



General Conditions

Definitions

The following terms are defined in these general conditions as indicated below:

1.1 Assignment: an agreement for an assignment in the sense of Article 7:400 et seq. of the Civil Code, in which Redept (the party carrying out the assignment), undertakes to Client, to carry out activities for the Client (or have them carried out). The Assignment is laid down in writing and contains (inter alia) a description of the activities to be carried out.

1.2 Advisory Assignment: the assignment to provide a contribution to determining, analysing and solving questions for a Client, which arise in and/or with regard to an organisation and/or between organisations in the area of real estate as well as executing these assignments including mediating in and/or concluding agreements with respect to real estate.

1.3 Client: the natural person or legal person who has concluded an agreement as the other party with Redept to carry out an Advisory Assignment for an organisation (or have it carried out).

1.4 Redept: the trade name of the limited liability company REDEPT B.V. having its official seat in The Hague, The Netherlands.

1.5 REDEPT B.V.: the legal entity that accepted the Advisory Assignment referred to in 1.2 or having issued a prior quotation or offer.

1.6 Contractor: Redept, who as a Party closed an agreement with Client for carrying out (or having carry out) an Advisory Assignment referred to in 1.2.

1.7 Performer: the natural person or legal person who is charged with carrying out the Advisory Assignment on behalf of Redept.

1.8 Parties: Client and Redept.

The definitions above can be used either in singular or plural form.

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2.1 All the Advisory Assignments are exclusively accepted and carried out by Redept setting aside Articles 7:404 and 7:407, paragraph 2 of the Civil Code.

2.2 All the clauses in these general conditions have also been made on behalf of all those who are employed by, or work on behalf of, Redept.

2.3 All the activities which are carried out by the Performers of the Advisory Assignment in the context of an Advisory Assignment are deemed to be activities by or on behalf of Redept.

Applicability of these conditions

3.1 All the clauses in these general conditions apply to all the offers, activities, tenders made by Redept, and to all the agreements for Advisory Assignments, related to carrying out activities for Client, including all the agreements arising from this or related to this, between Redept and Client or their legal successors respectively.

3.2 The Rules of Conduct of the Royal Institution of Chartered Surveyors (RICS) are an integral part of the agreement. Client declares that it will always wholly respect the obligations arising for Redept from the Rules of Conduct. The (complete) Rules of Conduct may be consulted on the website www.rics.org/rulesofconduct.

3.3 It is possible to deviate from these general conditions

only on the basis of an agreement in writing. The applicability of Client's possible procurement or other conditions is expressly excluded.

3.4 If any clause in these general conditions or in the agreement is null and void, the remainder of the agreement continues to apply and the clause concerned will be replaced on the basis of consultation between the Parties by a clause which is as similar as possible to the scope of the original clause. Should any ambiguity exist regarding the explanation of one or more of these general conditions, then the explanation will be deemed to be on the basis of the 'spirit' of these conditions. Should a situation arise between Parties which is not foreseen in these general conditions, then this situation must be judged according to the spirit of these general conditions.

3.5 Redept is competent to make changes to these conditions. The changes enter into effect at the time that it indicated for entering into effect. The above-mentioned changes do not have an influence on the Advisory Assignments carried out during the entry into effect, unless the Parties agree otherwise.

Basis principles

4.1 Redept is responsible for the integrity of its activities, must act with expertise in relation to the Advisory Assignment and Client, must guarantee his professional and Client-related independence, avoid other interests from those of the Client itself from playing a role in the Advisory Assignment and undertakes the obligation to consult with Client regarding its conduct if it does not conduct itself as a good client.

4.2 Client will be open in the initial discussions with Redept as to the criteria which apply for selection and the period in which the choice is made.

4.3 Client has a responsible Advisory Assignment policy.

4.4 Client has a duty of care in providing information which is required, whether requested or not, in order to carry out the Advisory Assignment well and effectively.

4.5 Client acts as a reliable partner, by promptly and wholly fulfilling agreements, including the prompt payment of invoices.

Realisation of the Advisory Assignment

5.1 An offer made by Redept is valid for up to 30 days following the offer date or until the moment that the offer is withdrawn by Redept, unless explicitly agreed otherwise.

5.2 Redept cannot be held to a quotation if it contains an obvious clerical error or misunderstanding, which the Client could reasonably have known or should have known.

