



**General Terms and Conditions (AGB) of Fiebco Bau GmbH**  
**Renovation & Fit Out Services Category**  
**Last Updated: 11.03.2026**

## **§1 Scope, Validity, and Definition**

1. These General Terms and Conditions (hereinafter "AGB") apply to all services within the Renovation & Fit-Out category offered by Fiebco Bau GmbH (hereinafter "Service Provider") and concluded with the Client. The Service Provider provides services exclusively on the basis of these AGB.
2. Deviating, conflicting, or supplementary general terms and conditions of the Client shall not become part of the agreement, even if their validity is not expressly contradicted.

## **§2 Subject Matter of the Contract / Services**

1. The subject matter of the agreement is the provision of renovation, fit-out, installation, and related design services by the service provider (Fiebco Bau GmbH) for the Client. The specific scope of services is based on the booking made by the Client via the website, application, or telephone, or as detailed in a separate project proposal.
2. The Service Provider offers the following main service categories. Services may be provided on a project basis, per Service Day (8 hours), or as a fixed-price contract based on the agreed scope:
  - Home Fit-Out Design, Style Assessment & Cost Planning: Professional interior fit-out design service focused on layout planning, material selection, and finish styles. The Service Provider evaluates the existing space and creates a fit-out design concept. A key part of this service is the preparation of a detailed cost estimate covering materials, labor, and installation. The price includes the final design drawings and cost plan. This is a planning and consultancy service and does not include the execution of the fit-out works, unless separately agreed upon.
  - Furniture & Decoration Sourcing: A consultancy service where the Service Provider assists the Client in selecting, sourcing, and procuring furniture, lighting, and décor to match the approved fit-out design and budget. The price covers the sourcing consultancy and service only, and does not include the purchase price of the furniture or décor items.
  - Plastering & Painting: Professional wall and ceiling finishing, including surface inspection, crack filling, plastering and wall leveling, putty and smoothing works, primer application, and interior wall and ceiling painting. Final clean-up and inspection are included. The price includes the cost of standard plaster, putty, primer, and paint required for the job.
  - Hardwood & Laminate Flooring Installation: Installation of hardwood or laminate flooring, including removal of old flooring (if required), subfloor inspection and preparation, underlay and moisture barrier installation, plank installation, and skirting and finishing trims. The price includes installation materials (e.g., adhesives, leveling compounds, underlay, trims) but does not include the cost of the hardwood or laminate flooring itself.

- Tile, Ceramic, Marble & Stone Flooring Installation: Installation of tiles, ceramic, marble, or natural stone flooring, including subfloor preparation, adhesive and leveling application, grouting and joint finishing, edge trims, and transitions. The price includes installation materials (e.g., adhesives, grout, leveling compounds) but does not include the cost of the tiles, marble, or stone itself.
- Carpet Installation: Professional carpet installation, including subfloor inspection and preparation, carpet underlay installation, carpet cutting and fitting, edge trimming, and door/transition finishing. The price does not include the cost of the carpet or underlay, but the Service Provider can provide consultancy and price-benefit analysis for material selection.
- Kitchen Cabinets Installation: Fitting of new kitchen cabinets, including modular, custom-made, or flat-pack systems. This includes alignment, secure fixing, and basic electrical fittings connections. The price includes leveling materials, fixing accessories, and electrical fittings up to a total value of 50.00 EUR (Standard Market Rates) for additional materials (e.g., screws, plugs, connectors). Costs exceeding this limit require Client approval and shall be paid by the client.
- Ceilings Installation: Installation of ceiling systems (gypsum board, suspended, decorative), including framework and support installation, panel installation, leveling, cut-outs for lighting/ventilation, and surface finishing ready for painting. The price does not include the cost of the ceiling panels or materials, but the Service Provider can provide consultancy and best-price guidance.
- Wall Demolition & Removal: Safe and professional removal of non-load-bearing interior walls, including controlled demolition and cutting, dust protection, debris collection, and site clean-up. Openings are prepared for new layouts. The price includes the final disposal of demolished non-hazardous walls. The Client is solely responsible for obtaining any necessary approvals or permits for architectural changes.
- New Interior Wall Installation: Installation of new interior walls (drywall/gypsum), including wall framing and fixing, installation of sound or thermal insulation (if specified), door and opening preparation, and surface finishing ready for painting. The price includes the cost of materials for the wall structure (e.g., gypsum boards, metal studs, cement, bricks, insulation) but does not include final finishing like painting or wallpapering. The Client is solely responsible for obtaining any necessary approvals or permits (from landlords).
- IT & Security Systems Installation: Installation of data networks, Wi-Fi, CCTV, access control, and security systems. This includes testing, system configuration, data and network cabling, Wi-Fi access point installation, router/switch setup, and device installation. The price includes labor, consultancy, cabling, containment (conduits), and accessories. It does not include the cost of active devices (cameras, recorders, routers, access control units) or software. A materials allowance of 250.00 EUR (Standard Market Rates) for cables, containment, and accessories is included for every 5 devices installed. Additional material costs require Client approval and shall be paid by the client.

- Electrical Systems Solutions: Complete electrical installation for fit-out projects, including main electrical wiring and cabling, power outlets and switches, lighting circuits and fixture connections, distribution board installation, grounding, and system testing with safety certification. The price includes a materials allowance of 250.00 EUR for cabling, circuit breakers, and accessories for every 10 electrical points. Additional material costs require Client approval and shall be paid by the client.

