



CONTAINER HIRE/STORAGE & LOADING AGREEMENT



PLEASE NOTE OUR FULL TERMS & CONDITIONS AND STOREPROTECT ADDENDUM ARE DETAILED ON THE FOLLOWING PAGES

<p>Customer Details:</p> <p>Name:</p> <p>Business Name:</p> <p>Address:</p> <p>Contact Number:</p> <p>Email Address:</p>	<p>Customer Forwarding Address/New Address:</p> <p>Name:</p> <p>Address:</p> <p>EMERGENCY CONTACT</p> <p>Name and Number:</p> <p>CONTAINER I.D</p>
<p>Payment and Options:</p> <p>Please ensure your card details/payment method is kept up to date. There should always be a valid payment method on your account. You accept that all payments are to be made on time.</p> <p>Value of Goods and StoreProtect</p> <p>Value of Goods Declaration:</p> <p>I confirm the Maximum Replacement Value of the property to be stored/transported/loaded is:</p> <p>I undertake to notify the company of any change to this value. Our liability is limited to £100 unless a higher value is declared, agreed under StoreProtect and is confirmed in writing.</p> <p>StoreProtect</p> <p>Irrespective of where the goods are stored, it is the Customer's sole responsibility to insure the goods. Customers should take out insurance cover for the Maximum Replacement Value of their Goods unless they opt for StoreProtect (Clause 12.3)</p> <p>Acceptance of StoreProtect replaces the requirement to arrange your own insurance for your goods whilst in store with us.</p> <p>If the PODS container remains on Your property throughout Your hire period, We cannot accept liability for Your goods.</p> <p>Swift Moving & Storage full terms and conditions available on following pages. Company Contact Details: Swift Moving and Storage Ltd t/a PODS and Simply BoxIt, Unit 9 Maple Industrial Estate, 1 Bennett Street, M12 5AQ Telephone: 0161 300 9712</p>	<p>Main Points of the Terms and Conditions (Hire)</p> <ul style="list-style-type: none"> ➤ All payments are to be made in advance by the Customer. ➤ Payments are to be taken in blocks of 4 weeks; any full weeks unused after the initial 28-day period will be refunded. ➤ Part weeks used will be charged as full weeks. ➤ Ownership of the goods is confirmed as the Customer or ownership is vested in the Customer. ➤ Customers must not store (as fully defined within the accompanying terms and conditions), hazardous, dangerous, illegal, stolen, perishable, environmentally harmful or explosive goods. ➤ The Customer understands that the Company's maximum total liability for damage to the Customers goods caused by negligence or breach of contract is £100 (unless StoreProtect applies). ➤ 24-48 hours' notice (working hours) is required for Container access and access must be during the set opening hours unless agreed otherwise as posted by the Company. ➤ 5 days' notice must be given for termination of this Agreement. ➤ Customers must notify the Company of all changes of address and contact telephone numbers. ➤ If the Customer fails to comply with the conditions of this Agreement, the Company will have certain rights that include the right to seize and sell and/or dispose of the Customer's goods. ➤ The Company has the right to refuse access if all fees are not paid promptly. ➤ The Company has the right to enter in certain circumstances. <p>Main Points of the Terms & Conditions (StoreProtect)</p> <ul style="list-style-type: none"> ➤ All payments are to be made in advance by the Customer. ➤ The Customer must complete the StoreProtect and Value of Goods Section opposite. ➤ If the Customer opts for StoreProtect, they understand that the Company's total limit for damage to the Customers goods is equivalent to the Maximum Replacement Value declared. ➤ It is the Customer's sole responsibility to insure the Goods. Customers should take out insurance cover the Maximum Replacement Value of their Goods. The purchase of StoreProtect is optional and if You opt for StoreProtect, You are no longer obligated to arrange insurance for Your Property.
<p>Company: Swift Moving and Storage Limited T/A PODS and Simply BoxIt</p>	<p>Customer: I acknowledge that the matters addressed herein have been drawn to my attention and I understand and accept the full Terms and Conditions attached. All information I have provided is true. I understand I need to supply a copy of my photo ID to verify my booking.</p>

Agreement Summary – You must read and tick the following sections as part of your contract.

