



Agreement Conditions

1. Definitions

In this Agreement, the following words have the meanings set out below:

Access Hours

The hours during which access to the Unit is permitted, as displayed on Site. Exeter: 24-hour access via secure PIN code entry.

Business Customer

A customer who is not a Domestic Customer.

Deposit

A security deposit equal to one month's rental, payable on signing this Agreement. The Deposit, together with any unused rent, is refundable after you move out, provided you have given at least one week's notice and complied with this Agreement.

Domestic Customer

A natural person acting for purposes outside their trade, business, craft, or profession.

Due Date

The date specified in the Rental Agreement and thereafter the corresponding date in each payment period, or the preceding business day if the Due Date falls on a weekend or public holiday.

Goods

Anything stored by You in the Unit during the term of this Agreement.

Minimum Rental Period

One week. One month's rent is payable in advance.

Agreement

These Terms and Conditions together with the Rental Agreement.

Agreement Commencement Date

The start date specified in the Rental Agreement.

Agreement End Date

The date specified in the Rental Agreement or the date of termination under Conditions 23 or 24.

Agreement Fees

The storage fees specified in the Rental Agreement.

Prompt Payment

Payment of all sums on the Due Date, or within seven days of written demand for any other sums.

Site

The premises on which the Unit is located.

Unit

The storage unit specified in the Rental Agreement or any alternative unit we allocate.

We / Us / Our

Storage Factory.

You / Your

The customer named in the Rental Agreement.

2. Right to Use the Unit

2.1 Subject to payment of the Agreement Fees, we grant You the right to use the Unit from the Commencement Date until termination of this Agreement.

2.2 You may access the Unit during Access Hours solely to store, remove, substitute, or inspect Goods. No other use is permitted.

2.3 We may change Access Hours at any time. If Access Hours are materially reduced, You may terminate this Agreement without penalty.

2.4 Access will be suspended if payments are overdue. Access will resume once all outstanding sums are paid.

2.5 A £25 non-emergency call out fee applies for out of hours assistance, including forgotten PINs, lock cutting, unit changes or payment processing.

3. Authorised Access and Subletting

3.1 Only You and persons authorised by You in writing may access the Unit. You are responsible for their actions.

3.2 We may request identification and refuse access if satisfactory ID is not provided.

3.3 Subletting is permitted only with our written consent. By subletting, You consent to communication with the content owner.

3.4 The content owner may be granted access and may give notice to terminate, but refunds will be paid to You unless directed otherwise.

3.5 You remain fully responsible for the actions of the content owner.

4. Security of the Unit

You must keep the Unit locked at all times when not in use. We are not responsible for securing the Unit or safeguarding keys.

5. Right of Entry

We may enter the Unit with seven days' notice for inspection or maintenance, or immediately in emergencies, if required by authorities, or to prevent damage or injury.

6. Ownership of Goods

You warrant that the Goods belong to You or that You have authority to store them. You will indemnify us for any claims arising from breach of this warranty.

7. Refusal of Goods

We may refuse or require removal of Goods that pose a risk to safety, security or the Site.

8. Prohibited Goods

You must not store:

- Perishable food unless sealed
 - Animals or living creatures
 - Flammable or combustible materials
 - Weapons, explosives, or ammunition
 - Chemicals, radioactive or biological materials
 - Toxic waste or asbestos
 - Items emitting fumes or odours
 - Illegal substances or stolen goods
 - Compressed gases
-

9. Prohibited Use

You must not:

- Cause nuisance or disturbance
 - Use the Unit as accommodation or business address
 - Spray paint or perform mechanical work
 - Attach or alter the Unit
 - Allow liquids, odours, noise or vibration to escape
 - Damage the Unit or Site
 - Obstruct Site areas
 - Connect utilities without written consent
-

10. Your Obligations

You must:

- Take reasonable care on Site
 - Report damage or defects
 - Follow reasonable instructions and Site regulations
-

11. No Exclusive Possession

This Agreement does not grant exclusive possession. We may relocate Goods to an alternative unit or site if required, at Your risk, except for our negligence.

