

Terms and conditions of service

The following paragraphs contain the general terms and conditions under which Storage Collect is engaged in the movement, transportation, shipping and/or storage of personal items including, but not limited to, boxes, suitcases and packages within the United Kingdom and Internationally and jointly through interchange with its affiliates. Storage Collect reserves the right to amend any portion of these terms and conditions of service at any time. The most current terms and conditions of service may be found at the Storage Collect Web site and are available upon written request from Storage Collect.

1. **STORAGE SERVICES.** Storage Services shall include the collection, transportation, storage, and delivery of the Customer's possessions. The Customer shall present pre-packed personal goods to Storage Collect at the time of collection. Storage Collect shall transport these goods to an appropriate storage facility. Storage Collect will return the goods to the Customer at a date agreed by Storage Collect and the Customer.
2. **SHIPPING SERVICES.** Shipping Services shall include the collection, transportation and delivery of the Customer's possessions. The Customer shall present pre-packed personal goods to Storage Collect at the time of collection. Storage Collect shall transport and deliver these goods to a shipping address agreed by Storage Collect and the Customer.
3. **PRICING.** Pricing for the services shall be those agreed to in advance between the Customer and Storage Collect. Current prices can be found using the Get Quote functionality on the Storage Collect website.
4. **COMMISSION.** Customers participating in Storage Collect's commission scheme shall be paid commission by Storage Collect for every subsequent Customer that books services with Storage Collect using a special referral code provided to the Customer upon booking and paying for services. The period during which the Customer shall be entitled to commission payments shall last for 1 year from the date of the Customer's original booking. The Customer acknowledges that this arrangement is not a form of employment and that the Customer is solely responsible for declaration of their income and payment of any tax due to the tax authorities.
5. **VENDORS/AGENTS.** Storage Collect reserves the right to use vendors and other agents in performing the services for the Customer. The Customer acknowledges the use of these parties and the fact that the Customer has no contractual relationship with these parties.
6. **BOXES AND PACKING TAPE.** Upon receiving a booking and full payment from the Customer, Storage Collect shall send the requested number of boxes and packing tape to the Customer's pick-up address. The Customer then has until one 6pm the day before their required pick-up date to decide upon the final number of items to be stored, and to confirm this online and pay any outstanding balance. When Storage Collect provides boxes and tape for free, this is subject to a charge of £2.40+VAT for each unused box provided by Storage Collect, subject to the booking going ahead with at least one box.
7. **SHIPPING LABELS.** Subject to the Customer completing all the required steps correctly before 6pm the day before collection, Customers are provided with PDF shipping labels for their service from 10am the day before collection. These labels must be securely attached to all boxes/suitcases/luggages. In the case of cardboard boxes, the Customer must use transparent packing tape (not provided) to completely cover the entire label and an area on all sides of the label of at least 5cm in width. In the case of suitcases, the Customer must either put the label inside a heavy duty label holder provided by Storage Collect, and attach it securely to the suitcase's handle using two cable ties provided by Storage Collect, or, wrap the suitcase repeatedly in transparent packing tape, placing the label securely underneath this packing tape in a way that it cannot be rubbed off. When customers fail to label their

items as described above, loss in transit cover is immediately and permanently revoked without refund and Storage Collect automatically charges the customer for the following additional services:

