

SECTION C — HOUSEHOLD GOODS ADDENDUM (PERSONAL EFFECTS / HOUSEHOLD MOVES)

C0. Application and interaction with Section A/Section B

1. This Section C applies **only** to household goods and personal effects moves (local or international) arranged/provided by Sterdts (“HHG Services”).
2. For HHG Services, Section C applies **in addition to** Sections A and B.
3. If there is any conflict between Section C and Sections A or B, **Section C prevails** for HHG Services **only**, but **capacity determination remains governed by Section A6** (document-based) unless a Director-signed Special Agreement states otherwise.

C1. Customer warranties (HHG)

1. The Customer warrants they have lawful authority to:
 - provide the goods for moving;
 - grant access to collection/delivery premises; and
 - give instructions on packing, handling, export/import arrangements.
2. The Customer will not include prohibited or dangerous items and will disclose any restricted items in advance.

C2. Estimates and scope changes

1. HHG quotations/estimates are based on information provided by the Customer (volume/weight/access/packing requirements/routes/timing).
2. Charges may change if:
 - actual volume/weight differs materially;
 - access conditions differ;
 - additional services become necessary;
 - exchange rates, carrier costs, fuel/levies, or third-party charges change; or
 - customs/quarantine/inspection requirements change.

C3. Excluded services unless specifically quoted

Unless expressly included in Schedule 1, HHG Services do **not** include:

- disconnection/reconnection of appliances/utilities;
- specialised crating/rigging unless arranged;
- payment of duties/taxes/quarantine fees at destination;
- long-term storage beyond quoted scope;
- insurance unless instructed and premium paid.

C4. Prohibited and dangerous goods (HHG)

1. The Customer must not include firearms/ammunition/explosives, illegal drugs/contraband, flammables, corrosives, gases, perishables, live plants/animals, or any prohibited items under carrier/customs rules.
2. If such items are found, Sterdts may refuse, remove, hand over to authorities, or arrange disposal at the Customer's cost and risk.

C5. Payment (HHG)

1. Unless agreed otherwise in writing, payment timing for HHG Services is as stated in Schedule 1 and may require payment in advance of collection/loading/export.
2. Sterdts may exercise lien/retention rights for unpaid amounts in accordance with the incorporated terms and applicable law.

C6. Inventory, condition, and packing

1. The Customer should ensure high-value items are identified and declared where required for insurance or special handling.
2. Where Sterdts packs goods, Sterdts may issue an inventory/packing list; the Customer should raise discrepancies promptly.

C7. Claims notification (HHG)

1. The Customer must notify Sterdts in writing of any loss/damage claim within the time limits stated in the incorporated terms and/or as otherwise set out in Schedule 1 for HHG Services.
2. The Customer must allow reasonable opportunity for inspection before disposal/repair.

C8. Cancellation (HHG)

Cancellation terms (including any notice periods, charges or fees) apply as stated in Schedule 1 (as applicable). If Schedule 1 does not state specific cancellation terms for the relevant circumstances, clause A11 (Cancellations, credits and refunds (general)) applies. For household-goods services, any cancellation charge/credit/refund remains subject to applicable mandatory law.

C9. Insurance (HHG)

1. Goods are moved at **owner's risk** unless insurance is specifically requested in writing and arranged.
2. Insurance (if arranged) is subject to insurer terms; exclusions commonly apply to certain valuables unless declared and separately insured.

C10. Storage (HHG)

1. If storage is required, it is governed by the applicable storage arrangements and incorporated terms.
2. Storage may affect insurance unless extended by arrangement.

C11. International HHG compliance

1. International HHG moves are subject to destination customs/quarantine rules. Sterdts may assist, but the Customer remains responsible for accurate information and compliance.
2. Transit times are estimates and depend on carrier schedules, port/terminal operations, customs inspections, and other factors outside Sterdts' control.

End of Section C and these STCs.