### **§3 Prices and Payment**

1. All prices quoted on the website, in the app, or in project proposals are in Euros (EUR) and include the statutory value-added tax (VAT) applicable at the time of conclusion of the contract (Bruttopreis).
2. Calculation of Total Price: The total price for the booked service will be displayed to the Client before the order is submitted. It may be calculated based on:
  - Project-Based Pricing: A fixed price for a defined scope of work (e.g., design service, installation of a specific number of points).
  - Time-Based Pricing: Price per person, per Service Day (8 hours) for renovation work.
3. Payment Methods: Payment can be made using the payment methods specified in the ordering process (e.g., credit card, direct debit, bank transfer). Payment terms may be agreed upon in the project proposal (e.g., deposit upon order, final payment upon completion).
4. Travel Time and Costs: The agreed price includes travel time and costs within a defined radius (20 KM) of the Service Provider's base (Frankfurt Am Main). For locations outside this radius, a separate travel surcharge may be agreed upon, which will be communicated to the Client before booking.

### **§4 Materials, Equipment, and Allowances**

1. Basic Tools and Equipment: The price of the service covers the provision and use of standard, professional-grade tools by the Service Provider's employees necessary for the trade (e.g., drills, saws, levels, plastering tools, cable testers).
2. Included Materials and Allowances: As specified in §2, many services include the cost of standard installation or finishing materials up to a defined limit:
  - Plastering/Painting: Standard plaster, putty, primer, and paint are included.
  - Flooring Installation: Adhesives, leveling compounds, underlay, and trims are included.
  - Kitchen Installation: Additional materials up to 50.00 EUR are included.
  - IT/Electrical Installation: A defined allowance (e.g., 250 EUR per 5 devices or 10 points) for cabling and accessories is included.

3. Client-Provided Materials: The Client may provide their own specific materials, fixtures, or finishes they wish to be installed (e.g., tiles, flooring, cabinets, cameras). The Service Provider is not liable for the quality, suitability, or defects of client-provided materials.
4. Costs for Materials Exceeding Allowances:
  - If the job requires specific materials, or a quantity of standard materials exceeding the defined allowance, the service provider's employee will inform the Client and seek approval before purchase.
  - The Client may either: (a) Purchase and provide the required materials themselves, or (b) Instruct the Service Provider to purchase them. In this case, the Client must pay the actual purchase costs (upon presentation of the receipt) in addition to the agreed service price.
  - The cost of renting or disposing of large waste containers for significant demolition waste is not included in the standard service price unless explicitly stated (see §2, Wall Demolition).

## **§5 Client's Obligations and Duties**

1. Provision of Parking: The Client shall provide a free parking space for the Service Provider's vehicle(s) and employees in the immediate vicinity of the property.
2. Reimbursement of Parking Costs: If a free parking space cannot be provided, the service provider's employee is authorized to use public parking facilities. Any costs exceeding €10 per day must be covered by the client upon receiving a corresponding ticket or proof of payment.
3. Access and Approvals:
  - The Client must ensure that the property is accessible at the agreed start time and that the work area is cleared of furniture and valuables, unless otherwise agreed.
  - The Client is solely responsible for obtaining any and all necessary permits, approvals, or consents from landlords, property managers, or local authorities required for the renovation work (especially for demolition or structural changes). The Service Provider will not commence work without confirmation that necessary approvals are in place.
4. Safety and Working Conditions: The Client must ensure that the workplace is safe (e.g., secure electrical supply, no hazardous materials undisclosed). If the employee identifies a direct safety risk (e.g., suspected asbestos, unstable structures), they are entitled to refuse to perform the affected task until the risk is remedied or professionally assessed.
5. Declaration of Hazardous Materials: The Client must declare any known hazardous substances (e.g., asbestos, lead paint, mold) before work begins. The Service Provider reserves the right to stop work and charge for time spent if undisclosed hazardous materials are discovered.
6. Valuables: The Client must remove or secure all items of significant monetary or sentimental value before work begins. The Service Provider assumes no liability for items that were not secured.

## **§6 Liability**

1. The service provider is liable for damages of the Client, regardless of the legal grounds, in cases of intent or gross negligence by the service provider, its legal representatives, or its vicarious agents.
2. In cases of simple negligence, the Service Provider is only liable:
  - For damages resulting from injury to life, body, or health.
  - For damages arising from the breach of a material contractual obligation. Material obligations are those whose fulfillment is essential for the proper execution of the contract and on whose compliance the Client may regularly rely (e.g., proper installation, adherence to building standards). In this case, liability is limited to the foreseeable, contract-typical damage.
3. Design and Planning Services: For design and consultancy services (§2.1, §2.2), the Service Provider's liability is limited to the fee paid for that specific service, provided the damage is not caused by intent or gross negligence.
4. The above liability limitations also apply to the personal liability of the service provider's employees, representatives, and bodies.
5. Notification of Defects: The Client is obliged to inspect the service immediately upon completion. Any obvious defects must be reported to the service provider in writing (e.g., by email) within a maximum of 3 working days. For defects not reasonably discoverable during inspection, notification must be made promptly upon discovery.

## **§7 Right of Withdrawal for Consumers**

1. If the Client is a consumer, they are generally entitled to a right of withdrawal pursuant to §312g of the German Civil Code (BGB).
2. After the start of the service provision, it cannot be cancelled.
3. To exercise the right of withdrawal, the Client must inform the service provider (Fiebco Bau GmbH) of their decision to withdraw from this agreement by means of a clear declaration (e.g., a letter sent by post or an email).
4. Exception / Expiry of Withdrawal Right: The right of withdrawal expires for service agreements if the Service Provider has provided the service partially or completely and the Client has expressly agreed that the Service Provider may begin with the service before the end of the withdrawal period and has confirmed their knowledge that they lose their right of withdrawal upon full fulfillment of the agreement by the service provider. For custom-made or prefabricated elements (e.g., cut-to-size materials), the right of withdrawal may expire earlier as per legal provisions.