- Additional handling at £50 per box/item.
 - Labelling at a rate of £20 per box/label.
8. **PICK-UP AND DROP-OFF ADDRESSES.** The Customer shall provide pick-up and drop-off addresses for delivery and collection of packing materials and The Customer's belongings. The addresses used must be normal public street addresses with a building number/name and flat number, where applicable. There must be a readily identifiable doorbell/buzzer with The Customer's name on it at the address. Customers in gated communities, university accommodation, halls of residence, schools, or other managed accommodation must provide the reception/lodge/postroom address for deliveries, pick-ups and drop-offs. Drivers cannot telephone customers. The cost of missed collections/deliveries resulting from non-adherence to the above conditions will be met by The Customer.
 9. **COLLECTIONS.** Storage Collect will arrange for collection of the Customer's possessions on the date and at the address agreed upon by the Customer and Storage Collect during booking. Collection normally takes place between 8am and 6pm on this date. The customer must ensure that either the Customer or the Customer's representative is available at the address to present the items to our courier during these hours. Failed collections due to the Customer or the Customer's representative not being present to hand over the Customer's possessions will result in additional charges for subsequent collection attempts.
 10. **DELIVERY AFTER STORAGE.** Storage Collect will arrange for delivery of the Customer's possessions on the date and to the address agreed upon by the Customer and Storage Collect during booking. Delivery normally takes place between 8am and 6pm on this date. The Customer must ensure that either the Customer or the Customer's representative is available at the address to receive the items to our courier during these hours. Repeated failed deliveries due to the Customer or the Customer's representative not being present to receive the Customer's possessions at the delivery address will result in additional charges.
 11. **DOMESTIC SHIPPING DELIVERIES.** Storage Collect will arrange for delivery of the Customer's possessions at the delivery address agreed upon by the Customer and Storage Collect during booking. Delivery shall normally take place 1-2 working days, after collection between 8am and 6pm. The Customer must ensure that either the Customer or somebody trusted by the Customer is available at the address to receive the items from our courier during these hours. Repeated failed deliveries due to the Customer or the Customer's representative not being present to receive the Customer's possessions at the delivery address will result in additional charges.
 12. **INTERNATIONAL SHIPPING DELIVERIES.** Storage Collect will arrange for delivery of the Customer's possessions at the delivery address agreed upon by the Customer and Storage Collect during booking. The Customer must ensure that either the Customer or somebody trusted by the Customer is available at the address to receive the items from our courier during these hours. Failed deliveries due to the Customer or the Customer's representative not being present to receive the Customer's possessions at the collection address may incur additional charges.
 13. **CUSTOMS DOCUMENTS, CHARGES, DUTIES, AND TAXES.** Shipments that cross national/economic borders are usually subject to duties and taxes levied by the receiving country's tax authorities. Clearance requires at minimum a pro-forma or commercial invoice, although customers are free to supply additional paperwork if this will facilitate faster clearance and/or reduced/zero duties and taxes. The payment of duties and taxes is the customer's responsibility. Storage Collect and its vendors/agents cannot negotiate with

customers or customs authorities in this regard.

14. **OVERWEIGHT ITEMS ON STORAGE SERVICES.** The weight limit for individual boxes is agreed at the time of booking. Individual boxes found to exceed this limit may result in the Customer's belongings not being collected by the courier. Any resulting collection re-attempts will be charged at a rate of £10 per collection attempt. Individual overweight items that are collected by the courier, but found to be overweight at a later stage will result in the Customer being charged additional fees as set out below:

Storage box in good condition and less than or equal to 30kg:

- £10 per kg over prescribed limit.

Storage box in good condition and greater than 30kg but less than or equal to 35kg:

- £48 for each movement of the box, which amounts to £96 for storage services.

Storage box in poor condition and/or greater than 35kg:

- A re-packing fee of £20 per box plus increased storage charges based on the total number of boxes stored, after re-packing to bring overweight box(es) down to prescribed limit.

15. **OVERWEIGHT ITEMS ON MOVING SERVICES.** The weight limit for individual boxes is agreed at the time of booking. Individual boxes found to exceed this limit may result in the Customer's belongings not being collected by the courier. Any resulting collection re-attempts will be charged at a rate of £10 per collection attempt. Individual overweight items that are collected by the courier, but found to be overweight at a later stage will result in the Customer being charged additional fees as set out below:

Moving box in good condition and less than or equal to 30kg:

- £10 per kg over agreed limit.

Moving box in good condition and greater than 30kg:

- £10 per kg over agreed limit, plus £48 on domestic services.