5.3 The Advisory Assignment will be realised at the moment that the agreement for the Advisory Assignment has been signed by the Parties, or the confirmation of the Advisory Assignment and the necessary data and information on the basis of the law and regulations have been received by the person carrying out the Advisory Assignment.

5.4 The Advisory Assignment is the written confirmation of the agreement between Client and Redept which, where applicable, contains the following content and conditions of execution of the Advisory Assignment;

- a description of the content and scope of the Advisory Assignment;
- the intended aim of the Advisory Assignment;
- Redept's choice of the Performers to complete the Advisory Assignment for Redept and the employees deployed by Client, as well as the appointment of a contact person;



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- the bodies, groups or people to whom information must be provided in advance, during and after the Advisory Assignment;
- an indication of the time required for the execution of the Advisory Assignment, the phases of the planning and the course of action if the actual planning deviates from the indication;
- (an indication of) the external costs/disbursements to be incurred;
- determining the person or persons to which Redept will report and to whom and how reports are sent during the process of the Advisory Assignment;
- an estimate of costs;
- the basis for fees and the method of invoicing;
- the course of action when third parties are employed and the invoicing for this;
- the evaluation of the Advisory Assignment;
- the desired or necessary aftercare.

5.5 Redept will refrain from accepting an Advisory Assignment if this relates to a specific real property for which Redept already has an Advisory Assignment from another client. Should it transpire during the execution of an Advisory Assignment that Redept provides a service to the Client with regard to a specific real property in respect of which Redept must simultaneously provide a service to another Client under another Assignment while providing the service to the Client conflicts with the interests of the other client, Redept will consult with both clients. Redept will in any case open this consultation as soon as Redept identifies a potential conflict of interest, but no later than at the start of negotiations between the parties involved. The consultation must lead to the suspension or possible termination of one of the Advisory Assignments, unless both parties involved expressly decide otherwise.

Provision of information, employees and work space by Client

6.1 Client is responsible for ensuring that all the data and information which Redept indicates are necessary or which Client should reasonably understand are necessary for the execution of the agreement, are provided promptly and in the form and in the way as requested, to Redept.

6.2 If the data and information required for the execution of the Advisory Assignment have not been provided promptly or correctly to Redept, Redept has the right to suspend the execution of the Advisory Assignment or to charge the extra costs arising from the delay to Client in accordance with the customary rates.

6.3 Client is obliged to inform Redept immediately of facts and circumstances which could be important in connection with the execution of the Advisory Assignment.

6.4 Client is responsible for the accuracy, completeness and reliability of the data and information provided by it or in its name to Redept.

6.5 If Redept requests this, Client will make available employees of his own organisation free of charge, who are (will be) involved in the activities of Redept.

6.6 If Redept requests this, Client shall make available a workplace and the (office) facilities to Redept free of charge, which could be necessary to be able to carry out an Advisory Assignment on location.

Confidentiality

7.1 Redept shall observe the rules of due diligence and

confidentiality with regard to third parties who are not involved in the execution of the Advisory Assignment, regarding all the confidential data or information that is sensitive to competition of Client, which has come to his knowledge in the context of the Advisory Assignment, unless there is a legal or professional duty for Redept to reveal this, Redept has to defend itself before the (disciplinary) court, Client has discharged Redept from the obligation of confidentiality, or the information is available through public sources. Redept must take all precautionary measures necessary in the context of the Advisory Assignment to protect Client's interests.

7.2 Without the prior written consent of Redept, Client may not make any statement to third parties regarding the approach, procedure, content of the advice or opinions of Redept, or make its report or any other written or unwritten material available or publicise it in any other way, unless there is a legal or professional obligation for Client to make it public.

Intellectual property

8.1 Models, techniques, instruments, including software, and other intellectual products which have been used for the execution of the Advisory Assignment or are included in the advice or result of the examination, are and continue to be the property of Redept insofar as they are not already owned by third parties. Therefore their publication, further use or further dissemination can take place only after obtaining the written consent of Redept, without prejudice to the provision of 5.2.

8.2 Client has the right to reproduce documents for use in its own organisation insofar as this is appropriate with regard to the aim of the Advisory Assignment.

8.3 Redept has the right to use the increased knowledge on its part by having carried out an Advisory Assignment for other purposes insofar as no confidential information as referred to in 7.1 is revealed to third Parties.