## **§8 Service Execution, Delays, and Cancellation**

1. Scope of Work ("Service Day"): Where services are booked on a time-based "Service Day," this constitutes 8 hours of work per person. This time includes setup, consultation,

the practical work, and clean-up. The team will work diligently to complete as much of the agreed-upon scope as possible within this time. If tasks remain unfinished due to time constraints or unforeseen complexities, this does not constitute a defect, provided the team worked continuously and professionally.

2. **Project-Based Work:** For fixed-price projects, the timeline will be agreed upon in the proposal. The Service Provider will make every effort to adhere to the timeline but delays due to material availability, unforeseen site conditions, or change requests by the Client may occur.
3. **Delays:** If the service provider's team is delayed due to circumstances beyond their control (e.g., traffic, material delays), the service provider will inform the Client. The Client's duties to cooperate (Section 5) remain unaffected.
4. **Rescheduling and Cancellation by the Client:**
  - Cancellations or rescheduling of a booked Service Day are free of charge up to 4 working days before the scheduled start time.
  - In case of cancellation less than 4 working days before the start time, the Service Provider is entitled to charge 50% of the agreed service price.
  - In case of cancellation less than 1 day before the start time, or if the team is denied access to the property at the agreed time, the Service Provider is entitled to charge 100% of the agreed service price.
  - For project-based work, cancellation fees will be based on the work and planning already completed.
5. **Change Orders:** If the Client requests changes to the scope of work after the project has started, the Service Provider will provide a quote for the additional work and materials. Work will only proceed on changes after written approval from the Client.
6. **Waste Disposal:** The price of the service includes the collection and disposal of general, non-hazardous construction waste resulting from the work into the Client's designated bins or a provided waste container, unless otherwise stated (e.g., Wall Demolition includes disposal). The cost of renting waste containers or disposing of hazardous waste is not included.

## **§9 Final Provisions**

1. The contractual relationship between the service provider and the Client shall be governed by the laws of the Federal Republic of Germany.
2. **Dispute Resolution:** The service provider is neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board.
3. If any provision of these AGB is or becomes invalid or unenforceable, the validity of the remaining provisions shall not be affected. In place of the invalid or unenforceable provision, a valid and enforceable provision shall be deemed agreed which comes as close as possible to the economic intent and purpose of the invalid provision.



**General Terms and Conditions (AGB) of Fiebc Bau GmbH**  
**Operation and Maintenance Services Category**  
**Last Updated: 11.03.2026**

## **§1 Scope, Validity, and Definition**

1. These General Terms and Conditions (hereinafter "AGB") apply to all services within the Operation & Maintenance category offered by Fiebco Bau GmbH (hereinafter "service provider") and concluded with the Client. The service provider provides services exclusively on the basis of these AGB.
2. Deviating, conflicting, or supplementary general terms and conditions of the Client shall not become part of the agreement, even if their validity is not expressly contradicted.

## **§2 Subject Matter of the Contract / Services**

1. The subject matter of the agreement is the provision of technical and manual operation, repair, and maintenance services by the service provider (Fiebco Bau GmbH) for the Client. The specific scope of services is based on the booking made by the Client via the website, application, or telephone.
2. The service provider offers the following main service categories. The service consists of a full working day (8 hours) dedicated to diagnosing, repairing, maintaining, or installing items as per the Client's instructions and the professional assessment of the assigned technician(s) - (although it is the client full responsibility to allocate the paid service days):
  - Handyman & General Repairs: Repair of doors, locks, cabinets, and furniture; installation of shelves, curtain rods, TVs, and light fixtures; and other minor carpentry and drilling works.
  - Garden Care: Lawn mowing and edging, weeding, plant trimming and shaping, leaf and debris removal, and general garden area clean-up.
  - Electrical Repair & Troubleshooting: Diagnosis and repair of electrical faults, socket and switch repair/replacement, lighting and fixture repairs, circuit breaker troubleshooting, and electrical safety checks.
  - Plumbing & AC Maintenance: Leak detection and repair, tap/toilet/drain fixing, AC filter cleaning, AC gas pressure check and refill, and diagnosis of cooling or airflow faults.
  - Furniture Assembly: Assembly of flat-pack and pre-made furniture, including beds, wardrobes, cabinets, desks, tables, and shelves, including secure fixing and alignment.
  - Minor Drywall & Paint Repair: Filling cracks, holes, and dents; minor drywall and plaster repairs; surface sanding and smoothing; and paint touch-ups with color matching where possible.
  - Door, Window & Lock Repair: Door and window alignment, hinge and handle repair, lock and cylinder replacement, and adjustment of sliding mechanisms.
  - IT Maintenance & Support: Wi-Fi and network troubleshooting, CCTV camera and recorder repair, router and access point checks, and smart home system reset and configuration.

3. The services are provided by qualified technicians for one full working day, consisting of 8 hours (a "Service Day"). While the exact start and end times will be confirmed during booking, the client has the flexibility to determine how many technicians are needed and for how many days, based on their own assessment. Fiebco Bau is available to assist with the estimation process, though the final decision regarding the number of technicians and duration of service remains with the client.
4. The service description on the website or in the app is a general description of activities. It does not constitute an express promise of success for every individual item in every case, unless this has been expressly confirmed in writing by the service provider. The technician will work diligently to complete as much of the agreed-upon scope as possible within the 8-hour day. If tasks remain unfinished due to time constraints or unforeseen complexities, this does not constitute a defect, provided the technician worked continuously and professionally.
5. Scope of Work and Limitations: The service price covers the manpower and use of standard, basic tools required to perform the described sub-services. It does not include the provision of specialized advanced tools or machinery (e.g., industrial pipe cleaners, large waste shredders, scaffoldings) unless explicitly agreed upon in a separate contract. The service provider's technician will make their best effort to complete the required tasks using the available tools and their expertise.

