THE GOOD SORT

General Terms and Conditions of Contracting

Services of organization, reuse, aesthetic renovation and selection of items · Spain

1. Provider Identity

THE GOOD SORT is the commercial name of **Angela Puyol Cuesta**, self-employed professional (*autónoma*) with NIF **51103560K**, professional address at **Calle Ibiza 25, 3I, Madrid**, email **angela@thegoodsort.es** and telephone **643456112**. Website: **www.thegoodsort.es**. Hereinafter, "THE GOOD SORT".

These conditions apply to services contracted by consumers and companies, together with the proposal or engagement letter accepted by the client. In case of contradiction, the accepted specific conditions shall prevail, unless mandatory regulations dictate otherwise.

2. Services and Limits of the Engagement

THE GOOD SORT can provide services of organization and reduction of belongings (Organise & Rehome), selection and coordination of donations, reuse or sale of items, non-specialized aesthetic renovation of furniture and objects (Renew & Resale), and searching or supplying curated pieces (Curate & Supply). The exact scope, deliverables, schedule, price and exclusions will be specified in each proposal.

Unless expressly accepted in writing in the proposal, professional moving and transport, storage, professional waste removal or treatment, official valuations, legal/tax advice, specialized cleaning, electrical or plumbing work, professional restoration, antique conservation, pest control, or handling of hazardous materials are excluded. When appropriate, THE GOOD SORT may recommend independent providers.

THE GOOD SORT does not guarantee that an item will sell, that it will reach a certain price, that a donation will be accepted, or that an aesthetic renovation will increase the economic value of a piece.

3. Proposal, Acceptance and Changes

The proposal will indicate, where applicable, objectives, areas or objects included, scheduled hours or phases, rate or fixed price, taxes, travel, materials, authorized purchases, timeline, dependencies and excluded services. Acceptance may be formalized via handwritten signature, electronic signature, or unequivocal email response, keeping proof of acceptance.

Additional works, changes in scope, or unforeseen expenses will require prior written approval from the client. Time estimates are advisory unless expressly identified as a closed deadline. The availability of providers, parts and dates may affect the schedule.

4. Prices, Taxes, Payments and Expenses

Prices will be indicated in Euros. It will be specified whether they include VAT and any other applicable concept; amounts directed to consumers will show the final total price, including mandatory taxes and charges. Quotes for businesses may show the taxable base and broken-down taxes.

Unless the proposal states otherwise: **50%** shall be paid upon acceptance of the engagement, and the remainder upon completion of each phase or on the date indicated in the invoice. Payment will be made by **Transfer/Card/Cash**. No purchases will be made on behalf of the client without prior authorization and an agreed spending limit.

Travel outside of the defined base area and expenses for parking, transport, shipping, disposal, storage, materials, and third-party providers will only be charged in accordance with the rate or calculation method informed and accepted before incurring them. Receipts will be provided when applicable.

5. Appointments, Rescheduling and Cancellations

The client must facilitate safe and timely access to the agreed place and notify as soon as possible if they need to change an appointment.

Proposed policy: changes or cancellations with at least 48 hours' notice, without charge; with less notice, only a reasonable amount, previously informed and legally permissible, may be charged for reserved time or non-recoverable expenses actually incurred. No penalties that violate consumer rights will be applied.

If THE GOOD SORT needs to reschedule, alternative dates will be offered or, if not feasible, a refund of amounts paid for services not rendered. Force majeure circumstances will be treated in good faith and in compliance with applicable regulations.

6. Right of Withdrawal in Distance or Off-Premises Contracts

When the client is a consumer and the contract is concluded at a distance or off the merchant's premises, they will have a legal withdrawal period of 14 calendar days, unless legal exceptions apply. The withdrawal form and information will be provided when applicable.

