



Storage Service Agreement

Terms for collection, digital inventory and storage of customer-packed goods

Your booking details

Your name, collection address, quantity of boxes/crates, collection date, selected storage service, insurance/protection and charges are those shown in your completed booking and booking confirmation/invoice.

1. The parties and the service

This agreement is between Self Pack to Store Ltd ("we", "us" or "Self Pack to Store") and the customer making the booking ("you"). We will collect the goods described in your booking, identify them as part of our digital inventory process, transport them to our storage facility and store them until return is requested, subject to these terms.

2. Customer packing and preparation

- You are responsible for packing and sealing your own boxes so that they are suitable for normal handling, transport and storage.
- Fragile, high-value or unusually delicate items must be declared to us before collection so that appropriate handling and cover can be discussed.
- Boxes should not be overloaded, leaking, damaged or unsafe to lift.
- You must make sure the collection location is reasonably accessible and tell us in advance about stairs, restricted parking, access restrictions or other circumstances likely to affect collection.

3. Items we cannot accept

- No illegal goods, stolen goods, firearms, ammunition, explosives, flammable or hazardous substances, compressed gases, chemicals or other dangerous materials.
- No perishable food, live plants or animals, waste, substances likely to leak, or anything that may attract vermin or cause damage to other stored goods.
- Cash, jewellery, precious metals, important original documents and other unusually high-value items should not be placed into storage unless we have expressly agreed to accept them in writing.

4. Collection, identification and inventory

- We will identify the boxes or packages collected and record them within our digital inventory/QR tracking process.
- The inventory records the packages received. Unless specifically agreed, it does not mean we have inspected or verified the contents of sealed customer-packed boxes.
- If the number of boxes or the nature of the goods differs materially from the booking, we may adjust the service and charges or, where necessary, decline unsafe or prohibited goods.

5. Storage and care of goods



- Goods will be stored in our storage operation using reasonable care and normal industry handling practices.
- Stored goods may be grouped, palletised, crated or otherwise arranged for efficient and secure storage. Customers do not have unrestricted self-access to the storage area.
- Where an individual box or item is required back, reasonable notice may be needed so that it can be located, prepared and returned safely.

6. Charges and payment

- Storage and service charges are those stated in the booking confirmation, invoice or other written quotation accepted by you.
- Payment is due before collection unless we have agreed a different arrangement in writing.
- Ongoing storage charges are payable for as long as the goods remain in storage. Any return, redelivery, additional handling, waiting time, parking or exceptional access charges will be confirmed where applicable.
- If an invoice remains unpaid, we may suspend return or additional services until the account is brought up to date, subject to applicable law.

7. Insurance / protection and liability

- Any insurance or storage protection applying to the goods is subject to the level of cover purchased or confirmed for the booking and to the relevant policy, endorsement, exclusions and limits.
- You must tell us before collection if any single item or package requires special valuation, handling or insurance arrangements.
- We are not responsible for loss or damage arising solely from inadequate customer packing, inherent defects, ordinary deterioration, prohibited goods or circumstances outside our reasonable control, except where liability cannot lawfully be excluded.
- Nothing in this agreement excludes or restricts liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

8. Collection times and delays

- Collection times are estimates unless we expressly confirm otherwise. Traffic, access conditions and the duration of earlier jobs may cause the arrival time to move slightly.
- Where practical, we will keep you updated if we expect a material change to the collection timing.

9. Return of goods

- When you want your goods returned, contact us using the details shown on this agreement. We will confirm availability, return arrangements and any applicable charges.
- Return is subject to cleared payment of sums properly due under the agreement.
- You should check the number and apparent condition of packages at return and tell us promptly about any issue.

10. Cancellation and changes

- If you need to change or cancel a collection, contact us as soon as possible. Any cancellation or rescheduling charge will be governed by the booking terms or written quotation supplied for the service and your statutory consumer rights where applicable.



- If we need to change a collection because of events outside our reasonable control, we will contact you and arrange a reasonable alternative.

11. Customer information and privacy

We use customer details to administer the booking, collect and store goods, maintain inventory records, take payment, provide customer support and comply with legal or insurance requirements. Personal information will be handled in accordance with our published privacy information and applicable data-protection law.

12. Ending storage

- The agreement continues while your goods remain in storage and until all goods have been returned or otherwise lawfully dealt with and all sums due have been settled.
- If goods remain uncollected after we have asked you to arrange return, or charges remain unpaid for a prolonged period, we will contact you and follow any notice and enforcement process required by law before taking further action.

13. Law and consumer rights

This agreement is governed by the law of England and Wales. Nothing in it removes any rights you have as a consumer that cannot legally be excluded or limited.

Acceptance when booking online

Before completing an online booking, you will be asked to confirm that you have read and agree to this Storage Service Agreement and the applicable booking terms. Your booking submission and recorded consent form part of the agreement between you and Self Pack to Store Ltd.

Keep this document with your booking confirmation and any insurance or storage-protection documents issued for your booking. If a specific written booking term conflicts with a general term here, the specifically agreed written term will apply to that booking, subject to applicable law.

Questions before collection?

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