### **§3 Prices and Payment**

1. All prices quoted on the website and in the app are in Euros (EUR) and include the statutory value-added tax (VAT) applicable at the time of conclusion of the contract (Bruttopreis).
2. The total price for the booked service (based on the number of Service Days and technicians) will be displayed to the Client before the order is submitted.
3. Payment Methods: Payment can be made using the payment methods specified in the ordering process (e.g., credit card, direct debit, PayPal). The total price is due immediately upon conclusion of the service request.
4. Travel Time and Costs: The agreed price includes travel time and costs within a defined radius (20 KM) of the service provider's base (Frankfurt Am Main). For locations outside this radius, a separate travel surcharge may be agreed upon, which will be communicated to the Client before booking.

### **§4 Materials, Spare Parts, and Equipment**

1. Basic Tools: The price of the service covers the provision and use of standard, basic tools by the service provider's employee necessary for the trade (e.g., screwdrivers, drills, saws, hammers, multimeters, basic plumbing tools, ladders, paint rollers).
2. Materials and Spare Parts Allowance: The service provider is authorized to purchase necessary standard materials or spare parts (e.g., screws, wall plugs, seals, fuses, light bulbs, small fittings) up to a total value of 50.00 EUR per Service Day to ensure the job

can be completed. These costs are included in the service price (but they can not be claimed if were not used in the form of materials needed to get the job done).

3. Client-Provided Materials: The Client may provide their own specific materials, spare parts, or fixtures (e.g., a specific tap, a new lock, custom paint) they wish to be installed. When the client provide these materials, no deduction will be done to the price of the service.
4. Costs for Materials Exceeding the Allowance:
  - If the job requires specific spare parts, materials, or a quantity of standard materials exceeding the 50.00 EUR limit, the service provider's employee will inform the Client and seek approval before purchase. (the service provider will only pay the 50 euro)
  - The Client may either: (a) Purchase and provide the required materials themselves (in this case no deduction for the service price will happen), or (b) Instruct the service provider to purchase them. In this case, the Client must pay the actual purchase costs (upon presentation of the receipt) in addition to the agreed service price (after taking the 50 euro limit into consideration).
  - The cost of renting or disposing of large waste containers or disposing of hazardous waste is not included in the service price and must be borne by the Client.

## **§5 Client's Obligations and Duties**

1. Provision of Parking: The Client shall provide a free parking space for the service provider's employee in the immediate vicinity of the property.
2. Reimbursement of Parking Costs: If a free parking space cannot be provided, the service provider's employee is authorized to use public parking facilities. Any costs exceeding €10 per day must be covered by the client upon receiving a corresponding ticket or proof of payment.
3. Access and Instructions: The Client must ensure that the property is accessible at the agreed start time. The Client shall provide the employee with any necessary instructions regarding the specific tasks for the day at the beginning of the shift. Any delays in providing access or instructions will be counted as part of the 8-hour Service Day.
4. Safety and Working Conditions: The Client must ensure that the workplace is safe (e.g., no tripping hazards, stable ladders if provided by the client). If the employee identifies a direct safety risk to themselves, they are entitled to refuse to perform the affected task until the risk is remedied.
5. Valuables and Hazardous Items: The Client must remove or secure all items of significant monetary or sentimental value before the technician arrives. The service provider assumes no liability for items that were not secured or declared.
6. Consultation and Approval: The Client acknowledges that the technician may provide expert advice during the service. If unforeseen issues or necessary additional work are discovered, the technician will inform the Client and seek approval before proceeding.

## **§6 Liability**

1. The service provider is liable for damages of the Client, regardless of the legal grounds, in cases of intent or gross negligence by the service provider, its legal representatives, or its vicarious agents.
2. In cases of simple negligence, the service provider is only liable:
  - For damages resulting from injury to life, body, or health.
  - For damages arising from the breach of a material contractual obligation. Material obligations are those whose fulfillment is essential for the proper execution of the contract and on whose compliance the Client may regularly rely. In this case, liability is limited to the foreseeable, contract-typical damage.
3. The above liability limitations also apply to the personal liability of the service provider's employees, representatives, and bodies.
4. The provisions of the German Product Liability Act remain unaffected.
5. Notification of Defects: The Client is obliged to inspect the service immediately upon completion. Any obvious defects must be reported to the service provider immediately, and in writing (e.g., by email) within a maximum of 3 working days.

## **§7 Right of Withdrawal for Consumers**

1. If the Client is a consumer, they are generally entitled to a right of withdrawal pursuant to §312g of the German Civil Code (BGB).
2. Cancellation Policy: Consumers have the right to cancel this contract within fourteen days without giving any reason if the service has not been started. The withdrawal period is fourteen days from the day of the conclusion of the booking. After the start of the service provision, it cannot be cancelled.
3. To exercise the right of withdrawal, the Client must inform the service provider (Fiebco Bau GmbH) of their decision to withdraw from this agreement by means of a clear declaration (e.g., a letter sent by post or an email).
4. Exception / Expiry of Withdrawal Right: The right of withdrawal expires for service agreements if the service provider has provided the service partially or completely and the Client has expressly agreed that the service provider may begin with the service before the end of the withdrawal period and has confirmed their knowledge that they lose their right of withdrawal upon full fulfillment of the agreement by the service provider.

## **§8 Service Execution, Delays, and Cancellation**

1. Scope of Work ("One Day"): A booked Service Day constitutes 8 hours of work by a single technician. This time includes setup, travel to the site, consultation, the practical work, and clean-up. The technician will work diligently to complete as much of the agreed-upon scope as possible within this time. If tasks remain unfinished due to time

constraints or the complexity of a task, this does not constitute a defect in the service, provided the technician worked continuously.

