

Sultan Properties Terms of Service

Effective from January 2026

Sultan Properties

Yusaf Sultan

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Dear customer,
by paying invoice amount, you agree to the following terms and conditions:

I. The Contracts Scope of Work

The client hereby appoints the contractor during the Term of the contract (as defined below) to perform the following services:

Basic Package 315€ / 6month (or amount agreed in a special offer)

- Control of the house and mailbox owned by the client during the Term
- Control of heating in winter (every 7 to 14 days)
- Perception of annual chimney sweep appointment to ensure that the chimney is in full compliance with the specifications and standards imposed by the environmental authorities
- Transmitting the meter readings (gas/electric/water)

Additional services fee: 45€ per hour

**All services could be done by a subcontractor*

II. Elements of the contract

As contract components are considered:

- the scope work of the client
- the offer made by the contractor
- otherwise the provisions of the German Civil Code

III. Contract duration and termination

This Contract is made for an indefinite period (the "Term")

Each Party has the right to terminate the Contract any time during its duration by giving a four (4) weeks prior written notice to the other Party (termination for convenience).

IV. Type of services

The contractor promises to carry out the services required under this contract in a professional manner.

For avoidance of doubt, an additional services that is not included under the Scope of Work shall be subject to a new agreement between the Client and Contractor.

V. Freedom of instructions

The Contractor has the full freedom to perform its obligations under this Contract without being instructed by the Client.

VI. Order fulfillment

Once the work is completed, the services provided by the Contractor shall be deemed approved and accepted if the Client does not object its performance within fifteen (15) days from notification.

VII. Remuneration

The contractor shall be entitled to a yearly compensation of 630 Euros, payable in two (2) installments (i.e. 315 Euros each) every 6 months in advance.

The payment shall be made in cash, or to the following bank account:

Account Owner: Sultan Properties
IBAN: DE16 5606 1472 0006 7726 42
SWIFT/BIC: GENODED1KHK

VIII. Liability

- 1-The Contractor shall not be liable for any damages, unless resulting from its fault or gross negligence.
- 2-When an insurance is required to carry out the services, the Contractor shall assist the Client in completing the insurance questionnaire.
- 3-The Contractor shall defend and hold harmless the Client from any claim against the Contractor and/or his subcontractors.
- 4-The Contractor shall, at any time, adhere to the minimum wage regulations as stipulated in the German applicable laws

IX. Miscellaneous provisions

1- These Terms, together with annexes thereto (if any), shall constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior negotiations, communications and agreements between the Parties, whether written or oral, relating to this agreement shall be effective for any purpose. Deviations from this, informal changes or additions to this Contract shall be effective if they are individual agreements within the meaning of § 305b BGB.

2- This Contract may be executed and delivered (including by facsimile or other means of electronic transmission, such as by electronic mail in “pdf” form) in two (2) counterparts, and by both parties hereto in separate counterparts.

3-This Contract and the rights of the Parties hereunder shall be governed and construed by the stipulation other German Civil Law and/or any other applicable German Law

X. Right of Withdrawal

1. You have the right to withdraw from this contract within fourteen days without giving any reason. The cancellation period is fourteen days from the day the contract was concluded. In order to exercise your right of withdrawal, you must inform us (insert your name, address and, if available, your telephone number, fax number and e-mail address) by means of a clear statement (e.g. a letter sent by post, fax or e-mail) about your decision to revoke this contract. You can use the attached model withdrawal form for this, but this is not mandatory. To meet the cancellation deadline, it is sufficient for you to send the communication regarding your exercise of the right of cancellation before the cancellation period has expired.

2. Consequences of the revocation: If you revoke this contract, we have to repay all payments that we have received from you immediately and at the latest within fourteen days from the day on which we received the notification of your revocation of this contract. For this repayment, we use the same means of payment that you used in the original transaction, unless something else was expressly agreed with you; under no circumstances will you be charged fees for this repayment.

3. If you have requested that the service should begin during the cancellation period, you must pay us an appropriate amount if you agree on a flat-rate reimbursement of expenses to cover the costs, which corresponds to the proportion of the up to the point in time at which you informed us of the exercise of the right of withdrawal with regard to this contract, corresponds to the expenses already incurred in comparison to the total scope of the expenses provided for in the contract.

Sample cancellation form

If you want to revoke the contract, please fill out this form and send it back to Sultan Properties, Yusuf Sultan, Bismarckstraße 34, 55743 Idar-Oberstein (Info@sultanproperties.de):

I/we _____ hereby revoke the service contract concluded by me/us for the following object: _____.

XI. Place of Performance / Jurisdiction and data security

As agreed by both Parties, “Idar-Oberstein” (Germany) shall be the place of performance of their mutual rights and obligations under this contract.

In the event there shall exist any dispute or controversy with respect to this Contract or any matter relating hereto, the Parties agree that such dispute or controversy will be exclusively resolved by the courts of Idar-Oberstein.

In accordance with the requirements of Art. 13, 14 and 21 of the General Data Protection Regulation (GDPR) we hereby inform you about the processing of the collected personal data and your related data protection rights. Which data in detail processed and how they are used depends on the requested or agreed services. To ensure that you are fully on the processing of personal data in the context of the performance of a contract or the implementation of pre-contractual measures, please take Information on knowledge. We process your personal data in accordance with the provisions of European General Data Protection Regulation (EU GDPR) and the Federal Data Protection Act (BDSG), insofar as this is necessary for establishing, executing and fulfilling a contract as well as for implementation of pre-contractual measures are required. So much for the initiation or implementation of a contractual relationship or as part of the implementation of pre-contractual Measures the indication of personal data is required is a processing

according to Art. 6 Para. 1 lit. b GDPR. Give us your express consent to the processing of personal data Data for specific purposes (e.g. disclosure to third parties, evaluation for marketing purposes or advertising), the lawfulness of this processing is based on your Consent given in accordance with Art. 6 Para. 1 lit. a GDPR. A given consent can be given at any time, with effect for the future. If necessary and legally permissible, we process your data via the actual contractual purposes in addition to the fulfillment of legal obligations in accordance with Art. 6 para. 1 lit. c GDPR. In addition, processing may take place for preservation purposes legitimate interests of us or third parties in accordance with Art. 6 Para. 1 lit. f GDPR. Possibly we will inform you separately, specifying the legitimate interest, insofar as this is prescribed by law. We only process data that is related to the establishment of the contract or the pre-contractual actions related. This can be general data about yourself or be the people in your company (name, address, contact details, etc.) and, if applicable, others data that you transmit to us as part of the establishment of the contract otherwise, data will only be passed on to recipients outside the company, as far as legal regulations permit or require this, the transfer for processing and thus to fulfill the contract or, at your request, to carry out pre-contractual measures are required, we have your consent to provide information.

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