Consumer terms for personal pallet shipments

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1. Scope and contracting party

These terms apply to individuals booking the shipment of personal belongings on pallets from Europe to Cyprus mainly for purposes outside their trade or profession. Your contracting party is INTELLIFLEX LTD, trading under the registered business name IntelliFreight, company no. HE 462726, Agiou Konstantinou 12, 8540 Tsada, Paphos, Republic of Cyprus. For offers, invoices, complaints or withdrawal: operations@intellifreight.eu, telephone +49 177 3479904.

They apply only if we expressly make you an offer as a private customer and incorporate these terms. Our business customer terms and carrier terms do not apply to that booking. The exclusion of consumer orders in section 2 of the business customer terms does not prevent a separate consumer offer under these terms. Existing contracts are unaffected.

2. Enquiry, offer and booking

Submitting the website form, calling us or asking for a price by email does not book a collection or require payment. You may initially give estimated dimensions and weight if you identify them as estimates. We need the relevant shipment details before issuing a binding offer.

INTELLIFLEX LTD emails you an offer stating its expiry, collection and handover points, scope of service, agreed date or time window, total price and payment terms. Before you accept, you receive a copy of these terms you can save and the withdrawal information applicable to that offer. A contract is formed when we receive your express acceptance of the unchanged offer before it expires. We confirm the contract details by email. If the offer changes, your fresh acceptance is required.

3. Price and payment

INTELLIFLEX LTD invoices you for the agreed service. The total price covers the transport legs listed in the offer, our coordination, the agreed partner services and all taxes we must charge. The offer sets out the payment method, due date and any advance payment. You pay the amount invoiced by us to INTELLIFLEX LTD.

If a cross-border shipment may incur duties or third-party costs that cannot reasonably be calculated in advance, we explain their nature and, where possible, how they are calculated before booking. We agree any additional service and its price with you before carrying it out.

4. Contents, measurements and packing

Give accurate details of the contents, number of pallets, packed dimensions including the pallet, gross weight and any special handling. Tell us about changes before collection. Declare fragile or valuable items, batteries, liquids and potentially regulated goods before booking. We will check whether they can be accepted and on what terms. Prohibited goods will not be carried.

Unless packing is included in the offer, present the goods packed on a pallet suitable for the weight and handling involved. The load must be stable and secured against movement. We agree shipper and consignee details and any necessary documentation with you before collection.

5. Residential addresses and handover

Tell us about narrow access, gradients, steps or unavailable loading equipment at either address. The offer identifies the handover point and agreed equipment, such as a tail lift. A residential address alone does not include carrying items out of a home, inside delivery, stairs, assembly or disposal. These services must be expressly listed in the offer.

Please make the pallet accessible at the agreed place and arrange for an authorised person to receive it. If the truck cannot reach the agreed location safely, we will discuss the next step with you.

6. Transport partners, dates and changes

We arrange transport and engage carriers and other transport partners in our own name. They carry out the agreed legs, such as collection, the crossing or final delivery. You do not need a separate contract with them for those services. Arranging a time with a driver or signing a delivery receipt does not change who your contract is with.

We coordinate handovers and remain your contact for questions and changes. The offer distinguishes firm dates from estimated time windows. If disruption becomes foreseeable, we let you know and discuss the next step. If different dimensions or access conditions require a change to the service or price, we obtain your agreement first. Your statutory rights remain available.

7. Rescheduling or cancelling a booking

After booking, you may email us your reference and request a change or cancellation. We will explain what is possible and which costs actually arise under the contract and applicable law. These terms impose no flat cancellation fee. Where expenses are recoverable, we take account of savings and alternative use. For statutory withdrawal, see section 10.

8. Liability and additional insurance

INTELLIFLEX LTD is liable under the applicable law for the obligations it undertakes, including exercising due care in selecting, instructing and coordinating transport partners. Where our contract or mandatory law makes us responsible for carriage itself, the liability rules for that carriage also apply. We answer for our partners' acts and omissions to the extent attributable to us under applicable law. Using another operator's vehicles does not in itself limit your claims against us.

Specific statutory rules may apply to loss, damage or delay depending on the agreed service, route and stage at which the loss occurred. These terms introduce no separate liability cap. Additional cargo insurance through us exists only if expressly confirmed. If offered, we will tell you the premium, insured amount, exclusions and any excess before you decide.

9. Damage, complaints and disputes

Where reasonably possible, check the shipment on handover and record visible damage or shortages on the delivery note. Report damage, including damage discovered later, as promptly as possible, with your booking reference and a description. Photographs and packaging help us investigate. Statutory notice and limitation periods apply. Failure to make a note does not automatically extinguish your rights under these terms.

You can report damage and complaints directly to INTELLIFLEX LTD using the details in section 1. You do not have to identify or pursue a transport partner first. We coordinate the investigation and reply to you. This does not affect any notices required by law, including to a carrier, or any direct rights against third parties. Applicable law and jurisdiction are determined by the relevant legal rules. Mandatory consumer rights are unaffected.

10. Withdrawal from a distance contract

A distance contract to arrange transport generally carries a statutory right of withdrawal. Using partners, our booking of a carrier or entering a preferred date on the enquiry form does not by itself remove that right. A statutory exception may apply, in particular where the specific contract provides for carriage of goods on a specified date or within a specified period. Before you accept, we explain the right applicable to your particular offer or the specific reason an exception applies.

Where you have a statutory right of withdrawal, you may withdraw from the service contract without giving a reason within 14 days from the date it is concluded. Statutory extensions, including where the required information was not provided, are unaffected. Send INTELLIFLEX LTD a clear statement by email or post using the details in section 1 before the deadline. Using the model below is optional.

Following valid withdrawal, we reimburse payments received without undue delay and within 14 days of receiving notice. We use the original payment method unless you expressly agree otherwise, at no additional cost to you.

If you have a right of withdrawal and want us to start arranging the shipment within that period, we obtain your express request separately. If you then withdraw, a proportionate amount for work already performed is due only where the statutory conditions are met. The right may end early only on full performance of the agreed service if you expressly consented to an early start and acknowledged the loss of the right on full performance. Booking a partner does not automatically mean we have fully performed the contract.

Model withdrawal form

Complete and send this only if you wish to withdraw from the contract.

To INTELLIFLEX LTD, Agiou Konstantinou 12, 8540 Tsada, Paphos, Cyprus, operations@intellifreight.eu

I/We hereby give notice that I/we withdraw from my/our contract for the following service:

Description of service / booking reference (if available):

Date of contract:

Name and address of the consumer(s):

Date and signature (signature only for a notice sent on paper):