Moving box in poor condition and/or greater than 35kg:

- A re-packing fee of £20 per box plus increased storage charges based on the total number of boxes stored, after re-packing to bring overweight box(es) down to prescribed limit

16. **OVERWEIGHT AND DAMAGED ITEMS.** In cases where overweight items arrive at Storage Collect both damaged and overweight, the terms outlined in point 13/14 apply, except the re-packing fee is increased to £50 per box, due to the increased difficulties associated with re-packing damaged goods, especially glassware.
17. **INVENTORY.** The Customer must provide to Storage Collect a full inventory of all items and their replacement values stored and/or shipped before presenting items to Storage Collect or to any of Storage Collect's affiliates for shipping and/or storage. Failure to do so will render insurance cover for such items null and void.
18. **ITEMS ON STORAGE SERVICES.** Storage Collect only accepts Customer's possessions packed into boxes supplied by Storage Collect. In addition, Storage Collect accepts TV/Computer screens, computers, printers, and keyboards, but only when they are packed inside their original manufacturer-provided boxes and padded with their original manufacturer-provided foam padding materials. In addition, Storage Collect accepts Musical instruments in their own hard cases, suitcases, and bags, subject to the customer attaching the collection labels in such a way as they cannot be dislodged or rubbed off during sortation and handling. When customers send items inside containers other than those listed above, Storage Collect automatically charges the customer for the following additional services:

- Additional handling at a cost of £50 per box/item.
- Emptying of contents from customer provided containers into Storage Collect provided boxes at a rate of £20 for each Storage Collect provided box.
- Disposal of items that do not fit inside Storage Collect boxes at a rate of £20 per item.

When customers send items inside containers other than those listed above any/all cover for loss in transit provided by Storage Collect is immediately and permanently revoked without refund.

19. ITEMS ON MOVING SERVICES. Storage Collect only accepts Customer's possessions packed into boxes supplied by Storage Collect, or packed into boxes provided by the customer that are brand new, double-walled, stackable, and made of kraft paper of at least 250gsm. In addition, Storage Collect accepts TV/Computer screens, computers, printers, and keyboards, but only when they are packed inside their original manufacturer-provided boxes and padded with their original manufacturer-provided foam padding materials. In addition, Storage Collect accepts Musical instruments in their own hard cases, suitcases, and bags, subject to the customer attaching the collection labels in such a way as they cannot be dislodged or rubbed off during sortation and handling. When customers send items inside containers other than those listed above, Storage Collect automatically charges the customer for the following additional services:

- Additional handling at a cost of £50 per box/item.
- Emptying of contents from customer provided containers into Storage Collect provided boxes at a rate of £20 for each Storage Collect provided box.
- Disposal of items that do not fit inside Storage Collect boxes at a rate of £20 per item.

When customers send items inside containers other than those listed above any/all cover for loss in transit provided by Storage Collect is immediately and permanently revoked without refund.

20. CANCELLATION COVER ON MOVING BOOKINGS. Cancel your booking at any time until your items are collected and receive 100% refund of the costs of transportation. If we have already attempted to collect your boxes / suitcases when you cancel your order then the cost of doing so will be deducted from the refund. Without cancellation and change cover, cancellation is only possible until your labels are generated, or 6pm the day before your collection, whichever is earlier, and there will be no refund. You will have the option to leave the booking open for future use for up to 12 months. Payments made for additional services, including boxes, tape, cover, postage of empty boxes, tape, and label holders, are non-refundable.

21. CHANGE COVER ON MOVING BOOKINGS. Make one change to your booking without an admin charge up until the time at which your labels are generated, or 6pm the day before your collection, whichever is earlier. Possible alterations during a single change include:

Alterations to number of suitcases / bags/ boxes.

Alterations to collection date.

Alterations to collection and delivery addresses.

Alterations to customs declarations and inventory.

No other alterations are possible. When a change results in an increase in transit costs, these will have to be paid.

Additional changes after the first free change will incur an admin charge. Without cancellation and change cover, all changes will incur an admin charge.

All cancellations and changes must be made online. Cancellations and changes cannot be made via email or telephone. Labels are automatically generated one full day before collection, or in the case of bookings made less than one full day in advance, immediately.

22. **CANCELLATION COVER ON STORAGE BOOKINGS.** Cancel your booking at any time until your items are collected and receive 100% refund of the amount paid towards storage, minus the cost of any free materials we have supplied for use on our service. If we have already attempted to collect your boxes / suitcases when you cancel your order then the cost of doing so will also be deducted from the refund. Without cancellation and change cover, cancellation is only possible until your labels are generated, or 6pm the day before your collection, whichever is earlier, and there will be no refund. You will have the option to leave the booking open for future use for up to 12 months. Payments made for additional services, including cover, postage of empty boxes, tape, and label holders, are non-refundable.

