

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.