2. Delays: If the service provider's employee is delayed due to circumstances beyond their control (e.g., traffic jams), the service provider will inform the Client. The 8-hour Service Day will begin upon the technician's arrival at the property and will end 8 hours later (after taking into consideration the normal travel time which is calculated as a part of the 8 hours working day). The Client's duties to cooperate (Section 5) remain unaffected.
3. Rescheduling and Cancellation by the Client:
  - Cancellations or rescheduling of a booked Service Day are free of charge up to 48 hours before the scheduled start time.
  - In case of cancellation less than 48 hours before the start time, the service provider is entitled to charge 50% of the agreed service price.
  - In case of cancellation less than 24 hours before the start time, or if the technician is denied access to the property at the agreed time, the service provider is entitled to charge 100% of the agreed service price.
  - The Client reserves the right to prove that the service provider has incurred no loss or a significantly lower loss than the above flat-rate fees.
4. Waste Disposal: The price of the service does not include the cost of waste disposal (in a location other than the service location), the rental of waste containers, or fees for special waste disposal services. The technician will bag general, non-hazardous waste resulting from the work (e.g., packaging, old small parts) and place it in the Client's designated internal bins.

## **§9 Final Provisions**

1. The contractual relationship between the service provider and the Client shall be governed by the laws of the Federal Republic of Germany.
2. Dispute Resolution: The service provider is neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board.
3. If any provision of these AGB is or becomes invalid or unenforceable, the validity of the remaining provisions shall not be affected. In place of the invalid or unenforceable provision, a valid and enforceable provision shall be deemed agreed which comes as close as possible to the economic intent and purpose of the invalid provision.



**General Terms and Conditions (AGB) of Fiebco Bau GmbH**  
**Moving & Logistic Services Category**  
**Last Updated: 11.03.2026**

## **§1 Scope, Validity, and Definition**

1. These General Terms and Conditions (hereinafter "AGB") apply to all services within the Moving & Logistic Services category offered by Fiebco Bau GmbH (hereinafter "Service Provider") and concluded with the Client. The Service provider provides services exclusively on the basis of these AGB.
2. Deviating, conflicting, or supplementary general terms and conditions of the Client shall not become part of the agreement, even if their validity is not expressly contradicted.

## **§2 Subject Matter of the Contract / Services**

1. The subject matter of the agreement is the provision of moving, transportation, lifting, and logistic services by the service provider (Fiebco Bau GmbH) for the Client. The specific scope of services is based on the booking made by the Client via the website, application, or telephone.
2. The Service provider offers the following main service categories:
  - Local Delivery & Pickup: Transportation of goods, furniture, packages, or materials within the city. This includes pickup from one location, transport in a suitable vehicle, and delivery to the destination, including basic loading and unloading.
  - Forklift & Lifting Services: Provision of a certified forklift operator for a full working day to handle, load, unload, and position heavy materials. The Client may either provide their own forklift or request the Service provider to supply the forklift, including its transport to and from the site.
  - Loading, Unloading & Lifting (Manpower): Provision of professional manpower (per person, per full working day) to safely load, unload, and reposition goods, materials, and equipment. The number of workers is determined by the load size and confirmed weight.
  - Apartment & Furniture Moving: A complete relocation service for apartments, villas, and offices, including packing, wrapping, furniture disassembly, loading, transport, unloading, reassembly, and placement of furniture at the destination.
  - Warehousing & Storage: Monthly storage of furniture, equipment, and materials in secure indoor facilities. This includes receiving, inventory tracking, loading/unloading for storage, and goods release upon request, with basic insurance coverage included.
3. The services are provided for a defined duration:
  - Service Day: For moving, loading, and forklift services (excluding storage), a "Service Day" constitutes 8 hours of work. This applies per person for manpower services and per operator for forklift services. The client has the flexibility to determine how many workers or operators are needed and for how many days, based on their own assessment.
  - Storage: Warehousing services are provided on a monthly basis.

4. The service description on the website or in the app is a general description of activities. The Service provider's team will work diligently to complete the agreed-upon scope within the booked time. If tasks remain unfinished (for services that are booked on the basis of a working service day) due to time constraints or unforeseen complexities (e.g., difficult access, excessive weight), this does not constitute a defect, provided the team worked continuously and professionally.

### **§3 Prices and Payment**

1. All prices quoted on the website and in the app are in Euros (EUR) and include the statutory value-added tax (VAT) applicable at the time of conclusion of the contract (Bruttopreis).
2. Calculation of Total Price: The total price for the booked service will be displayed to the Client before the order is submitted and is calculated based on the following:
  - Manpower: Price per person, per Service Day (8 hours).
  - Forklift Services: Price for the operator (per Service Day) plus, if requested, a separate fee for forklift rental and transport to/from the site.
  - Storage: Monthly fee based on volume or space required.
  - Vehicle Transport: For delivery services, the price includes the vehicle and driver for the booked duration.
3. Payment Methods: Payment can be made using the payment methods specified in the ordering process (e.g., credit card, direct debit, PayPal). The total price is due immediately upon conclusion of the service request.
4. Travel Time and Costs: The agreed price includes travel time and costs to the first pickup location and from the last drop-off location within a defined radius (20 KM) of the Service provider's base (Frankfurt Am Main). For locations outside this radius, a separate travel surcharge may be agreed upon, which will be communicated to the Client before booking.
5. Materials Allowance: The Service provider is authorized to purchase necessary standard packing or moving materials (e.g., tape, boxes, wrapping film, blankets) up to a total value of 25.00 EUR per Service Day to ensure the job can be completed. These costs are included in the service price.
  - If the job requires specific or a larger quantity of materials exceeding the 25.00 EUR limit, the service provider's employee will inform the Client and seek approval before purchase. In this case, the Client must pay the actual purchase costs (upon presentation of the receipt) in addition to the agreed service price.
  - The cost of renting or disposing of large waste containers is not included in the service price and must be borne by the Client.

