

PROPERTY CARE SERVICE AGREEMENT

Parties

This Property Care Service Agreement ("Agreement") is entered into between:

IML Solutions GmbH

Bühlmatthöhe 1a, 6045 Meggen, Switzerland
("Service Provider")

and

[Client Full Name(s)]

("Client")

for the property located at:

[Property Address]

1. Term of Agreement

This Agreement shall commence on **[Start Date]** and remain valid until **[End Date]**, unless terminated earlier in accordance with this Agreement.

2. Scope of Services

The Service Provider shall perform professional property care services as outlined below. All services are non-invasive and visual in nature unless explicitly agreed otherwise.

2.1 Standard Inspection Services

- Weekly interior and exterior visual inspections
- Checks for visible water leaks, pests, mold, or damage
- Inspection of doors and windows for signs of forced entry
- Functional check of refrigerator/freezer and electrical fixtures
- Optional short ventilation of selected rooms

2.2 Maintenance & Coordination Services

- Waste bin handling and mail management
- Vendor access coordination and visual completion verification
- Welcome Home grocery preparation (pre-funded by Client)

2.3 Additional Services

Additional services such as plant care, patio cleaning, pet care, grocery stocking, and airport transfers are available upon written request and subject to additional fees.

3. Client Responsibilities

The Client shall ensure access, utilities, emergency contacts, disclosure of known defects, and timely instructions necessary for the performance of services.

4. Limitations of Liability

The Service Provider acts solely as an "Eyes and Ears" service. No guarantee is provided against defects arising between inspections or beyond visual detection.

Liability is limited to the total service fees paid in the preceding twelve (12) months, excluding cases of gross negligence or willful misconduct.

5. Emergency Authority

In emergencies, reasonable efforts will be made to contact the Client. If unreachable, the Service Provider may authorize urgent repairs up to **CHF [Amount]** to prevent further damage. All costs remain the Client's responsibility.

6. Fees & Payment

Service fees are defined in Appendix A. Payments are due 50% upon signing and 50% prior to service commencement. Payments accepted via bank transfer or TWINT.

7. Cancellation Policy

- More than 14 days before service: full refund
- 7–14 days before service: 50% refund
- Less than 7 days before service: no refund

8. Insurance & Confidentiality

The Service Provider maintains Swiss commercial liability insurance. All client information is treated confidentially in accordance with Swiss data protection law (nFADP) and GDPR where applicable.

9. Governing Law

This Agreement shall be governed by Swiss law. Jurisdiction lies exclusively with the courts of the Canton of Lucerne, Switzerland.

10. Signatures

Service Provider: _____ Date: _____

Client: _____ Date: _____