

Mööbli kolimine. Eraisikute mööbli kolimine. Osa 1: Teenusele esitatavad tingimused

Furniture removal activities - Furniture removal for private individuals - Part 1: Service specification

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 12522-1:1999 sisaldab Euroopa standardi EN 12522-1:1998 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 12.12.1999 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 12522-1:1999 consists of the English text of the European standard EN 12522-1:1998.</p> <p>This document is endorsed on 12.12.1999 with the notification being published in the official publication of the Estonian national standardisation organisation.</p> <p>The standard is available from Estonian standardisation organisation.</p>
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<p>Käsitlusala:</p> <p>Standard sätestab mööblikolimisteenusele esitatavad kvalitatiivsed ja kvantitatiivsed miinimumnõuded ja -omadused. Standard täpsustab ka igas liikmesriigis kehtivaid, kõige sobivamas õiguslikus ja lepingulises kontekstis vaadeldavaid mööblikolimisteenuse lepingute üldtingimusi suunavaid põhimõtteid.</p>	<p>Scope:</p>
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Võtmesõnad: hinnangud, kolimine, kvaliteet, lepingud, määratlused, müügijärgne teenindus, müügitingimused, tarbija ja varustaja vahelised suhted, teenused, tehnilised andmed

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English version

Furniture removal activities

Furniture removal for private individuals

Part 1: Service specification

Activités de déménagement –
Déménagement de particuliers –
Partie 1: Spécification de service

Umzugsdienste – Umzug für Privat-
personen – Teil 1: Festlegung von
Dienstleistungen

This European Standard was approved by CEN on 1998-05-13.

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Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

The European Standards exist in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, the Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, and the United Kingdom.

CEN

European Committee for Standardization
Comité Européen de Normalisation
Europäisches Komitee für Normung

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Foreword

This European Standard has been prepared by Technical Committee CEN/TC 320 "Transportation services", the secretariat of which is held by DS.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by December 1998, and conflicting national standards shall be withdrawn at the latest by December 1998.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

It is Part 1 of a standard on furniture removal for private individuals which includes the two following Parts:

Part 1: Service specification

Part 2: Provision of service

Introduction

This standard forms part of a system of reference relative to the removal of household furniture and effects aimed at dealing with the service and with the provision of the service to private individuals conducted by the profession.

Within each activity, it has been necessary to make a distinction between the "service" on the one hand, and the "provision of the service" on the other hand :

- the service : all the services agreed upon between the service provider and the customer within the framework of the contract ; includes characteristics which allow this said service to be assessed ;
- the provision of the service : all the means engaged by the service provider which include the personnel, the equipment, the organisation and the budget with a view to carrying out the service.

The systems of reference constitute a beneficial means of achieving the following objectives :

- to create a dialogue with the customer which is favourable to the profession ;
- to permit customers to identify and compare the services offered by companies in order to benefit from the positive spin-off of fair competition in an open market ;
- to protect customers against provision of services, the characteristics of which may not be in compliance with the standards ;
- to allow the professionals of the trade to conduct their activity with the aid of technical specifications that are clearly defined by a common understanding ;
- finally, as regards the single market, to allow the activity to position itself efficiently in order to meet the needs of the European customer by having at it's disposal, in particular, harmonized general conditions of contract.

1 Scope

This standard specifies the minimum qualitative and quantitative rules and characteristics of a furniture removal service.

It also specifies the principles which govern the general conditions of contract of the furniture removal service within the most appropriate legal and contractual framework within each of the member states.

This standard applies only to those activities which relate to the mobility of private individuals where the contract is entered into by an individual or by an employer or relocation agent when the latter requires the moving of personal property, generally consisting of non commercial property and/or property which is in current use.

2 Normative references

This European Standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies.

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3 Definitions

For the purposes of this standard, the following definitions apply:

3.1 furniture removal service

Removal of household furniture and effects which are subject to the furniture removal contract (see clause 4 and 4.3).

3.2 furniture removal contract

Quotation accepted by the customer and supplemented by the waybill (instructions and work completion declarations).

3.3 waybill (instructions and work completion declarations)

Contractual document, drawn up in several copies, which includes instructions relative to the furniture removal service and which allows its follow-up.

3.4 quotation

Detailed written proposal of the furniture removal service and of the offer price, drawn up and signed by the service provider.

3.5 accepted quotation

Quotation countersigned by the customer, forming part of a furniture removal contract.

3.6 packing

Packaging, dismantling, protection with a view to ensuring the proper preservation of the property entrusted during the handling and transport operations.