Container Delivery and Loading Services

My container/s will be loaded by the Swift Moving and Storage team:

- I confirm that I will make sure there is room for the truck to park outside my property for loading to commence.
- I confirm that I will obtain and provide any necessary parking permits or permissions for loading to take place.
- I confirm that all items will be boxed packed, dismantled where required and ready to be loaded when the team arrive.

If the container remains onsite at my location for any length of time, I agree that I must open the container regularly (minimum of once a week) to allow the air to circulate.

Items for storage

I understand that by signing and entering into this contract I can confirm that all the goods going into storage belong to me (as the named party on the contract) and I have permission to store the goods.

I confirm I will not store any other property not owned by myself or that I do not have the authority to store.

Items not permitted for storage (Clause 10.2)

I will not store any food, drink or perishable items (by food or drink it means anything edible or drinkable or any other consumable be it tinned, packet, dry, sealed or otherwise)

I will not store any pet food

I will not store any living creatures

I will not store any Lithium-ion batteries exceeding a watt-hour (Wh) rating of 160 Wh UNLESS they are built-in and cannot be removed from otherwise permitted Goods

I will not store any portable battery chargers, power banks or any similar portable power source or any more than ten laptops, tablets, children's toys or other similar items containing built-in batteries in any one Container

I agree not to store any liquids such as paints, sealants, spirits, wines, soft drinks whether sealed or not

I will not store anything illegal

I will not store firearms

I will not store explosives or combustible or flammable items (gas or liquids e.g., gas canisters for BBQ's, lighter fluid, white spirit, fireworks petrol etc.)

I will not store any Jewellery, Watches, Precious Stones, Money, Coins, Bullion, Deeds, Bonds, ID Documents, Securities and Stamps of all kinds.

In Summary

I understand what is not permitted for storage

I agree to all terms and conditions of this contract

I will upload a copy of my ID here

1 WHAT IS THIS DOCUMENT?

- 1.1 These terms and conditions (the "Terms") form part of an agreement between Us and You ("You", "Your", "Customer").
- 1.2 These Terms, including the StoreProtect Addendum, are considered by Us to set out the whole agreement between You and Us (the "Agreement"). The Agreement is a legally binding document, so please ensure that you read and understand it.
- 1.3 Some parts of the Agreement apply to all of Our customers. However, some parts apply only to Consumers or only to Business Users (as defined below).
- 1.4 If any of these Terms are inconsistent with any term of the Order, the Order shall prevail.

2 DEFINED TERMS

- "Applicable Laws" means all laws, regulations, regulatory policies, guidelines and industry codes which apply to the hire and/or use of the Container(s) under this Agreement;
- "Business Users" means a legal entity or person who hires a Container for the purpose of their trade, business or profession;
- "Consumers" means an individual who hires a Container for a purpose other than their trade, business or profession;
- "Container" means a self-contained storage container made available for You to hire from Us in accordance with this Agreement, and "Container(s)" means one or more Container;
- "Data Protection Legislation" means the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003;
- "Force Majeure Event" shall have the meaning given in **Clauses 12.7 and 26.1**;
- "Goods" means all items stored by You in the Container(s) hired by You;
- "Hire Charge" shall have the meaning given in **Clause 6.1**;
- "Normal Perils" shall mean loss of or damage to Goods caused by fire, lightning, explosion, earthquake, aircraft, storm, flood, bursting &/or leaking pipes, theft accompanied by forcible and violent entry or exit, riot, strike, civil commotion, malicious damage, and impact by vehicles.
- "Order" means Your order for a Container as described in **Clause 3**;
- "Order Confirmation" shall have the meaning given in **Clause 3**;
- "Terms" means the terms and conditions contained in this document and the StoreProtect Addendum, where applicable; and
- "We", "Us", "Our" means Swift Moving and Storage Limited T/A PODS.