If the client expressly requests that the service begins during this period, they must request it separately. In case of withdrawal after commencement, the proportional part of the service actually rendered may be owed in the legally provided cases. The loss of the right due to full performance will only operate when the legal requirements are met, including the express request/consent and the recognition of that consequence. Renunciation is not presumed by the mere signature of these conditions.

7. Belongings, Selection and Decisions of the Client

The client retains ownership of their belongings unless there is an expressly documented sale or transfer. No object will be discarded, donated, sold, delivered to third parties, or moved without prior, clear, and documentable authorization from the client. Instructions on doubtful objects will be confirmed before acting.

The client must designate in writing the objects to be kept, fragile or special value items, and any relevant restrictions. It is recommended to previously remove cash, jewelry, documents, medicines, personal data, and objects of exceptional sentimental or economic value. THE GOOD SORT will not perform security inventories or technical authenticity verifications unless expressly agreed.

8. Second-Hand Items, Renovation and Sale

Used items may show wear, marks, previous repairs, color variations, or characteristics proper to their age. Their known condition and any relevant defects will be described in the sheet, proposal, or sales documentation. This information does not limit the mandatory rights of the buyer.

Renovations carried out by THE GOOD SORT are aesthetic or non-specialized update interventions, as described in the proposal. An identical result to a reference image is not guaranteed, nor the structural, electrical, chemical, or safety suitability of a piece unless there is express professional verification. If it is detected that the work requires a specialty, it may be stopped and proposed to refer to a professional, with separate approval and cost.

If THE GOOD SORT sells goods in its own name, acts as an intermediary, or sells the client's goods, the modality, ownership, price, commission, expenses, authorization to accept offers, liquidation term, and liability for delivery/return must be agreed upon in writing for each transaction. General sales authorization will not be understood to be granted by the sole fact of contracting organizing services.

9. Access to the Home, Safety and Collaboration

The client will guarantee they have the right and authorization to permit access to the property and that the workspace is reasonably safe. They must inform of known risks, construction works, animals, alarms, sharp objects, mold, pests, or potentially hazardous materials.

THE GOOD SORT may suspend a task that presents a reasonable risk to people, assets, or the environment, informing the client and agreeing on the next steps. Suspended works, already authorized expenses, and services actually rendered will be settled according to the proposal and applicable regulations.

10. External Providers and Liability

Carriers, movers, warehouse operators, restorers, technicians, and other external providers will be identified as such when contracted independently. If the client contracts directly with them, their conditions and responsibilities will be those of that provider. If THE GOOD SORT contracts on behalf of the client, the mandate, budget, and powers must be in writing.

THE GOOD SORT will be liable for the obligations legally corresponding to its own services. Nothing in these conditions excludes or limits liabilities that cannot be legally excluded, including mandatory consumer rights, liability for intent or negligence when applicable, and legal data protection obligations.

11. Photographs, Confidentiality and Intellectual Property

Photographs of the home, belongings, or results will be used to manage the assignment and document the work. Their publication on the web, social networks, portfolio, or advertising will require separate, specific, and optional authorization from the client; refusal will not affect the service. Prior to publication, showing people, addresses, documents, identifiable objects, or private information without authorization will be avoided.

Proposals, guides, and original materials of THE GOOD SORT may not be commercially reproduced without authorization, without prejudice to the client's rights over their own data and materials.

12. Claims, Applicable Law and Conflict Resolution

Doubts or claims may be addressed to **angela@thegoodsort.es**. An attempt will be made to resolve them in good faith. In contracts with consumers, the courts and resolution mechanisms established by mandatory regulations will be competent; the consumer is not forced to a forum that deprives them of their legal rights.

These conditions are governed by Spanish law. The invalidity of a clause will not affect the rest to the extent that they can be validly maintained.

13. Operational Information

Before publishing or signing, make sure to fill out the specific proposal with the detailed rate, base travel area, materials budget, and agreed execution times. This document constitutes the general conditions and must be accompanied by the corresponding signed proposal.