

General Rules for Cooperation between Client/Customer and Contractor/ Research Service Thiele (derArchivbegleiter)

- General Terms and Conditions -

For a pleasant, successful and smooth cooperation in the context of contract research, it is requested that the following points are considered and accepted.

Procedure

- The client provides the research service with all information necessary for the research on the subject/family in question, on searches already carried out and, if necessary, copies of documents. In this way, duplicate research work can be avoided.
- The client receives a cost estimate or an offer for confirmation before the start of the order/research. As a rule, this is sent by e-mail.
- Only after written confirmation of the sent offer the ordered work/research will start. An offer confirmation by e-mail is sufficient.
- In case of a necessary down payment, the research work will start only after the down payment has been received on the account of the contractor (research service).
- During the execution of the commissioned searches, the client himself refrains from conducting his own searches on the agreed search target. In this way, duplicate research work can be avoided. Otherwise, parallel searches should be agreed upon between the search service and the client.
- After completion of the work, the client receives a short message on the result.
- Interim messages or interim results on orders are possible in writing or orally, as agreed.
- The results of an order (document copies and/or complete report) are usually sent to the client only after receipt of payment of the invoice amount.
- In connection with archival research and genealogical research, no success or achievement of the research goals can be guaranteed. The results of a search (information and original documents) depend to a large extent on the number, content, scope and condition of the (historical) sources that have been delivered.
- The client will be fully informed about the sources consulted, the archives visited or requested and the results of the research in the reports on the research carried out.

Costs

- The general working fee of the research service is including applicable VAT rate in Germany.
- Calculation and display of the applicable value-added tax (VAT) in the invoice depend on the order, the legal status of the client or the place of residence or registered office of the client.
- As a rule, price packages are offered for commissioned searches or related services. The individual prices or price packages can be adjusted in each case according to the established research objectives or the scope of the order.
- The calculation of the offer price and the invoice amount is based on the agreed search objectives, the associated workload (working hours) as well as any incidental costs (archive fees, travel expenses, postage, bank charges, etc.).
- The amount of the costs may change in the course of a commissioned search. The calculation of additional costs or changes in the cost calculation are made in agreement between the research service and the client.
- For searches within Dresden (archives in Dresden) no additional travel costs will be charged.

- For order costs over 300 euros, a deposit of 50% of the offer amount is due.

Payment terms

- The transfer of the invoice amount is basically possible by:
- Bank transfer (preferably for payments within the EU)
- Wise.com
- PayPal.com
- The client will receive the required bank data and payment instructions for the selected/proposed payment with the invoice for the order or the invoice for the down payment.
- Payment of the invoice amount with cash or direct payment with credit/EC card at the contractor is not possible due to administrative reasons.
- The maximum period for payment of the invoice amount is 14 days from the date of the invoice. This applies equally to business customers and private customers. Exceptions to the specified payment period require a written agreement between the contractor and the client.

With the written confirmation of the offer sum, the written confirmation of the order or the down payment of the offer sum, the Client accepts the above mentioned regulations (General Terms and Conditions).

Status: Dresden (Deutschland/Germany) on 24th April 2024.

(This text was translated with DeepL based on the German version. We do not take any responsibility for errors in the translation.)