3 OUR CONTRACT

- The Order is an offer by You to enter into a binding contract which We are free to accept or decline at Our absolute discretion. We may accept Your order by:
- (a) issuing a written acceptance of Your order (an "Order Confirmation"); or (b) notifying You that the Container(s) are ready for Your use, whichever is the earlier, at which point a binding contract shall be created between Us.

4 THE CONTAINERS

- 4.1 Provided that You have paid the Hire Charge and other charges due to Us under the Agreement, We license You (but no other person) to store Goods in the Container(s) for the Hire Period.
- 4.2 You may choose to store the Container(s) at one of Our facilities or to keep them at a location nominated by You ("Your Premises"). If You wish to store the Container(s) at Our facilities, You agree that We shall be entitled to store the Container(s) at any storage facilities owned or operated by Us, Our affiliates and/or Our franchisees (all being referred to as Our "Facility"). We shall attempt to store the Container(s) at a Facility closest to Your

address, space permitting.

- 4.3 You have examined the Container(s) and Our Facility or will have the opportunity to do so before You use them, and You acknowledge and agree that, by loading the Container(s) with the Goods, You are confirming that the Container(s) and (if applicable) Our Facility are satisfactory for all the purposes for which You intend to use them.

5 HIRE PERIOD

- The Agreement starts on the date stated in the Agreement (the "Start Date") and will continue until terminated as provided herein. The total period of hire is referred to as the "Hire Period". The minimum hire period is 28 days (4 weeks).

6 HIRE CHARGE AND PAYMENT

- 6.1 You shall pay Us the hire charge (including any applicable VAT) for the first four (4) weeks of storage on or before the Start Date and the charge for each successive four (4) week period shall likewise become due and payable on that specific date (the "Hire Charge"). Please note the payment will not be due on the same date each month.
- 6.2 We may adjust the Hire Charge at any time. We will give You at least 30 days' written notice of any adjustment, and the adjusted Hire Charge will apply with effect from the next 4 week period falling after the end of the 30 days' notice period. The remaining terms and conditions of this Agreement shall continue in full force and effect and shall be unaffected by any such adjustment.
- 6.3 If You request that Container(s) are moved between Our Facilities or to or from Your Premises, please contact Us to make the arrangements and for details of Our charges which may include a non-refundable deposit for such service.

7 LATE PAYMENT

- 7.1 Without affecting any other remedies or rights that We may have, if you do not pay Us Your Hire Charges (or any other payment due to Us) on time, We may take the steps set out in **Clause 19** until You have paid any outstanding amounts.
- 7.2 In addition to Our rights and remedies under **Clause 19**, We shall be entitled to charge of £25 or 10% (whichever is greater) for each two week period thereof after the Hire Charge has remained unpaid.
- 7.3 If You dispute any amount charged to You under this Agreement, You must notify Us promptly in writing, and pay any non-disputed amounts on time.

The rights set out in **Clause 19** will not apply to amounts that are currently in dispute, as long as there are reasonable grounds for the dispute.

8 ACCESS TO CONTAINER(S) AT OUR FACILITY

- 8.1 Where the Container(s) are stored at Our Facility, We shall only grant access to the Container(s) to You and persons notified to Us in writing by You, or accompanying You to Our Facility, "Authorised Users".
- 8.2 You shall have access to the Container(s) during normal business hours, excluding public holidays in the United Kingdom ("Business Hours"), provided You have requested access to the Container(s) in accordance with **Clause 8.3** below.
- 8.3 You agree to request access to the Container(s) not less than 48 hours in advance by telephoning Us. We may refuse requests for access to Container(s) if You fail to follow this procedure.
- 8.4 Any requests for access to Container(s) outside Business Hours may be accommodated by Us at our sole discretion.

9 STORAGE OF CONTAINER(S) AT YOUR PREMISES

- 9.1 Where the Container(s) are stored at Your Premises, You confirm that:
- (a) You own Your Premises and/or You are otherwise

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permitted to store the Container(s) at Your Premises;

- (b) You have the right and authority to permit Our unrestricted entrance to Your Premises in accordance with **Clause 17**;
- (c) You will comply fully with all of Your obligations in **Clause 17** in relation to Your Premises.