### **§4 Equipment, Vehicles, and Special Services**

1. **Basic Equipment and Tools:** The price of the service covers the provision and use of standard moving and logistic equipment by the Service provider's employees. This includes, but is not limited to:
  - Moving dollies, hand trucks, and pallet jacks.
  - Furniture blankets, padding, and wrapping film.
  - Basic packing tools (tape dispensers, cutters).
  - Straps and tie-downs for securing loads.
2. **Vehicles:** The price includes the use of a suitable transport vehicle (e.g., box truck, van) appropriate for the size and volume of the load, as confirmed during booking.
3. **Forklift Services:**
  - **Client-Provided Forklift:** If the Client has a forklift on-site, the Service provider's certified operator will use the Client's machine. The Client is responsible for ensuring their forklift is in safe, working condition.
  - **Service provider-Provided Forklift:** If the Client requests a forklift, the Service provider will supply a suitable machine. The price for this will be quoted separately and includes the transport of the forklift to and from the site, as well as its use during the Service Day.

## **§5 Client's Obligations and Duties**

1. **Provision of Parking:** The Client shall provide a free parking space for the Service provider's vehicle(s) in the immediate vicinity of the pickup and delivery locations. For moving services, this space should be as close as possible to the entrance to minimize carrying distance.
2. **Reimbursement of Parking Costs:** If a free parking space cannot be provided, the service provider's employee is authorized to use public parking facilities. Any costs exceeding €10 per day must be covered by the client upon receiving a corresponding ticket or proof of payment.
3. **Access and Instructions:** The Client must ensure that all properties (pickup and delivery locations) are accessible at the agreed start time (e.g., elevators are booked, doorways are clear). The Client shall provide the team with any necessary instructions regarding fragile items or specific placement at the beginning of the shift. Any delays in providing access will be counted as part of the booked Service Day.
4. **Safety and Working Conditions:** The Client must ensure that the workplace is safe (e.g., clear pathways, no tripping hazards, adequate lighting). If the employee identifies a direct safety risk to themselves, they are entitled to refuse to perform the affected task until the risk is remedied.
5. **Preparation and Valuables:**
  - The Client is responsible for emptying drawers, cabinets, and securing small items.
  - The Client must remove or secure all items of significant monetary or sentimental value (e.g., jewelry, important documents, cash, art) before the team arrives. The

Service provider assumes no liability for items that were not secured, declared, or packed by the Client themselves.

6. Prohibited Items: The Service provider's team is not permitted to transport hazardous materials, flammable liquids, corrosive substances, plants, or perishable food items. The Client must declare any items that are unusually heavy or require special handling.

## **§6 Liability**

1. The service provider is liable for damages of the Client, regardless of the legal grounds, in cases of intent or gross negligence by the service provider, its legal representatives, or its vicarious agents.
2. In cases of simple negligence, the Service provider is only liable:
  - For damages resulting from injury to life, body, or health.
  - For damages arising from the breach of a material contractual obligation. Material obligations are those whose fulfillment is essential for the proper execution of the contract and on whose compliance the Client may regularly rely (e.g., careful handling of goods, safe transport). In this case, liability is limited to the foreseeable, contract-typical damage.
3. Warehousing: For storage services, the Service provider's liability is limited to the basic insurance coverage included in the price. The Client is encouraged to declare the value of high-worth items for additional insurance, which can be arranged at an extra cost.
4. The above liability limitations also apply to the personal liability of the service provider's employees, representatives, and bodies.
5. Notification of Defects: The Client is obliged to inspect the goods and the service immediately upon completion of unloading/delivery. Any obvious damage to items must be noted on the delivery note and reported to the service provider in writing (e.g., by email) within a maximum of 3 working days.

## **§7 Right of Withdrawal for Consumers**

1. If the Client is a consumer, they are generally entitled to a right of withdrawal pursuant to §312g of the German Civil Code (BGB).
2. After the start of the service provision, it cannot be cancelled.
3. To exercise the right of withdrawal, the Client must inform the service provider (Fiebco Bau GmbH) of their decision to withdraw from this agreement by means of a clear declaration (e.g., a letter sent by post or an email).
4. Exception / Expiry of Withdrawal Right: The right of withdrawal expires for service agreements if the Service provider has provided the service partially or completely and the Client has expressly agreed that the Service provider may begin with the service before the end of the withdrawal period and has confirmed their knowledge that they lose their right of withdrawal upon full fulfillment of the agreement by the service provider.

## **§8 Service Execution, Delays, and Cancellation**

1. Scope of Work ("One Day"):
  - Manpower & Moving: A booked Service Day constitutes 8 hours of work per person. This time includes travel to the first site, consultation, the physical work (loading, driving, unloading), and clean-up. The team will work diligently to complete the move or task within this time.
  - Forklift Services: A booked Service Day constitutes 8 hours of on-site operation. The time required for the forklift to be delivered to the site and picked up is separate and will be communicated as part of the transport fee.
2. Delays: If the service provider's team is delayed due to circumstances beyond their control (e.g., traffic jams, weather), the service provider will inform the Client. The Service Day will begin upon the team's arrival at the first location (and travel time is estimated based on regular circumstances and is considered a part of the working service day). The Client's duties to cooperate (Section 5) remain unaffected.
3. Rescheduling and Cancellation by the Client:
  - Cancellations or rescheduling of a booked Service Day are free of charge up to 48 hours before the scheduled start time.
  - In case of cancellation less than 48 hours before the start time, the Service provider is entitled to charge 50% of the agreed service price.
  - In case of cancellation less than 24 hours before the start time, or if the team is denied access to the property at the agreed time, the Service provider is entitled to charge 100% of the agreed service price.
  - The Client reserves the right to prove that the Service provider has incurred no loss or a significantly lower loss than the above flat-rate fees.
4. Waste Disposal: The price of the service does not include the cost of waste disposal, the rental of waste containers, or fees for special waste disposal services. The team will gather packing materials (e.g., plastic wrap, tape) and place them in the Client's designated internal bins, but removal of this waste from the property is not included.