Execution of the Advisory Assignment

9.1 The Advisory Assignment is carried out by or on behalf of Redept in accordance with its best insight and ability and in accordance with the customary demands of professionalism and due diligence.

9.2 The obligation referred to in 9.1 has the character of a best endeavours obligation because achieving the intended result cannot be guaranteed unless Redept and Client explicitly conclude an agreement in writing about the result to be achieved before accepting the Advisory Assignment and if it has been agreed between the Parties that the description of the result to be achieved can only be singularly interpreted and the result can be objectively determined (results obligation). If the results obligation in writing does not comply with the above cumulative requirements, Client cannot appeal to the results obligation of Redept. The same applies if the result is not achieved for reasons unrelated to the influence of Redept.

9.3 The Advisory Assignment does not constitute a power of attorney for Redept to conclude agreements on behalf of the Client. However, Redept may be granted written power of attorney by the Client. When executing the power of attorney, Redept is not liable for any consequences arising from the agreement

9.4 After communicating to the Client, Redept can replace one or more Performers on the Advisory Assignment. The change must not reduce the quality of the activities to be carried out in the context of the Advisory Assignment or



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negatively influence the continuity of the Advisory Assignment. A change in the Performers can also take place at the request of Client in consultation with Redept. The applicability of Article 7:404, 7:407 paragraph 2 and 7:409 of the Dutch Civil Code is expressly excluded.

9.5 Redept can involve third parties in the execution of the Advisory Assignment, unless explicitly excluded in advance. Involving or bringing in third parties in carrying out the Advisory Assignment by Client (including notaries, lawyers, technical advisors and other specialists) can only take place following mutual consultation.

9.6 Client will refrain from activities that could hinder Redept in carrying out the Advisory Assignment or could interfere with its activities. Client will not use similar services from others than Redept with regard to the content of the Advisory Assignment, except insofar as other agreements have been expressly made between the Parties. Client will not enter into an agreement without Redept's input insofar as this is the subject of the Advisory Assignment and will not conduct any negotiations to that end. If an agreement is concluded in violation of this article, the Client will still owe Redept the agreed fee.

9.7 Client accepts that the timing and costs of the Advisory Assignment can be changed if the Parties reach an interim agreement to change the approach, procedure or scope of the Advisory Assignment or to extend the activities arising therefrom.

9.8 If, at the request of or due to the actions or inaction of Client or due to circumstances not attributable to Redept, work already carried out in the context of the Advisory Assignment must be (partly) repeated by Redept in order to achieve the intended purpose of the Advisory Assignment in order to realise a consultancy assignment, then Redept is entitled to charge the additional costs to Client.

9.9 If an interim change becomes necessary in the Advisory Assignment or the execution of the Advisory Assignment as a result of the activities of Client, Redept must make the necessary adaptations if the quality of the service requires this. If this sort of adaptation results in additional work, this must be confirmed as an additional Advisory Assignment by Client. If Client does not confirm this within fourteen days after being requested to do so in writing, Redept has the right to immediately terminate the Advisory Assignment without any legal intervention and without being obliged to pay Client any compensation for damages. In that case, the Client will owe Redept the fee for that part of the Advisory Assignment that has already been carried out and the disbursements and invoices from third parties engaged. Redept can refuse a request to change the agreement without being in default thereof if this could have qualitative and/or quantitative consequences for, for instance, the activities to be provided in that context.

9.10 Should the agreement be changed, or augmented, Redept has the right to commence execution thereof once approval has been given by the authorised person within Redept and Client has approved the price and other conditions for its execution including the timing to be determined under the change. Not or not immediately carrying out the changed Advisory Assignment will not be considered a breach by Redept and is not a ground for Client to terminate or cancel the Advisory Assignment.

9.11 If in confirming the Advisory Assignment, a summary is given of the work to be carried out or the products to be delivered, which support the achievement of the intended goal of the Advisory Assignment, then these are indicative and not normative or limiting. Achieving the intended goal will be

leading in this respect.

9.12 Should the Advisory Assignment be executed in phases, Redept can delay carrying out activities that belong to a subsequent phase until Client has given written approval for the results of the previous phase.

9.13 If Redept has been involved in the conclusion of an agreement on behalf of Client and after the conclusion a dispute arises about the interpretation of the agreement and Redept is requested by Client to provide assistance in a (legal) procedure relating to the subject of the agreement, Redept is entitled to charge Client for the costs involved at the then applicable hourly rate.