9.2 Delivery of the Container(s) shall be completed when We deliver the Container to Your Premises. Delivery may be affected by factors beyond Our control and so cannot be guaranteed. We will let You know if We become aware of an unexpected delay and will arrange a new delivery date with You.

9.3 Liability for customers goods is excluded for loss or damage whilst left at the customers property. StoreProtect as per **Clause 12.3** cannot provided for goods while stored on Your premises.

10 YOUR USE OF THE CONTAINERS

10.1 You confirm that the Goods stored in the Container(s) from time to time are and will be Your own property and You agree that You shall not, under any circumstances, store in the Container(s) any property that is or could be claimed by another or in which another has any right, title or interest. You agree to reimburse Us in full, immediately on Our demand, for any losses, costs and expenses (including reasonable legal expenses) incurred by Us as a result of this confirmation being or becoming untrue.

10.2 You agree:

that You shall not store (and that You shall not permit any third party to store) any of the following in the Container(s):

- (a) any food or perishable goods;
- (b) Hazardous Materials (For the purposes of these Terms, "Hazardous Materials" shall include, but not be limited to, any hazardous or toxic chemical, gas, liquid, substance, material or waste that is or becomes regulated under Applicable Laws.);
- (c) combustible or flammable materials or liquids, explosives, or other inherently dangerous material, including but not limited to gas, paint, petrol, oil, cleaning solvents or compressed gases;
- (d) any illegal substances or any personal property which may result in the contravention of any Applicable Laws, regulations or rules including, without limitation, all laws and regulations relating to Hazardous Materials, waste disposal and other environmental matters;
- (e) chemicals, radioactive materials, biological agents, toxic waste, asbestos or other potentially hazardous substances;
- (f) money, bank notes, securities, accounts, deeds and evidence of debt; letters of credit and notes other than bank notes;
- (g) bullion, gold, goldware, silver, silverware, platinum, coins, precious metals and pewter; stored value cards and smart cards;
- (h) manuscripts, personal records, passports, tickets and stamps; jewellery, watches, furs, precious and semi-precious stones;
- (i) firearms;
- (j) animals, birds and fish;
- (k) any item that emits fumes, or odours;
- (l) any illegal item or substances or goods illegally obtained such as illicit (counterfeit/smuggled) tobacco or alcohol and unlicensed or unsafe goods (including but not limited to toys, electrical goods, medicines, aerosols, cosmetics, fireworks);
- (m) goods which are environmentally harmful or that are a risk to the property of any person;
- (n) items which are unique in nature and/or where the value to You cannot be assessed on a financial basis (see **Clause 10.2.2**).
- (o) aircraft, hovercraft, motor vehicles, engines and trailers;
- (p) computer software or programs, media or computer data contained on hard disks or drives; or
- (q) any other property not owned by You or for which You are not legally liable.
- (r) any Lithium-ion batteries exceeding a watt-hour (Wh) rating of 160 Wh unless they are built-in and cannot be removed from the otherwise permitted Goods;
- (s) portable battery chargers, power banks or any similar portable

power source;

- (t) more than five (5) E-Scooters, E-Bikes, E-Skateboards or any similar battery-powered vehicles, unless the battery has been removed and is not being stored in the Container;
- (u) more than ten (10) laptops, tablet computers, children's toys or other similar items containing built-in batteries.

10.2.1 When storing any permitted Goods that contain built-in batteries, You must ensure: (a) the Goods are free from visible physical defect or fault; (b) such Goods are not stacked and are stored allowing air circulation. We recommend all batteries are stored with the lowest practical charge.

10.2.2 You also agree that the Container(s) and Our Facility are not suitable for the storage of heirlooms or precious, invaluable or irreplaceable property such as books, records, writings, works of art, photographs, objects for which no immediate resale market exists, objects which are claimed to have special or emotional value to You and records or receipts relating to the stored goods and we shall not be liable for any damage relating to such items.

