



1. Definitions

Access Hours: Hours permitted for access to your Unit (Salisbury: 24-hour access via secure PIN code).

Business Customer: A customer who is not acting for personal/domestic purposes.

Domestic Customer: A natural person acting outside their trade or profession.

Due Date: As specified in the Rental Agreement and thereafter on the corresponding date of each period. If this falls on a weekend or public holiday, payment is due on the previous business day.

The Goods: Anything you store in the Unit during the Agreement.

Minimum Rental Period: 1 week. 1 month's rent is payable in advance. Unused rent is refundable after giving 1 weeks' notice.

Unit: The storage unit allocated to you or an alternative we may provide.

Site: The premises on which the Unit is situated.

Agreement Fees: The fees specified in the Rental Agreement.

You/Your: The customer named in this Agreement.

We/Us/Our: Storage Factory Exeter.

2. Agreement & Access

1. This Agreement allows you to store Goods in the Unit from the Commencement Date until termination.
2. You may access the Unit during Access Hours for depositing, removing, substituting, or inspecting Goods.
3. Access will be suspended if payments are overdue. Outstanding balances can only be settled during office hours.
4. A £25 non-emergency call-out charge applies for assistance outside office hours (e.g., forgotten PIN, padlock cutting, unit changes, payments).

3. Authorised Access

1. Only you and authorised persons may access the Unit.
2. You are responsible for anyone you authorise.
3. Third-party subletting requires Storage Factory consent.
4. You consent to communication with content owners for account management, access, and notices of termination.



4. Security

1. The Unit must always be securely locked when unattended.
 2. You must not leave keys with anyone not authorised.
 3. Alarm call-outs caused by incorrect locking incur a £25 charge.
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5. Entry by Storage Factory

We may enter the Unit and, if necessary, break the lock:

- With 7 days' notice for inspection, repairs, or maintenance.
 - Without notice for emergencies, legal requirements, or to protect persons, property, or the Site.
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6. Ownership & Responsibility

1. Goods must be your property or you must have authority to store them.
 2. You are responsible for any claims if this is not true.
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7. Prohibited Goods & Use

You may **not** store:

- Perishable goods without secure packing
- Animals, combustible materials, weapons, hazardous chemicals, toxic waste, illegal items
- Items causing fumes, odours, noise, or damage

You may **not**:

- Use the Unit as living accommodation or a business address
 - Alter the Unit or connect utilities without authorisation
 - Cause nuisance, damage, or obstruction
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8. Customer Duties

1. Exercise reasonable care on the Site.
 2. Report damage or defects immediately.
 3. Comply with directions from staff and posted regulations.
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9. Non-Exclusive Possession

1. You do not have exclusive possession of the Unit.
 2. We may require you to move Goods to another unit with 14 days' notice. If you fail to do so, we may move Goods at your risk, except for negligence.
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10. Payment & Fees

1. You must pay Agreement Fees for the minimum period or charge period specified.
 2. Late payments may incur additional charges.
 3. Fees may change with 30 days' written notice; you may terminate before new Fees take effect.
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11. Insurance Recommendation

1. Storage Factory does **not** provide insurance for Goods stored on Site.
2. You are strongly advised to obtain your own insurance to cover stored Goods against risks such as fire, flood, theft, or accidental damage.
3. You are responsible for ensuring insurance is adequate and maintained for the duration of storage.
4. Storage Factory makes no representations or warranties regarding insurance.

12. Liability

1. Our liability is limited by law and does not cover losses from your choice or failure to insure Goods.
 2. We are not liable for indirect, consequential, or commercial losses.
 3. We are not responsible for events outside our reasonable control, including natural disasters, strikes, or emergency closures.
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13. Termination

1. Either party may terminate with 14 days' written notice.
 2. Breaches may result in immediate termination if not remedied within 14 days.
 3. On termination, remove all Goods and leave the Unit clean. Remaining Goods may be treated as abandoned.
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14. Miscellaneous

- This Agreement is personal and non-transferable.
- It does not create a tenancy.
- Obligations of multiple persons are joint and several.
- Disputes are governed by the laws of England and Wales.
- Notices must be in writing or by email.



- Storage Factory may modify this Agreement with 20 days' notice; continued use constitutes acceptance.

