



## **Additional provisions RELO Wonen**

The following additional provisions apply to the services provided by **RELO Wonen** and apply in addition to the **General (Consumer) Conditions of Vastgoed Nederland**.

These provisions do not amend or replace the conditions of Vastgoed Nederland.

### **1. Viewings (no-show)**

When scheduling a viewing appointment, RELO Wonen reserves time and capacity. During busy periods, this may involve the deployment of multiple staff members.

If you are unable to attend a scheduled viewing, you are requested to inform us as soon as possible and **no later than 2 hours prior to the scheduled viewing time**, by email.

If a viewing confirmed by RELO Wonen is not attended without timely cancellation, RELO Wonen will charge a fee of **€60,50 including VAT per viewing**, to cover the reserved time and incurred costs.

### **2. Obligation of best efforts and liability**

RELO Wonen performs its services on the basis of a **best efforts obligation**. No guarantees are given with regard to achieving a specific result, including – but not limited to – rental periods, rental prices, property valuation (WWS), decisions by third parties, or the eventual conclusion of a rental agreement.

RELO Wonen is not liable for consequences arising from choices or decisions made by the client, including – but not limited to – decisions regarding the rental price, energy label, point calculation, acceptance of tenants, or the decision to follow or not follow advice provided by RELO Wonen.

### **3. Costs in case of liability claims or legal defence**

If RELO Wonen is required to incur time and costs in connection with a liability claim, complaint, or legal defence that is **not the result of an attributable shortcoming on the part of RELO Wonen**, the reasonable costs incurred may be charged to the client.

*This English version is provided for information purposes. In case of discrepancies, the Dutch version shall prevail.*