## **§9 Final Provisions**

1. The contractual relationship between the service provider and the Client shall be governed by the laws of the Federal Republic of Germany.
2. Dispute Resolution: The service provider is neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board.
3. If any provision of these AGB is or becomes invalid or unenforceable, the validity of the remaining provisions shall not be affected. In place of the invalid or unenforceable provision, a valid and enforceable provision shall be deemed agreed which comes as close as possible to the economic intent and purpose of the invalid provision.



**General Terms and Conditions (AGB) of Fiebco Bau GmbH**  
**Cleaning Services Category**  
**Last Updated: 11.03.2026**

## **§1 Scope, Validity, and Definition**

1. These General Terms and Conditions (hereinafter "AGB") apply to all services offered by Fiebco Bau GmbH for cleaning services category concluded between Fiebco Bau GmbH (hereinafter "Service Provider") and the Client. The Service provider provides services exclusively on the basis of these AGB.
2. Deviating, conflicting, or supplementary general terms and conditions of the Client shall not become part of the agreement, even if their validity is not expressly contradicted.

## **§2 Subject Matter of the Contract / Services**

1. The subject matter of the agreement is the provision of cleaning services by the service provider (Fiebco Bau GmbH) for the Client. The specific scope of services is based on the booking made by the Client via the website or application or telephone.
2. The Service Provider offers the following main service categories:
  - Regular Home Cleaning: A standard cleaning service for maintaining cleanliness and hygiene, including dusting, sweeping, mopping, surface wiping, and general tidying .
  - Move-In / Move-Out Cleaning: A detailed cleaning service for preparing a property for new occupants or handing it over, including detailed cleaning of cabinets, appliances, inside windows, and walls .
  - Office Cleaning: Cleaning of office spaces, including desks, meeting rooms, kitchens, and restrooms .
  - Post-Renovation Cleaning: Removal of construction dust, paint marks, and debris after renovation work .
  - Shop & Retail Cleaning: Cleaning of retail spaces, including floors, shelves, counters, and staff facilities, with flexible scheduling .
  - Restaurant Cleaning: Specialized cleaning of kitchens, dining areas, and food preparation spaces, focusing on grease removal and hygiene, typically after hours.
  - Construction Site Cleaning: Removal of dust, debris, packaging, and general waste from construction and renovation sites to ensure safety and cleanliness .
3. The services are provided by a single cleaning professional for one full working day, consisting of 8 hours (a "Service Day"). While the exact start and end times will be confirmed during booking, the client has the flexibility to determine how many professionals are needed and for how many days, based on their own assessment. Additionally, Fiebco Bau is available to assist with the estimation process, though the final decision regarding the number of professionals and duration of service remains with the client.
4. The service description on the website or in the app is a general description of activities. It does not constitute an express promise of success for every individual item in every

case (specially when the number of service days are determined by the client), unless this has been expressly confirmed in writing by the service provider.

5. Exclusions (Non-Exhaustive List): Although Fiebco Bau GmbH cleaning professionals are able to do this list of work, but the services do not include providing the needed special equipment needed for the following works, unless explicitly agreed upon in a separate contract / agreement:

- Carpet deep cleaning (e.g., steam cleaning).
- Upholstery and curtain cleaning.
- Exterior window cleaning (outside of ground-floor reach).
- Exterior facade, gutter, or roof cleaning.
- Removal of mold, pest infestations, or hazardous materials (e.g., asbestos).
- Specialist industrial cleaning.

### **§3 Prices and Payment**

1. All prices quoted on the website and in the app are in Euros (EUR) and include the statutory value-added tax (VAT) applicable at the time of conclusion of the contract (Bruttopreis).
2. The total price for the booked service will be displayed to the Client before the order is submitted.
3. Payment Methods: Payment can be made using the payment methods specified in the ordering process (e.g., credit card, direct debit, PayPal, cash). The total price is due immediately upon conclusion of the service request.
4. Travel Time and Costs: The agreed price includes travel time and costs within a defined radius (20 KM) of the Service Provider's base (Frankfurt Am Main). For locations outside this radius, a separate travel surcharge may be agreed upon, which will be communicated to the Client before booking.

### **§4 Cleaning Equipment and Materials**

1. Basic Equipment: The price of the service covers the provision and use of basic cleaning equipment by the Service Provider's employee. This includes, but is not limited to:
  - Brooms, dustpans, and dusters.
  - Mops and buckets (or spray mops).
  - Vacuum cleaners.
  - Microfiber cloths, sponges, scouring pads, and scrub brushes.
  - Toilet brushes.
  - Spray bottles.

2. **Cleaning Chemicals:** The price includes the cost of standard cleaning chemicals up to a maximum of 15.00 EUR (Standard Market Rates) per Service Day. This includes detergents, all-purpose cleaners, degreasers, and disinfectants.
3. If the cleaning job requires special chemicals or a larger quantity of standard chemicals exceeding the 15.00 EUR limit, the service provider's employee will inform the Client. The Client may either:
  - Provide the required special chemicals themselves.
  - Instruct the service provider to purchase them. In this case, the Client must pay the actual purchase costs (upon presentation of the receipt) in addition to the agreed service price. The client has the right to keep the purchased but not fully used cleaning materials only when they pay for the additional (with higher than 15 euro cost) materials.

