

1. In these Terms & Conditions Go Box Self Storage Ltd is called 'the Company' and any individual firm, Company or other person with whom the Company contracts is called 'the Customer'.
2. The word 'Centre' means the same as premises or Company premises. The words 'Contract' and 'Agreement' have the same meaning. The word 'Pod' means Lockable Storage Container. It also refers to a single Pod or multiple Pods if the Customer rents more than one. All the terms of the Contract are set out in the Customer Contract and in these Terms and Conditions. All other conditions, warranties, guarantees, undertakings or representations whether express or implied by statute (insofar as such statutes permit) common law or otherwise arising from conduct or a previous source of dealing or trade, custom or usage or agreed or offered orally or in correspondence or otherwise are hereby excluded from this agreement. No variation of the Customer Contract is binding on the Company unless agreed in writing and signed by a Director of the Company.
3. **Our Quotation**
  - 3.1. We may change the price set out in our quotation or impose additional charges if circumstances apply or events occur that were not taken into account when we prepared our quotation. Examples include if:
    - 3.1.1. You do not accept the quotation within 28 days of, or the service is not carried out or provided within 2 months of, the quotation being given.
    - 3.1.2. The service is carried out outside normal working hours (i.e. outside 8.00am-4.00pm)
    - 3.1.3. We have to collect goods above the ground floor and first upper floor.
    - 3.1.4. The stairs, lifts or doorways are inadequate for free movement of the goods without mechanical equipment or structural alteration, or the approach, road or drive is unsuitable for our vehicles or the containers to load/unload are more than 20 metres from the entrance to the premises. We reserve the right to not carry out the job if any of the above apply.
  - 3.2. There is a minimum rental charge of 2 weeks for Self Storage services and a minimum rental charge of 4 weeks on Mobile Self Storage services.
  - 3.3. All special offers are subject to a minimum storage term. By accepting the quotation you agree to pay this minimum term specified on the quotation.
4. **Our Services**
  - 4.1. **Mobile Self Storage Services –**

We will deliver the container(s) to you for you to load, please note we can only leave one container with you overnight if there is suitable parking. This service DOES NOT include loading or packing the items into boxes, dismantling or assembling unit or system furniture (flat pack) INCLUDING BEDS. Disconnecting, re-connecting, dismantling or re-assembling appliances, fixtures, fittings or equipment. Moving items from a loft or doing any work that involves the use of a ladder. Or under any circumstances packing items into boxes, Coverage does not apply for any damage or loss that may have been caused due to poor loading, or any other reason, even if you accept our drivers assistance.
  - 4.2. **Loading Services –**

Go Box Staff will deliver the container(s) and load your goods into them for you. This service DOES NOT include packing the items into boxes, dismantling or assembling unit or system furniture (flat pack) INCLUDING BEDS. Disconnecting, reconnecting, dismantling or re-assembling appliances, fixtures, fittings or equipment. Moving items from a loft or doing any work that involves the use of a ladder. Or under any circumstances packing items into boxes. Our responsibility will be solely to put pre-packed items into the containers.
  - 4.3. **Packing Supplies –**