Duration and conclusion of the Advisory Assignment

10.1 Unless otherwise agreed, the Advisory Assignment is for an indefinite period and will end by operation of law as soon as the Advisory Assignment has been fulfilled. An Advisory Assignment is also deemed to have been fulfilled if the result intended by Client is otherwise achieved.

10.2 The duration of the Advisory Assignment can be influenced by various factors outside the efforts of Redept, such as the quality of the information obtained by Redept and the cooperation which is provided. Therefore Redept cannot in such a situation specify exactly in advance how long the period required to carry out the Advisory Assignment will be. For this reason the periods within which the activities must be completed are only fixed periods if this has been agreed in writing.

10.3 If the Advisory Assignment includes a time period and the execution of the Advisory Assignment requires a substantially longer period to complete through no fault of Redept, Redept is entitled to additional compensation in proportion to the additional time involved.

10.4 The Advisory Assignment is concluded in a financial sense as soon as the final account has been approved by Client. Client must inform Redept of this within a period of thirty days after approving the final account. If Client does not respond within this period, the final account is deemed to have been approved.

Interim termination and dissolution of the Advisory Assignment

11.1 The Parties can unilaterally terminate the Advisory Assignment prematurely if one of them considers that the execution can no longer take place in accordance with the Advisory Assignment and any later additional agreements. The other Party must be informed of this in writing, stating reasons. Redept or Client may only make use of the possibility of terminating the Advisory Assignment prematurely if the completion of the Advisory Assignment cannot reasonably be carried out as a result of the facts and circumstances which cannot be attributed to the influence of the Party terminating the Advisory Assignment or cannot be attributed to it. Redept retains the possibility to claim for the payment of the statement of expenses for activities carried out up to that time and the interim results of the activities carried out up to that time are provisionally made available to Client if possible. Insofar as this incurs, extra costs are charged for these by Redept to Client.

11.2 In the case that one of the Parties is declared bankrupt, requests a suspension of payments, ceases business activities or Client dies, the other Party has the right to terminate the Advisory Assignment without observing a



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period of notice, while retaining rights.

11.3 Redept is entitled to dissolve the Advisory Assignment should circumstances arise which are of such a nature that complying with the Advisory Assignment becomes impossible or otherwise if circumstances arise which are of such a nature that unaltered maintenance of the Advisory Assignment cannot reasonably be expected. In that case, the Client will owe Redept the fee for that part of the Advisory Assignment that has already been carried out and the disbursements and invoices from third parties engaged.

11.4 Should the agreement be dissolved Redept's claims against Client will become due immediately. Should Redept suspend compliance with the obligations, Redept retains its claims in law and under the agreement. Should the dissolution be due to the fault of Client, Redept is entitled to the reimbursement of damages, including the costs thereby caused, direct and indirect.

Force majeure

12.1 Redept is not obliged to comply with any obligation towards Client should it prevented from doing so by a circumstance which is not attributable to its own fault but nevertheless is attributable to it due to the law or a legal transaction.

12.2 Under force majeure in these general conditions is understood, apart from that which in the law and jurisprudence is included, all external causes, foreseen or unforeseen, over which Redept cannot exert any influence but whereby Redept is not in a position to fulfil its obligations. Strikes within Redept or third parties are included therein. Redept also has the right to claim force majeure should the circumstances that prevent the (further) fulfilment of the Advisory Assignment occur subsequent to the time that Redept should have fulfilled its agreement.

12.3 Redept can suspend the obligations arising out of the Advisory Assignment during the period that force majeure continues. Should this period last longer than two months then either Party is entitled to dissolve the Advisory Assignment without any obligation to compensate damages to the other Party.

12.4 Insofar as Redept has partially complied with its obligations arising out of the Advisory Assignment at the time of the occurrence of force majeure or will partially comply therewith and value can be attributed to, respectively, the part complied with and the part to be complied with, Redept is entitled to invoice these parts separately. Client is obliged to settle this invoice as if a separate Advisory Assignment existed.

Fees

13.1 If other methods of calculating fees for activities are used than the amount of work and costs devoted to the Advisory Assignment, or the fee is a fixed sum, a clear description of this must be included in the Advisory Assignment with Client. In that case Redept must ensure that this serves the interests of Client and that its own independence is guaranteed.