23. **CHANGE COVER ON STORAGE BOOKINGS.** Make one change to your booking without an admin charge up until the time at which your labels are generated, or 6pm the day before your collection, whichever is earlier. Possible changes include:

Alterations to number of suitcases / bags/ boxes.

Alterations to collection date.

Alterations to the storage end date / return date.

Alterations to collection and return addresses.

Alterations to customs declarations and inventory.

No other alterations are possible. When a change results in an increase in storage and transport costs, these will have to be paid.

Additional changes after the first free change will incur an admin charge. Without cancellation and change cover, all changes will incur an admin charge.

All cancellations and changes must be made online. Cancellations and changes cannot be made via email or telephone. Labels are automatically generated one full day before collection, or in the case of bookings made less than one full day in advance, immediately.

24. **COVER FOR LOSS IN TRANSIT.** Storage Collect's service includes full online tracking of your packages enabling you to monitor their progress through the network. In the unlikely event that a package on a booking is lost in transit, searches will be performed, which in most cases result in the package being found.

Storage Collect offers cover in the event that one or more packages on a booking are lost in transit or storage and cannot be recovered after a search.

COVER LEVELS

When you book your service you will be able to choose from a variety of cover levels, starting at up to £150 per package / box / suitcase / bag.

If your circumstances require higher levels of cover than we offer, please ensure you obtain this insurance cover from another supplier in the form of travel, home, or item-specific insurance.

LIMITATIONS OF COVER

Storage Collect's cover is not specifically tailored to your individual requirements, and so it cannot replace travel, home, or item-specific insurance.

The full terms of cover can be found in our terms and conditions. Important limitations to

cover include the following:

LABELLING: All packages must be labelled by the customer in a way that the label cannot easily come off during sortation and transit.

In the case of suitcases, bags, luggages, and instrument cases, the best way to do this, is to place the label inside one of our freely supplied heavy duty label holders and attach this to the handle of your item using cable ties supplied with the label holders. If you are sending suitcases / bags and you don't have time to wait for delivery of our label holders and cable ties, then it is your responsibility to attach your label securely using another method, such as by taping the label to the item by looping the tape around the item repeatedly so it cannot be rubbed off during transit.

Unacceptable ways of attaching labels include but are not limited to:

- Placing the label in a plastic document holder and tying it to an item.
- Taping a label to a suitcase / bag without repeatedly looping the tape around the suitcase / bag.
- Taping a label to a cardboard box without completely covering the entire label with tape to prevent the edges coming loose.
- Stapling or pinning labels to items.
- Using double-sided tape to attach labels to items.

Labelling items in the ways listed above are likely to lead to the label being rubbed off during automated sortation and transport, resulting in the loss of the package. Bookings including items labelled insecurely are not covered in the event of loss.

MAXIMUM COVER PER ITEM: Our service is designed for the transport of personal effects, not high value individual items. As such, our cover is limited to £ 200 per item within a box / suitcase / bag. For example, a customer who selected cover of up to £1200 per box / suitcase / bag, who experienced the loss of a box containing two items with a like for like replacement value of £300 each would receive £400 for their loss. Therefore, if you are sending items with an individual value exceeding £200 each, we suggest you obtain item-specific insurance externally.

FORBIDDEN ITEMS: Storage Collect's cover does not cover loss to items which are forbidden on our service, including but not limited to aerosols, flammables (nail varnish, perfumes etc), and batteries.

ITEMS SENT AT YOUR OWN RISK: Storage Collect's cover does not cover loss to items which are sent at your own risk, including but not limited to glass, ceramics, electronics (e.g. TVs, PCs, printers, laptops).

COVER FOR CONTAINERS: Storage Collect's cover does not cover damage to containers such as suitcases, bags, instrument covers, and boxes used by the customer to contain their items.

DELAYS: Storage Collect's cover does not cover consequential losses and losses resulting from delays, including the purchase of replacement items. If your booking is time-sensitive, we suggest having your items sent further in advance, to mitigate against the possibility of delays and/or obtain insurance cover for such delays from another supplier in the form of travel, home, or item-specific insurance.