10.3 You agree to only use the Container(s) for storage and shall not (and shall not allow any third party to):

- (a) perform any work in the Container(s), or use the Container(s) for the conduct of business;
- (b) use the Container(s) for human or animal habitation;
- (c) use the Container(s) in any manner that will constitute waste, nuisance or unreasonable annoyance to other users of Our Facility;
- (d) do anything at Our Facility or involving the Container(s) that may invalidate Our insurance cover (or that of other users of Our Facility);
- (e) make any alterations whatsoever to the Container(s) without, in each instance, Our prior written consent.

10.4 You acknowledge and agree that we shall not be liable to You for any loss or damage to the Goods for any reason, except as set out in **Clause 12**.

10.5 You acknowledge and agree that we have no responsibility for verifying the kind, quantity or value of any Goods stored by you in the Container(s) pursuant to this Agreement.

11 PIN NUMBER –

IF ANY CODES OR PIN NUMBERS ARE SUPPLIED TO YOU TO ACCESS YOUR CONTAINER, THEY SHOULD NOT BE SHARED WITH A THIRD PARTY.

12 RISK AND RESPONSIBILITY:

12.1 Our liability will commence from the time Your Property is placed by You (or Your Agents) into Your storage Container(s) and the Container is locked by You (see **Clause 14.2**) and ceases immediately upon removal of Your Property from Your storage Container(s).

12.2 Restricted Liability

12.2.1 We shall only be liable for Loss or Damage caused by Our negligence up to a maximum of £100 for any one event or series of connected events.

12.2.2 We do not insure the Goods and it is a condition under this **Clause 12.2** that the Goods remain adequately insured at all times for their Maximum Replacement Value while they are in storage. You warrant that such cover is in place, will not lapse and that the Maximum Replacement Value of all Goods in the Container from time to time will not exceed the insured value. We do not give any advice concerning insurance cover given by any policy and You must make Your own judgment as to adequacy of cover. Inspection of any insurance documents provided by You to demonstrate cover does not mean We have approved the cover or confirmed it is sufficient.

12.2.3 For the avoidance of doubt, We shall have no liability for Loss or Damage unless directly caused by Our negligence.

12.3 StoreProtect – Enhanced Liability Option

12.3.1 As an alternative to **Clause 12.2**, you may opt for StoreProtect. "StoreProtect" means an agreement

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between You and Us where We accept an enhanced liability in return for payment of the StoreProtect Charges in accordance with the terms of the StoreProtect Addendum and this Agreement.

12.4 Nothing in this Agreement limits any liability which cannot legally be limited, including liability for physical injury to or the death of any person which is a direct result of negligence or wilful default on the part of Us, Our agents and/or employees.

12.5 The restrictions on liability in this **Clause 12** apply to every liability arising under or in connection with this Agreement including liability in contract, tort (including negligence), misrepresentation, restitution or otherwise.

12.6 We shall not be considered to be in breach of this Agreement and exclude all liability to You in respect of any and all of the following ("**Excluded Liabilities**"):

12.6.1 Mysterious disappearance and/or unexplained shortage of Your Property except as a result of theft evidenced by forcible entry to Your Container;

12.6.2 Loss or Damage which is discovered after Your Property is removed from Our Facility.

12.6.3 Loss suffered by You as a result of You not being able to access the Facility or the Container, regardless of the cause;

12.6.4 Loss or damage to Your business, if any, including, but not limited to, indirect or consequential loss, lost profits, income or savings, wasted expenditure or business interruption;

12.6.5 Loss or Damage caused by (i) moth, insect and vermin unless from a source external to Your Container; (ii) ordinary leakage, ordinary loss in weight or volume, evaporation or nature of the property stored; (iii) leakage of liquid from any receptacle or container unless from a source external to Your Container; (iv) inherent vice and latent defect; (v) mould, mildew or rust, unless proven to be a result of water ingress from a source external to Your Container; (vi) atmospheric or climatic causes, including, but not limited to, Loss or Damage to Property which is not suitable for storage; (vii) electrical, electronic or mechanical derangement to any electronic items or mechanical Goods, or any Loss of, or Damage to electronic items resulting from a configuration failure of the controlling software and/or microchip, except where this results directly from external physical damage caused by Our negligence;