13.2 With regard to the rates and the estimates of costs based on these, the Advisory Assignment explicitly states whether this includes the secretarial costs, travelling hours, travel and accommodation expenses and other costs related to the Advisory Assignment. Insofar as these costs are not included, they can be calculated separately unless explicit agreements have been made on this in writing. An interim change in the level of the salaries and costs which means

that Redept must adapt the rates or other above-mentioned reimbursements of costs will be charged to Client. The fee does not include any interest costs unless indicated otherwise in the Advisory Assignment.

13.3 The fee for Redept, if necessary increased by disbursements and expenses of third parties who have been subcontracted, is charged monthly or after the conclusion of the activities and / or completion of the Advisory Assignment unless Client and Redept have made other agreements. The VAT is charged separately on all the amounts due to Redept by Client.

13.4 If an Advisory Assignment relates to the conclusion of an agreement, Redept has the right to charge the Client for (the last term of) the fee as soon as the agreement has been legally signed by both parties, or after full agreement and after an agreement has been submitted to the parties for signature. If an agreement is not executed, this does not release the Client from the obligation to pay the fee to Redept, unless the non-execution is the result of an attributable shortcoming (default) on the part of Redept.

13.5 Client owes Redept a fee if an agreement is concluded during the term of the Advisory Assignment, even if it deviates from the initial description of the Advisory Assignment and can be seen as a substitution for the initial Advisory Assignment. This can be done, for example, because Client decides to purchase a property instead of renting it (or vice versa), changes the intended location or any other adjustment to the framework of the Advisory Assignment.

13.6 If Client wishes to have an examination carried out by a chartered accountant of the statement by Redept, it will cooperate with this. The costs of this type of examination are for Client.

Conditions of payment

14.1 The payment by Client must take place without a deduction, discount or settlement of debts, within the agreed periods, but in no case later than fifteen days after the date of the invoice. Payment must be made by means of a transfer to a bank account indicated by Redept. Redept does not accept cash payments.

14.2 If Client has not paid within fifteen days after the date of invoice, Redept has the right, after it has reminded Client at least once to make the payment, to charge Client the statutory trade interest from the date of expiry up to the date of complete payment, without any further notification of default and without prejudice to the other rights of Redept.

14.3 Should Client default or make an oversight in the (timely) fulfilment of its obligations to Redept then all reasonable costs of obtaining satisfaction outside the law will be for Client. The non-legal costs will be calculated on the basis of that which is customary within Dutch debt collection practice and is permitted in accordance with Dutch laws and regulations. Equally, legal and warrant costs will be claimed from Client. Client will also be liable for interest over the due debt collection costs.

14.4 Redept is entitled to suspend fulfilment of its obligations or to dissolve the Advisory Assignment should Client not completely, partially or on time fulfil its obligations arising out of the Advisory Assignment or should Redept learn subsequent to entering into the Advisory Assignment of circumstances which give good grounds to fear that Client will not comply with its obligations.

14.5 If the financial position or the payment behaviour of Client gives rise to this in the opinion of Redept, Redept has the right to request Client to immediately provide (additional)



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security in a form determined by Redept. If Client fails to provide the required security, Redept has the right, without prejudice to its other rights, to immediately suspend the remaining execution of the Advisory Assignment, and everything which Client is due to Redept for any reason can be claimed immediately.

14.6 In the case of an Advisory Assignment commissioned jointly, Clients are severally responsible for the payment of the invoiced sum irrespective of the name on the statement, insofar as the activities for the organisation have been carried out for the joint Clients.

Recruiting or employing mutual personnel

15.1 During the execution of the Advisory Assignment or within one year after the termination of the Advisory Assignment, none of the Parties may employ personnel of the other Party who are (were) involved in the Advisory Assignment or in any other way have him employed for himself or another, except after consultation with the other Party.

Complaints

16.1 A complaint about activities carried out or an invoiced sum must be sent to Redept in writing within thirty days after sending the documents or the information about which Client is complaining, or if Client demonstrates that he could not have reasonably discovered the shortcoming earlier, within thirty days after the discovery of the shortcoming. Exceeding this period results in the expiry of all claims.

16.2 A complaint must be submitted in writing and must be addressed to the directors of Redept, also if the complaint has been made verbally, together with a complete substantiation and details in order that Redept can handle the complaint in a considered manner.