15. Payment & Clear Funds

1. Payment is only considered made once we have received cleared funds.
 2. If a direct debit is dishonoured, we may charge reasonable costs incurred.
 3. Late payments may also incur reasonable administrative costs.
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16. Suspension & Recovery of Goods

1. If any sum due is unpaid, we may suspend access and install a new lock until full payment is received.
 2. If payment remains outstanding one month after written notice, we may:
 - 2.1 Recover the Unit and move Goods to an alternative facility at your risk (except for negligence).
 - 2.2 If payment is still not received after 7 additional days' notice, recovered Goods may be sold to recover outstanding sums. You remain liable for any shortfall, plus costs of collection, sale, and legal or debt recovery fees.
 - 2.3 Goods not sold will be treated as abandoned and disposed of.
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17. Suitability of the Unit

1. You are responsible for ensuring the Unit is suitable for the Goods you store.
 2. We cannot guarantee suitability for specific items. You should inspect the Unit before and during storage.
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18. Insurance (Reaffirmed)

1. Storage Factory does **not** insure Goods stored on Site.
 2. You are strongly advised to arrange your own insurance for the full replacement value of stored Goods.
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19. Liability Limits

1. Nothing limits our liability for personal injury or death caused by negligence, fraud, or wilful default.
2. Subject to clause 19.1:
 - 2.1 Our total financial responsibility to you will not exceed 120% of the value of Goods you declare.
 - 2.2 We are not liable for losses that are not reasonably foreseeable, including economic loss or lost profits for commercial users.



- 2.3 We are not liable for circumstances outside our reasonable control, including natural disasters, strikes, accidents, or official restrictions.
- 2.4 Your liability for “Normal Perils” is limited to £50.
- 2.5 You confirm the total value of Goods stored is correctly declared in the Agreement.

20. Reimbursement

1. You must reimburse us for reasonable costs arising from:
 - 1.1 Your use of the Unit or Site.
 - 1.2 Anyone you authorise accessing the Unit.
2. You are not responsible for costs arising from our breach of this Agreement.

21. Expiry

1. The Agreement expires on the Agreement End Date, unless terminated earlier under Conditions 22 or 23.

22. Termination

1. The Customer may terminate this Agreement for convenience by giving at least 7 days' written notice.
2. Storage Factory may terminate this Agreement for convenience by giving at least 14 days' written notice.
3. The Customer may immediately terminate this Agreement if Storage Factory breaches this Agreement and fails to remedy such breach within 14 days of receiving written notice.
4. Storage Factory may immediately terminate this Agreement if the Customer breaches this Agreement and fails to remedy such breach within 14 days of receiving written notice.

23. Vacating the Unit

1. On termination, remove all Goods and leave the Unit clean and tidy.
2. Failure to do so will result in charges for cleaning or disposal.
3. Goods left behind may be treated as abandoned and disposed of according to Condition 16.
4. You are responsible for removal of any rubbish; unauthorised use of site bins may incur charges.

24. Apportionment of Fees

1. Agreement Fees will be apportioned daily for partial periods.
 2. Any overpayment at termination will be refunded after deducting amounts due. Goods will only be released once all fees are paid.
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25. Inspection

1. Examine Goods upon removal.
 2. Notify us promptly of any loss or damage.
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26. Severability

1. If any part of this Agreement is void or unenforceable, that part will be removed.
 2. The remainder of the Agreement continues in full force.
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27. Non-Transferability

1. This Agreement is personal and may not be transferred.
 2. Breach of this condition is a serious breach under Condition 22.3.
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28. Third-Party Rights

1. No one other than you or us has rights under this Agreement.
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29. Governing Law & Jurisdiction

1. This Agreement is governed by the laws of England and Wales.
 2. Any disputes will be decided by the courts of England and Wales unless you request another UK jurisdiction.
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30. No Tenancy Created

1. This Agreement does not create a tenancy, lease, or similar arrangement.
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31. Joint & Several Liability

1. If more than one person is party to this Agreement, obligations are joint and several.
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32. Contact Details

1. All correspondence must be addressed to the addresses given in the Agreement.
 2. You must notify us promptly of any change of address.
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33. Data Protection

1. We will not share your personal information with any third party.
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34. Changes to the Agreement

1. We may modify this Agreement or impose new Terms & Conditions with 20 days' written notice.
 2. Continued use of the facility after notice constitutes acceptance.
 3. You may terminate without charge before new Terms & Conditions take effect.
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35. Notices

1. Notices must be in writing or by email.
2. Notices from us will be sent to the address/email in this Agreement.
3. Notices from you must be addressed to the Store Manager and delivered by hand or email.
4. You must promptly inform us of any change to your contact details.