12.6.6 Any value an item might have acquired simply because it is part of a pair or set, also excluding the value of an undamaged part of a pair or set;

12.6.7 Any value which is purely sentimental;

12.6.8 Reimbursing You for the Storage Costs UNLESS Loss or Damage prevents Us from fulfilling Our services, in which case We shall reimburse You for a proportion of the Storage Costs to reflect the services not carried out as a direct result.

12.6.9 Loss or Damage caused by or as a consequence of non-compliance with relevant laws and regulations by You or Your Agents;

12.6.10 Loss or Damage caused by the act or omission of You or Your Agents including but not limited to any failure to secure the Container after visiting, failure to pack or stack the Goods properly and securely, the manner of storing the Goods within the Container, the conduct of You or Your Agents in the Container or at the Facility, the loading or unloading of Goods into or from the Container.

12.6.11 Loss or Damage to any Excluded Items.

12.6.12 Loss or Damage caused by or as a consequence of Your failure to comply with any condition in this Agreement, and in particular Your obligations contained in **Clauses 10 and 12**.

12.7 We shall not be considered to be in breach of this Agreement nor liable for any delay in performing or failure to perform any of its obligations under this Agreement or any resulting Loss or Damage to Goods if such delay, failure, Loss or Damage results from events, circumstances or causes beyond Our reasonable

control. Such circumstances include (but are not limited to) any Act of God, riot, strike or lock-out, trade dispute or labour disturbance, threat of or actual terrorism or environmental or health emergency or hazard or recommended restrictions, epidemic, pandemic, or entry into any Container including the Container or the Facility by, or arrest or seizure or confiscation of Goods by, competent authorities. If this happens, We will not be responsible for failing to allow access to the Goods, Container and/or the Facility for so long as the circumstances continue. We will try to minimise any effects arising from such circumstances.

12.8 It will be Your responsibility to compensate Us for the full amount of all claims, liabilities, demands, damages, costs and expenses (including any reasonably incurred legal and professional fees) incurred by Us or third parties resulting from or incidental to (a) the use of the Container (including but not limited to the ownership or storage of Goods and/or Excluded Items in the Container, the Goods themselves and/or accessing the Facility) or (b) breach of this Agreement by You or any of Your Agents or (c) enforcement terms of this Agreement.

12.9 You agree to comply with this Agreement and all laws and regulations relevant to the use of the Container. This includes laws relating to any Goods which are stored and the manner in which they are stored. You will be responsible for all Liabilities resulting from such a breach.

If We have reason to believe that You are not complying with all relevant laws and regulations, We may take any action We consider necessary, including, but not limited to, action outlined in **Clauses 16.1 and 18.3**, contacting, cooperating with and/or submitting Goods to relevant authorities, and/or immediately disposing of or removing Goods at Your expense. You agree that We may take such action at any time even though We could have acted earlier.

13 YOUR OBLIGATIONS IN RELATION TO YOUR PREMISES

13.1 Where We agree to store the Container(s) at Your Premises, You agree:

(a) that You are solely responsible for obtaining, prior to delivery of the Container(s) to Your Premises, any licences, permissions or consents as required under Applicable Law for the Container(s) to be located at Your Premises (including any permissions required under the Highways Act 1971);

(b) to maintain throughout the Hire Period (and, if applicable, following the Hire Period, for such period as is required by Applicable Laws) the permissions referred to in **Clause 10** above;

(c) that You are solely responsible for ensuring the suitability of, and unobstructed access for Our delivery vehicles over, all approach roads, tracks, or grounds, for the purposes of delivery, placement and collection of Container(s) and to notify Us at the time of placing an Order of any special requirements as to delivery.

