cost to MITHALS INTERNATIONAL. If there is any special situation, MITHALS INTERNATIONAL must be informed previously.
4. After survey is performed, MITHALS INTERNATIONAL must be informed immediately of any goods that are prohibited under applicable laws and regulations.
5. Within 2 business days after the survey, agent will provide MITHALS INTERNATIONAL with the results of the survey and an estimated cost to pack and handle the shipment.
6. Copy of each survey must be sent to MITHALS INTERNATIONAL along with survey results.
7. Agent agrees that the margin for error for each survey will not exceed 10 % of volume.



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PACKING AND LOADING

1. Agent will carry out the packing, the loading and securing of each shipment in accordance with the FAIM FIDI standards.
2. Obtain optimum density by using all available space and disassembling commonly disassembled goods.
3. Create a legible packing list identifying all goods in the shipment with an accurate description of contents and full identification of appliances and electrical items.
4. All furniture must be listed denoting condition at time of wrapping, photographs of existing damages.
5. Crew leader must write their names and sign the packing list in the corresponding section of the packing list.
6. Packing numbers must be written or attached on the exterior of wrapping/packing materials.
7. Under no circumstances our agents can accept PBO (packed by owner) listed on a packing list or included in a shipment. Any box presented to a packing crew as a PBO must have its contents inspected, ensuring that the box contains no restricted items and there is no threat to the security of a ship, plane or other vehicle on which it is to be transported.

DOCUMENTATION

1. Export procedures must only be initiated at origin when MITHALS INTERNATIONAL has given green light to proceed.
2. Agent will submit to MITHALS INTERNATIONAL the shipping pre-advice and confirmation of pickup with final weight and dimensions within 2 business day of final loading of the shipment. Please follow strictly the consignment instructions given by our move coordinators.
3. Draft of the AWB or OBL/ SEAWAYBILL must be submitted to MITHALS INTERNATIONAL for approval. Additionally, agent must provide all information for sailing/flight details within 1 business day of handover of air shipment at the airport and 3 business days of sailing of the sea shipment.



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4. Agent agrees that any deviation from the survey and quoted charges or weight must be communicated to MITHALS INTERNATIONAL in writing for approval. Any additional charge arising from a deviation that has not been approved in advance may be denied by MITHALS INTERNATIONAL.

4.2. STORAGE

Agent will arrange secured storage for permanent and/or temporary storage. For temporary and permanent storage, please provide monthly invoicing and every 3 months respectively.

4.3. DESTINATION AGENT SERVICES

ARRIVAL NOTICE AND CUSTOMS CLEARANCE

1. Agent will notify MITHALS INTERNATIONAL in writing of freight arrival at the destination country.
2. Unless otherwise requested in our waybill; agent will prepay port charges / terminal handling charges on behalf of the transferee and invoice him directly.
3. Agent will notify MITHALS INTERNATIONAL in writing of any duties, taxes or inspection fees for our further advise and approval.
4. Agent will present back up documentation for any additional charges that have to be paid (duties, taxes, THC, bonded warehouse etc)
5. Agent must keep MITHALS INTERNATIONAL notified in writing of actual customs clearance process.
6. If local customs have chosen to examine the the shipment, agent will report to MITHALS INTERNATIONAL in writing within 24 hours.
7. Agent will coordinate drayage from the airport/seaport unless provided by the steamship line.
8. Agent will verify all container seals upon arrival and at time of delivery to ensure each container has not been opened during transit. If any container seals do not match or have been broken; agent will notify MITHALS INTERNATIONAL immediately in writing.
9. Agent must notify MITHALS INTERNATIONAL in writing as soon as the shipment is cleared and released from customs.



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DELIVERY SERVICES

1. Agent will notify MITHALS INTERNATIONAL in writing about the scheduled delivery dates.
2. Agent will notify MITHALS INTERNATIONAL in writing of any delays, damages or losses to the goods during the shipment no more than 2 business day of the delivery / unpacking; such delays damages or losses must also be noted on the delivery packing list or delivery report.
3. Agent will deliver appropriate shipping documents to the transferee at time of delivery including copies of the descriptive packing list.
4. Transferees declining unpacking services must state and sign on the delivery documents.
5. The agent must be equipped to provide reassembly of disassembled items (tables, desk unit, shelf units, as example) that do not require special tools or third party services.
6. In case any special services are required upon delivery to client's address and unless otherwise instructed by MITHALS INTERNATIONAL, agent must bill transferee directly for the extra charges.
7. Agent will forward all delivery documents to MITHALS INTERNATIONAL within 3 business of the shipment to transferee.
8. The Delivery documents must include the signed packing list, notification of damage or loss.
9. Agent will offer basic claims assistance to the transferee and immediately notify in writing to MITHALS INTERNATIONAL.

4.4 EXCLUSIONS

Quoted rates unless specified exclude customs duties and Government taxes, demurrage and detention charges, delivery above 2nd floor via staircase, piano & heavy handling, storage, shuttle services, abnormal destination access and services of third party or handyman.



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4.5. INVOICING

Agent will submit an invoice to MITHALS INTERNATIONAL within 15 business days following the completion of services rendered to MITHALS INTERNATIONAL for processing and payment. All payment are to be made in USD or in EUR within 60 days.

4.6. INSURANCE

Agent must have all corresponding insurance policies required to handle all household goods shipments, including personal injury, liability and completed operations covering bodily injury, personal injury and property damage. The agent is responsible for maintaining limits of all risk property insurance that is adequate to cover full insurance value of all shipments.

4.7. AGREEMENT

It is implied that these terms and conditions shall be eligible after our acceptance of the quotation / rate request and all other information provided by our service partners.

Contact key personnel at Mithals International Movers Pvt Ltd. below for any queries related to the following:

1. General questions and feedback, cost saving Ideas, new programs and procedures affecting the management requirements as detailed in the Service Level Agreement, changes in your company's organizational or legal structure and notification of inability to meet terms of agreement on a company basis.
2. Relocating Individual/move related issues including: Relocating Individual contact difficulties, service issues or failures, additional charge approval, authorization for additional services, notification of damages or claims, inability to meet terms of agreement for a specific move, any unexpected circumstance affecting the delivery process and/or cost.

Contact: James Jonathan
Manager
Mithals International Movers Pvt Ltd.
operations@mithalsindia.com

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