12. Payment of Fees

12.1 Fees are payable in advance.

12.2 If a minimum stay applies and You leave early, You remain liable for fees for the minimum period.

12.3 Invoices will be provided electronically.

13. Fee Increases

We may increase fees with 20 days' notice. You may terminate before the increase takes effect.

14. Late or Failed Payments

14.1 All payments must be cleared funds.

14.2 We may charge reasonable costs for failed Direct Debits or late payments.

15. Sums Due on Termination

All outstanding sums become immediately payable upon termination, except where termination results from our negligence.

16. Deposit

16.1 We may deduct from the Deposit unpaid fees, cleaning costs, or breaches of this Agreement.

16.2 The balance will be returned within 21 days of termination. Unclaimed deposits will be forfeited after 12 months.

16.3 You must replenish any deducted Deposit on request.

17. Non-Payment and Disposal of Goods

17.1 If sums remain unpaid, we may deny access and change locks.

17.2 After one month of non-payment, we may remove and store Goods and charge costs.

17.3 After further notice, we may sell or dispose of Goods and recover outstanding sums, costs, and fees.

18. Suitability and Condition of Unit

You must ensure the Unit is suitable. Outdoor storage may cause damp, mould or rust. We recommend protective measures. We are not liable unless damage is caused by our negligence.

19. Customer Insurance Advisory

19.1 We do not provide insurance for Goods stored in the Unit.

19.2 You are strongly advised to arrange and maintain your own insurance, at your own expense, to cover the full replacement value of the Goods against all risks.

19.3 If You choose not to insure the Goods, You store them entirely at Your own risk, except where liability cannot legally be excluded.

20. Liability

20.1 Nothing limits liability for death, personal injury, fraud or wilful default.

20.2 Our total liability is limited to 120 percent of the declared value of the Goods.

20.3 We are not liable for indirect or economic losses for Business Customers.

20.4 We are not liable for events beyond our reasonable control.

20.5 Your excess for Normal Perils is £50.

20.6 You confirm the declared value of Goods will not be exceeded without written agreement.

21. Indemnity

You shall indemnify and hold us harmless for all reasonable losses, costs, or expenses incurred in connection with your use of the Unit, including any damage or third-party claims, except to the extent such losses, costs, or expenses result directly from our breach or negligence

22. Expiry

This Agreement expires on the Agreement End Date or as terminated under Conditions 23 or 24.

23. Termination

Either party may terminate with 14 days' written notice.
Immediate termination applies for unremedied breaches.

24. Vacating the Unit

You must remove all Goods and leave the Unit clean. We may charge for cleaning or disposal of rubbish or abandoned Goods.

25. Refunds

Fees are apportioned daily. Overpayments will be refunded after deductions. Goods will not be released until all sums are paid.

26. Claims

You must report loss or damage before removing Goods. We are not responsible once Goods leave the Site.

27. Severance

If any term is unenforceable, the remaining terms remain valid.

28. Assignment

You may not transfer this Agreement without our consent.

29. Third Party Rights

No third party has rights under this Agreement.

30. Governing Law

This Agreement is governed by the laws of England and Wales.

31. No Tenancy

This Agreement does not create a tenancy or lease.

32. Joint Liability

If there is more than one customer, liability is joint and several.

33. Contact

We will contact You using the details provided unless notified otherwise.

34. Data Protection

We will not share personal information with third parties except as required by law.

35. Changes to Terms

We may amend terms with 7 days' notice. Continued use constitutes acceptance.

36. Notices

36.1 Notices must be in writing or email.

36.2 Notices from us are served to the address or email provided.

36.3 Notices from You must be served on the Storage Manager.

36.4 You must notify us promptly of address changes.