Go Box provide a range of safe packing materials that may be delivered in advance by Go Box or a third party courier, or delivered with your secure storage pod.
5. **Your Responsibility**
  - 5.1. It is your sole responsibility to:
    - 5.1.1. Empty, properly defrost and clean any refrigerators and deep freezers. We will not be responsible for their contents.
    - 5.1.2. Provide us with a contact name, address, telephone number and email address for correspondence, including payment details, and inform us of any subsequent changes to all such details throughout the period of storage of your goods.
    - 5.1.3. Inform us within 48 hours of any damage to your goods or property in writing to admin@goboxselfstorage.com which occurred during a loading or unloading service.
  - 5.1.4. Ensure all discrepancies are noted on the driver's docket and signed by both yourself and the driver. any discrepancies reported after this time may not be accepted.
  - 5.1.5. Ensure that all items packed by you in boxes are packed securely. Save as otherwise provided in these conditions, we will not accept liability for damage to any items not so packed.
- 5.2. Where a loading and packing service is ordered (and in addition to Clause 5.1 above) it is your sole responsibility to:
  - 5.2.1. Obtain at your own expense, all access and parking facilities reasonably required by us to enable us to carry out the services.
  - 5.2.2. Be present during the removal of your goods
- 5.3. Where a mobile service is ordered (and in addition to Clause 5.1 above) it is your sole responsibility to:
  - 5.3.1. Obtain at your own expense, all access and parking facilities reasonably required by us to enable us to carry out the services.
  - 5.3.2. Be available on the phone at all times. Our drivers will not deliver the container(s) without speaking with you first, and you will be charged the full transport rate.
  - 5.3.3. Advise us by 3pm the day before your booking is due of any cancellations or amendments. Failure to do so may result in a cancellation charge which would be equivalent to the full, original collection charge.
- 5.4. We will not be liable for any loss or damage you suffer or incur as a result of your failure to perform your responsibilities hereunder.
6. The Company shall upon payment of the storage charge specified in the Customer Contract make available to the Customer a storage Pod or multiples thereof as specified in the Contract by way of license for the sole purpose of the storage of the Customer's goods. The Company may exclude the Customer from its premises and the Pods if he is in breach of any of the provisions of the Contract or these Conditions for so long as the breach remains un-remedied.
7. If the Customer requires the Company to deliver / collect the Pod(s) to an address supplied by the Customer then the following conditions apply:
  - 7.1. When the storage Pod is at a Customer's premises the Customer is responsible for the trailer(s), the Pod(s) and any contents. The Company will accept no liability for loss from the Pod or fines or charges or damage arising from the siting of the trailer.
  - 7.2. The price for the delivery / collection service as specified in the Company literature refers to predefined delivery areas. Additional charges may be levied for deliveries / collections outside these areas.
8. The Contract between the Company and the Customer shall commence from the 'tax point date' set out in the Customer Contract and by the payment by the Customer of the first charge and shall continue until terminated pursuant to these conditions.
9. The customer is required to inspect the Pod(s) prior to commencing storing and inform the company if he believes it to be damaged or unsuitable for his requirements in any way. Otherwise the Pod will be deemed to be in good condition at the commencement of the Contract.
10. The Customer may have access to his storage Pod at any time during the Centre's opening hours as notified. No access to the storage Pods will be permitted outside these hours. The Customer must provide a minimum of 24 hours notice of his intent to access his Pod. The Company may change the opening times at any time without giving any prior notice.
11. The Company may elect to move the storage containers at any time and the customer must ensure that the contents of the Pod is arranged in such a way that damaged will not occur if the Pod is moved. The Company shall deem the production of the contract by the Customer or the oral quotation of Pod numbers or account numbers as satisfactory proof that that person is the Customer or an authorised representative of the Customer. Similarly if the Company is contacting the Customer telephonically or by electronic mail or by any other means the Pod number or account number will be accepted as satisfactory proof of identity.
12. The Company (and its agents or servants) reserve the right to enter the Pod without the Customers permission and to remove all or any of the goods stored in the Pod for the purpose of inspection, cleaning and repairs to the Pod or in an emergency or to establish whether such entry is required in the interests of safety or to prevent damage or injury to persons or property or to remove prohibited items or if the Company is required to do so by any Public Service, Authority or Court Order, or to comply with any other clause in this agreement. The Company shall not be liable for any damage caused to the goods stored in the Pod as a result of such entry and/or removal except to the extent that this is due to the negligence of the Company.
13. The Customer warrants to and covenants with the Company that:

- 13.1. he is the owner and/or entitled in law to the possession of the goods stored in the Pod at any time or that ownership is vested in him for the purposes of entering into this agreement;
- 13.2. such goods are not of a dangerous nature, do not have any dangerous characteristics including gas bottles, aerosols, paints, firearms or ammunition, are not stolen goods or drugs and otherwise will not contaminate or otherwise damage or effect the company's premises or other goods stored therein or not emit any fumes or odours;
- 13.3. the goods shall be adequately packaged and not of a perishable nature or include any plant animal or other living creature. The company may refuse to permit storage of any goods regardless of reason.
14. In this clause the word Pod includes the Company's premises. The Customer shall not
  - 14.1. use the Pod to do or suffer to be done anything on the Company's premises which is or may become a nuisance to the Company's employees, agents or Customers.
  - 14.2. do or suffer anything on the Company's premises which may render void or voidable or increase the rate of premium of any insurance carries by the Company or its occupiers or Employers liabilities.
  - 14.3. sub license, transfer assign or in any way part with the benefit of this agreement which shall be reserved to the Customer.
  - 14.4. use the Pod as offices or living accommodation or as a home or business address.
  - 14.5. spray paint or do mechanical work of any kind to the Pod.
  - 14.6. attach anything to the walls, ceiling or floor of the Pod or make any alteration to the Pod.
  - 14.7. cause any damage to the Pod or the Centre or to the property or possessions of the Company or any other Customers. If in breach of this clause the customer must (at the option of the company) repair, restore or replace such damaged items, or reimburse the Company's costs in making necessary repairs, restoration or replacement.
  - 14.8. cause any obstruction or undue hindrance in any passageway stairway, service area, access area or other part of the centre.
15. The Customer shall
  - 15.1. comply with all fire, safety and security precautions or instructions about the Company's premises or as directed by a member of the Company's staff.
  - 15.2. make himself available to receive any deliveries or collections.
  - 15.3. ensure that the Pod is secure at all times when not in use either by means of attaching security seals or be attaching a padlock.
  - 15.4. at all times exercise courtesy to others when using any part of the Centre.
  - 15.5. inform the Company immediately of any damage to the Pod.
  - 15.6. comply with the directions of the Company's employees or agents at the Centre and any further regulations for use of the Pod which the Company may issue from time to time.
  - 15.7. indemnify the company from any claims for loss or damage arising from the breach of this agreement.
16. Payment and Non-Payment
  - 16.1. The Storage charge for the first month of Storage shall be due and payable on the commencement of the Contract and the charge for each successive monthly period shall likewise become due and payable on that specific date. The company may and shall be entitled to take payment up to fourteen days before the due date. The company shall be entitled to increase the monthly charge under the agreement by giving notice in writing to the customer at least 30 days before such increases are to take effect. The company shall be entitled to an additional sum of £10 or 10 percent (whichever is the greater) for each two week period or part thereof after the storage charge has remained unpaid. Such additional charges shall be added to and treated for the purpose of this agreement as an outstanding charge. In the event that any cheque is dishonoured the Company shall make the further charge of £47 on each occasion that the cheque is returned. In the event of any breach of this agreement which requires the company to take any remedial action the Company may make an appropriate charge to recover any costs or other charges involved.
  - 16.2. The balance will need to be settled by 3.30pm the day before any delivery can be carried out.
  - 16.3. The preferred payment method is by debit or credit card. All other methods may be subject to a 10% surcharge.
  - 16.4. If the charge or additional charges remain unpaid on the due date the Company reserves the right to exclude the Customer from the centre and to deny him access to the centre whether or not the agreement has been terminated. If the company exercises its right under this clause it will not affect the Customers right to pay any unpaid or future charges.
- 16.5. If the charge for the Pod or any other Pod rented by the Customer remains unpaid for more than 2 weeks the company may give notice in writing to the customer of its intention to sell goods stored in any such Pod to meet unpaid charges and if the Customer does within 72 hours of the date of such notice not pay the Company the required amount of unpaid charge and any other sums due and payable under this agreement the Company shall at its absolute discretion be entitled to dispose of such goods at public auction or otherwise by destroying the same.
- 16.6. The Company may at any time and at its absolute discretion without giving any reason therefore give notice to the Customer requiring him to pay all arrears of charge if any and other sums due and payable under the agreement if any and / or remove the goods within 7 days of the giving of such notice. If this is not done the Company may remove the goods within 7 days of the giving of the notice to such storage facilities as it may decide at the expense and risk of the Customer and if within 21 days of giving such notice the goods have not been removed then the company may give notice of its intention to dispose of the goods by sale at public auction or otherwise by destroying the same.
- 16.7. The proceeds of sale under paragraphs 16.5 or 16.6 of this clause shall be applied by the Company first to the unpaid charge or any other sums due or payable under the agreement and to any costs and/or charges and expenses incurred by the Company in or in connection with such sale and the Customer shall only be entitled to claim the balance (if any) remaining after.
- 16.8. Any sale under paragraphs 16.5 or 16.6 of this clause shall be without prejudice to the Company's right to recover from the Customer any balance outstanding and due from the Customers after the proceeds of such sale have been applied in accordance with paragraph 16.7 of this clause.
- 16.9. All goods stored will be subject to lien in respect of unpaid charges.
17. This Contract can be terminated by the Customer at any time either orally or in writing. If the Customer requires transportation and the Company is not able to do this on the preferred date for whatever reason then Storage charges will continue to be applied until the date that the Pod or goods leave the centre. The customer may not terminate this Contract if any charges are outstanding or if he is otherwise in breach of any term of this contract.
18. On termination of this contract the customer must remove all goods from his storage Pod and leave the container clean and tidy and in the same condition as at the commencement date. The company may charge the Customer if at its sole discretion it decides it is necessary to clean or repair the Pod or dispose of any goods or rubbish left in the Pod or at the Centre or in the trailer. The company may treat any goods left in the container as abandonment and may dispose of them in accordance with condition 16.
19. Determination of amount of liability for loss or damage
  - 19.1. Our liability to you in the event of loss or damage to those goods will be subject to a maximum liability of £100 total per Pod.
  - 19.2. No employee of Go Box shall be separately liable to you for any loss, damage, mis-delivery, errors or omissions under the terms of this Agreement.
20. Our liability shall cease upon handing over goods from our warehouse or on completion of delivery.
21. We reserve the right to charge any delivery charges in full if delivery is cancelled less than 2 working days before the delivery is scheduled to take place.
22. The company reserves the right to move your Pod to any other location.
23. The company shall be entitled to send any notice, bill, statement or any other document whatsoever to the Customer at the address or email address set out in the Contract, or if any change of such contact addresses has been notified to the company, at the last address so notified and any notice, bill, statement or other document whatsoever shall be deemed to have been received by the customer 3 days after posting by second class pre-paid post or immediately if served personally. The customer cannot 'opt out' of the sending or transmission of such documents (except in the case of promotional items).
24. Any delay by the Company in exercising any of its rights under this Contract will not impair nor be a waiver to those rights nor will any partial exercise of any right preclude a further exercise of that right.
25. Where the Customer is two or more persons their obligations under this contract shall be joint and several.
26. All goods stored in the Pod are subject to the general lien of the Company for all sums due and payable and becoming due under the agreement and for any other monies due to the Company from the Customer.
27. The Customer indemnifies the Company against any loss or damage arising through wilful breach of any clause of this agreement.