DAMAGE: Storage Collect provides heavy duty 250gsm double-walled export grade boxes for use on our services, and we ask that customers who use their own boxes ensure they are of the same or higher specification, or in the case of suitcases and bags ensure the suitcase or bag is capable of providing a similar level of protection to items inside. Subject to the above,

we have found that when damage occurs to items inside boxes / suitcases / bags it is invariably the result of packed items not being sufficiently well padded by the packer. All solid objects should be padded on all sides with at least 5cm (2.5 inches) of soft padding material such as bubble wrap. Storage Collect's cover does not cover damage to items packed inside boxes / suitcases / bags.

CONFISCATION: When forbidden items are sent on our services they are confiscated and destroyed. When customs authorities discover forbidden items, this can lead to entire shipments being confiscated and destroyed, in line with local legislation. Customs authorities also have the power to confiscate and destroy shipments where the receiver fails to comply with local legislation and demands made by customs authorities. Storage Collect's cover does not cover losses under these circumstances.

25. **EXPIRED STORAGE BOOKINGS.** It is the Customer's responsibility to extend their storage booking before expiration. Expired storage bookings continue to accrue storage charges indefinitely and Storage Collect will attempt to recover these charges from the customer by all possible means. Storage Collect reserves the right to unilaterally dispose of stored items on expired storage orders, at a rate of GBP30 per item, normally by donating them to a local charity. In the event Storage Collect exercises this right, the unpaid storage charges and disposal charges will still be due for payment by the Customer and Storage Collect will attempt to recover these charges from the customer by all possible means.
26. **STORAGE ARREARS.** Storage Collect provides up to one month storage credit, collecting storage instalments on a weekly/monthly basis. Storage bookings in arrears continue to accrue storage charges indefinitely and Storage Collect will attempt to recover these charges from the customer by all possible means. Storage Collect reserves the right to unilaterally dispose of stored items on storage orders in arrears after 3 months of arrears have built up, at a rate of GBP30 per item, normally by donating them to a local charity. In the event Storage Collect exercises this right, the unpaid storage charges and disposal charges will still be due for payment by the Customer and Storage Collect will attempt to recover these charges from the customer by all possible means.
27. **IDENTIFICATION AND PERMANENT ADDRESS.** Provision of photo identification and permanent home address upon demand is a necessary condition of booking. When requested, customers are required to provide scanned photo identification and proof of permanent address.
28. **EMAIL AND TELEPHONE SUPPORT.** Storage Collect's services are designed to be booked and managed online by the customer, without any need for email and telephone support. Storage Collect's phone lines are not open all the time, and contact requests and emails submitted online are normally responded to within one working day, rather than in minutes or hours. Storage Collect will not be held liable for losses and delays resulting from customers being unable to receive customer service on-demand, or within time-frames dictated by the customer.
29. **FORBIDDEN ITEMS.** The following items and classes of items are not allowed on any of our services:
 - Aerosols and pressurised containers.
 - Flammable liquids/gases.
 - Toiletries, liquids, pastes, gels.
 - Food, drinks, cooking ingredients, consumables.
 - Batteries of any kind, including batteries concealed inside electronics.
 - Other dangerous goods/hazardous materials (following IATA and ADR regulations).

30. **REMOVAL OF FORBIDDEN ITEMS.** Storage Collect charges £10 per item to remove forbidden items on domestic storage and moving services and £500 per item to remove items on international storage and moving services.
31. **WAIVER.** Except as specifically provided in this Agreement, the Customer waives any claims for loss against Storage Collect and its employees. The Customer expressly releases and holds Storage Collect, and its agents and employees harmless from any and all costs of processing any claim or defending any claim arising from this Agreement.
32. **APPLICABLE LAW.** The Customer acknowledges that there are no representations, warranties, or Agreements by or between the parties which are not fully set forth herein and no representative of Storage Collect or Storage Collect's agents is authorized to make any representations, warranties, or Agreements other than as expressly set forth herein. Only a written letter signed by the parties may amend this Agreement.
33. **ENTIRE AGREEMENT.** This Agreement shall be governed, interpreted, and construed according to the law of England and Wales. The Customer agrees that any court action pertaining to this agreement shall be conducted in courts in England.