16.3 Redept will handle a complaint as soon as possible and will confirm receipt of the complaint within ten working days of receipt. Should Redept not react to or solve the complaint within 25 working days, Redept will inform Client of this in writing.

16.4 Should Client not be satisfied with the handling of the complaint, the Parties shall - or the most diligent Party shall - file a request for mediation with the NAI secretariat in accordance with the NAI Mediation Rules for the purposes of resolution of each and any dispute that has arisen or might arise further to the present Advisory Assignment, or any further agreements resulting from the same. If such request fails to result in a comprehensive resolution of the dispute by execution of a settlement agreement as referred to in Article 7(A) of the NAI Mediation Rules, by means of an arbitral award on agreed terms as referred to in Article 8 of said Rules, or by means of a combination of both, the dispute - or at any rate any part thereof not resolved in any of the aforesaid manners - shall be resolved exclusively in accordance with the NAI Arbitration Rules.

16.5 A complaint does not suspend Client's obligation for payment unless and insofar as Redept informs Client that it considers the complaint to be founded.

16.6 In the case of a justified complaint, Redept has the choice between adjusting the sum of the invoice, improving the activities free of charge or carrying out the activities concerned again, or to partly or wholly not/no longer carry out the Advisory Assignment.

Liability

17.1 Redept is not liable for the shortcomings in the execution of the Advisory Assignment, unless these are the result of the failure of Redept to observe the due care, expertise or professionalism which can be expected in the context of the Advisory Assignment concerned.

17.2 Redept is not liable for damages of whatever nature, which arise because Redept has used incorrect or incomplete information provided by or on behalf of Client.

17.3 The liability for the damage caused by the shortcomings is limited to the total fee which Redept has received for its activities in the context of that Advisory Assignment.

17.4 For Advisory Assignments which last for a period longer than three months, there is a further restriction of the liability referred to here up to a maximum of the total of the statement for the last three months.

17.5 Redept's liability is in any case always limited to the amount of the payment of its insurer in each case.

17.6 Redept is never liable for indirect damages under which is included consequential damage, loss of profit, missed savings and damages due to commercial stagnation.

17.7 Any claims by Client in this sense must be submitted within one year after the discovery of the damage and if Client is in default in this respect, its rights are forfeited.

Indemnification

18.1 Client indemnifies Redept for possible claims from third parties that suffer damages in connection with the execution of the Advisory Assignment and for which the cause is attributable to others than Redept. Should Redept be able to suffer claims of this nature from third parties then Client is obliged to support Redept both within and outside legal proceedings and without restriction do everything that may be expected from it in that case. Should Client remain in default in taking adequate measures then Redept is entitled, without informing Client of its default, to take measures itself. All costs and damages on the part of Redept and third parties that arise therefrom are integrally for the account and risk of Client.

Applicable law

19.1 Dutch law is applicable to every Advisory Assignment between Client and Redept including where an Advisory Assignment is carried out wholly or partly outside The Netherlands or if the Party involved in the Advisory Assignment is located outside The Netherlands. The application of the Vienna Sales Convention is excluded.

19.2 In the case of exclusion, the court in the registered location of Redept is authorised to be informed of disputes unless the law irrevocably specifies otherwise. Nevertheless, Redept has the right to present the dispute to the legally authorised court.

19.3 Parties will only revert to the court after they have used the utmost endeavours to solve a dispute between themselves.

19.4 In the case of deviations between the English and Dutch versions of these general conditions, the Dutch version will prevail.

Disciplinary rules

20.1 Redept is regulated by the Royal Institution of Chartered Surveyors (RICS) and observes the rules of conduct of RICS. RICS regulation is responsible for ensuring that RICS members and/or RICS regulated firms comply with the



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demands of the RICS “Rules of Conduct”. These determine the professional, ethical and commercial norms that are to be expected from RICS members and/or firms. RICS Regulations enforces, assists and helps the members and firms to comply with the rules, regulations and ethical norms. RICS judges and investigates complaints and can, where required, take disciplinary measures in cases where the members and/or regulated firms do not comply with the norms that are expected of them. If Client considers that Redept is not observing the professional code of conduct of RICS, Client can submit this complaint RICS Regulations and the applicable rules of procedure apply. Further information over the complaints procedure can be found on the website <https://www.rics.org/regulation/reporting-concerns/raising-concerns-about-a-regulated-member>.

Final provision

21.1 These general conditions are deposited at the Chamber of Commerce Den Haag.