



Master Service Agreement

1. Parties

This Agreement is entered into between:

Expat Handovers Pte Ltd

(UEN: 202321441M)

("Expat Handovers")

and

Client Name

("Client")

Together referred to as "the Parties."

2. Purpose

This Agreement sets out the general terms under which Expat Handovers provides relocation, property inspection, property condition reporting, handover, concierge and associated support services.

The specific services to be provided will be detailed in one or more Scope of Services attached to this Agreement.

3. Engagement

The Client engages Expat Handovers to perform the Services described in the applicable Scope of Services.

Each paid invoice that relates to an item covered under a scope of services forms part of this Agreement.

4. Fees

Fees are detailed within the relevant Scope of Services.

Invoices are payable within seven (7) days unless otherwise agreed.

Late payment may result in suspension of services.

5. Client Responsibilities

The Client agrees to:

- provide accurate information
- provide access to the property where required
- attend inspections where agreed
- obtain landlord or agent approvals where necessary
- pay invoices when due

6. Independent Contractor

Expat Handovers acts solely as an independent service provider.

Nothing in this Agreement creates an agency relationship or authorises Expat Handovers to legally bind the Client.

7. Property Information

Where Expat Handovers provides recommendations or property information, this information is provided to assist the Client only.

Final decisions regarding leasing, purchasing or accepting a property remain entirely the responsibility of the Client.

8. Property Condition Reports

Property Condition Reports represent the condition of a property at the time of inspection only.

Reports are based upon visual observations.

Hidden defects, future deterioration or issues not reasonably visible during inspection cannot be guaranteed.

9. Limitation of Liability

To the maximum extent permitted by law, Expat Handovers shall not be liable for:

- decisions made by the Client
- landlord actions
- agent actions
- delays outside our control
- hidden building defects
- utility failures
- damage occurring after inspection
- market availability of rental properties

Liability is limited to the amount paid for the relevant service.

10. Confidentiality

Both Parties agree to keep confidential all information obtained during the engagement except where disclosure is required by law.

11. Privacy

Expat Handovers will collect, use and store personal information only for the purpose of providing the Services and in accordance with Singapore's Personal Data Protection Act (PDPA).

12. Cancellation

The Client may cancel prior to commencement and only prior to any invoice being paid.

Once services have commenced, fees paid are non-refundable unless otherwise agreed in writing.

13. Termination

Either party may terminate this Agreement by written notice if the other party materially breaches the Agreement and fails to remedy the breach.

14. Force Majeure

Neither party shall be liable for delays caused by events beyond reasonable control including government restrictions, pandemics, weather events or transport disruptions.

15. Governing Law

This Agreement is governed by the laws of Singapore.

16. Acceptance

Electronic acceptance, electronic signatures and email confirmation shall constitute acceptance of this Agreement.

Schedule A

Scope of Services

Property Search & Relocation

Included Services

- Initial consultation
- Home requirements assessment
- Property search
- Curated shortlist
- Inspection scheduling
- Accompanied property viewings
- Lease negotiation support (via affiliated CEA agent)
- Tenancy documentation support
- Entry handover
- Property Condition Report (additional fee payable)
- Ongoing relocation support

Exclusions

- Legal advice
- Financial advice
- Immigration advice
- Mortgage services
- Structural building inspections
- Pest inspections
- Repair works

Deliverables

- Curated property shortlist
- Viewing itinerary
- Property Condition Report (if engaged by client to conduct)
- Lease negotiations and documentation review and finalization
- Utilities guidance and new tenancy support
- Handover documentation

Schedule B

Scope of Services

Property Condition Report

Included

- Internal inspection
- External inspection (where accessible)
- Photographic evidence
- Functional testing of accessible fixtures
- Air conditioning visual assessment
- Cabinet inspection
- Bathroom inspection
- Kitchen inspection
- Digital report

Exclusions

- Roof inspections
- Structural engineering
- Hidden defects
- Pest inspections
- Electrical certification
- Plumbing certification
- Compliance inspections

Schedule C

Scope of Services

Entry / Exit Handover

Included

- Key collection/return (if applicable)
- Walkthrough inspection and completion of handover
- Property Condition Report (if engaged by client to conduct)
- Client representation during handover