### **§5 Client's Obligations and Duties to the service provider**

1. **Provision of Parking:** The Client shall provide a free parking space for the service provider's employee in the immediate vicinity of the property.
2. **Reimbursement of Parking Costs:** If a free parking space cannot be provided, the service provider's employee is authorized to use public parking facilities. Additionally, any costs exceeding €10 per day must be covered by the client upon receiving a corresponding ticket or proof of payment.
3. **Access and Instructions:** The Client must ensure that the property is accessible at the agreed start time. The Client shall provide the employee with any necessary instructions regarding the specific tasks for the day at the beginning of the shift. Any delays in providing access or instructions will be counted as part of the 8-hour Service Day.
4. **Safety and Working Conditions:** The Client must ensure that the workplace is safe (e.g., no tripping hazards, secure electrical supply for the vacuum cleaner). If the employee identifies a direct safety risk to themselves, they are entitled to refuse to perform the affected task until the risk is remedied.
5. **Water and Electricity:** The Client must provide access to a functioning water supply and electrical outlets.
6. **Valuables and Hazardous Items:** The Client must remove or secure all items of significant monetary or sentimental value, as well as any hazardous substances (e.g., chemicals, sharps), before the cleaner arrives. The service provider assumes no liability for items that were not secured or declared.

### **§6 Liability**

1. The service provider is liable for damages of the Client, regardless of the legal grounds, in cases of intent or gross negligence by the service provider, its legal representatives, or its vicarious agents.

2. In cases of simple negligence, the service provider is only liable:
  - For damages resulting from injury to life, body, or health.
  - For damages arising from the breach of a material contractual obligation. Material obligations are those whose fulfillment is essential for the proper execution of the contract and on whose compliance the Client may regularly rely. In this case, liability is limited to the foreseeable, contract-typical damage.
3. The above liability limitations also apply to the personal liability of the service provider's employees, representatives, and bodies.
4. The provisions of the German Product Liability Act remain unaffected.
5. Notification of Defects: The Client is obliged to inspect the service immediately upon completion. Any obvious defects must be reported to the service provider immediately, and in writing (e.g., by email) within a maximum of 3 working days.

## §7 Right of Withdrawal for Consumers

1. If the Client is a consumer, they are generally entitled to a right of withdrawal pursuant to §312g of the German Civil Code (BGB).
2. Cancellation Policy: Consumers have the right to cancel this contract within fourteen days without giving any reason **if the service has not been started**. The withdrawal period is fourteen days from the day of the conclusion of the booking. After the start of the service provision, it can not be cancelled.
3. To exercise the right of withdrawal, the Client must inform the service provider (Fiebco Bau GmbH) of their decision to withdraw from this agreement by means of a clear declaration (e.g., a letter sent by post or an email).
4. Consequences of Withdrawal: If the Client withdraws from an agreement, the service provider must reimburse all payments received from the Client, including the costs of delivery (except for any supplementary costs resulting from the Client choosing a different type of delivery than the cheapest standard delivery offered by the service provider), without undue delay and at the latest within fourteen days from the day on which the notification of withdrawal was received. For this reimbursement, the service provider will use the same means of payment that the Client used for the original transaction, unless expressly agreed otherwise with the Client; in no case will the Client be charged fees as a result of this reimbursement.
5. Exception / Expiry of Withdrawal Right: The right of withdrawal expires for service agreements if the service provider has provided the service partially or completely and the Client has expressly agreed that the service provider may begin with the service

before the end of the withdrawal period and has confirmed their knowledge that they lose their right of withdrawal upon full fulfillment of the agreement by the service provider.

## **§8 Special Provisions for Cleaning Services**

1. Scope of Work ("One Day"): A booked Service Day constitutes 8 hours of work by a single cleaner. This time includes setup, cleaning, and clean-up. The cleaner will work diligently to complete as much of the agreed-upon scope as possible within this time. If tasks remain unfinished due to time constraints, this does not constitute a defect in the service, provided the cleaner worked continuously.
2. Delays: If the service provider's employee is delayed due to circumstances beyond their control (e.g., traffic jams, weather), the service provider will inform the Client. The 8-hour Service Day will begin upon the cleaner's arrival at the property and will end 8 hours later (after taking the normal travel time into consideration and it is calculated as part of the working service day). The Client's duties to cooperate (Section 5) remain unaffected.
3. Rescheduling and Cancellation by the Client:
  - Cancellations or rescheduling of a booked Service Day are free of charge up to 48 hours before the scheduled start time.
  - In case of cancellation less than 48 hours before the start time, the service provider is entitled to charge 50% of the agreed service price.
  - In case of cancellation less than 24 hours before the start time, or if the cleaner is denied access to the property at the agreed time, the service provider is entitled to charge 100% of the agreed service price.
  - The Client reserves the right to prove that the service provider has incurred no loss or a significantly lower loss than the above flat-rate fees.
4. Waste Disposal: The price of the service does not include the cost of waste disposal (in a different location other than the service location), the rental of waste containers , or fees for special waste disposal services. The cleaning personnel will bag general, non-hazardous waste and place it in the Client's designated internal bins. The removal of these bags to external collection points or public disposal facilities is not part of the service.

## **§9 Final Provisions**

1. The contractual relationship between the service provider and the Client shall be governed by the laws of the Federal Republic of Germany.
2. Dispute Resolution: The service provider is neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board.

3. If any provision of these AGB is or becomes invalid or unenforceable, the validity of the remaining provisions shall not be affected. In place of the invalid or unenforceable provision, a valid and enforceable provision shall be deemed agreed which comes as close as possible to the economic intent and purpose of the invalid provision.