13.2 Before placing an Order it is your responsibility to ensure that there is adequate space for storage of the Container(s) at Your Premises.

13.3 You grant Us express permission to place the Container(s) at Your Premises on a paved surface, or any other surface designated by You that is immediately accessible from a public highway or road.

13.4 You shall ensure that the area reserved for placement of the Container has the minimum width, depth and height clearance to sustain the weight and size of the Container(s) ordered, the "Placement Area".

13.5 Promptly upon arrival of the Container(s) you agree to accept delivery and designate a Placement Area.

13.6 Where You request that we deposit or collect Container(s) on or from a site which is, or where delivery otherwise involves, the passage of the vehicle over gratings, drains, asphalt areas, gardens, lawns or other unpaved surfaces or similar areas we shall not be liable to You for any damage incurred by the passage of the vehicle over such surfaces.



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You expressly acknowledge that We do not recommend the passage of the vehicle, or the placement of the Container(s), on such surfaces. Any deliveries or retrievals of the Container(s) that require Us to access the Container(s) by way of such surfaces shall permit Us, at our option, to charge you an additional charge for any costs and expenses associated with such delivery and retrieval.

13.7 You shall not under any circumstances move, attempt to move, or allow any third party to move, Container(s) stored at Your Premises.

13.8 You agree to reimburse Us in full, immediately on Our demand, for any losses, costs and expenses (including reasonable legal expenses) incurred by Us as a result of:

(a) any claim by a third party for loss or damage resulting from the placement of the Container(s) in the Placement Area (other than where caused by the negligent acts or omissions of Us, Our employees or agents); or

(b) any failure by You to comply with the requirements of **Clause 10**.

13.9 You agree to

(a) assume full responsibility and liability for packing Your Goods in the Container(s) and for securing Your property suitably for the moving of the Container(s), over the road transportation to and/or from Our Facility; and

(b) to ensure that the weight of the Goods per Container shall not exceed the following:

(i) 1,362 kg in a 2.13 meter Container;

(ii) 3,405 kg in a 3.65 meter Container; or

(iii) 3,678 kg in a 4.87 meter Container.

14 CONTAINER LOCK

14.1 You are responsible for providing, at Your sole expense, a secure lock for the Container(s) that You judge to be sufficient to secure the Container(s).

14.2 It is Your responsibility to ensure that the Container(s) remain locked at all times when You are not accessing the Container(s). We are not responsible for ensuring that the Container(s) are locked.

15 CANCELLATION

15.1 You may at any time within three (3) calendar days of placing an Order amend or cancel an Order. If You amend or cancel an Order less than three (3) business days before collection or delivery, We reserve the right to charge any charges in full and another costs We reasonably incur in fulfilling the Order, except that where the amendment or cancellation results from Our failure to comply with these Terms You shall have no liability to Us for it.

16 RIGHT TO ENTER, INSPECT AND REPAIR CONTAINER

16.1 You agree to grant Us, Our agents and contractors access to the Container(s) (and to any premises where the Container(s) are located), including, where reasonably necessary by breaking the lock to the Container(s):

(a) at anytime without notice:

(i) if You have failed to comply with any term of this Agreement;

(ii) if We reasonably believe that You are using the Container(s), or are likely to use the Container(s), otherwise than in accordance with this Agreement;

(iii) if We are required to do so by the police, fire services, a local authority, HM Revenue & Customs or by the order of any court or otherwise to comply with any Applicable Laws;

(iv) for any purpose where we believe it is necessary in an emergency (including for repair or alteration) or to prevent injury to persons or damage to Our own property and to carry out Our duty to safeguard Goods belonging to You or other customers;

(v) to exercise Our rights under **Clause 19**.

(b) upon 2 days notice to:

(i) carry out repairs or alterations to the Container(s);

(ii) determine whether it is necessary to carry out repairs or alterations to the Container(s); or

(iii) to take such other action as may be necessary to preserve the Container(s).

(iv) You shall be liable for any expenses reasonably incurred by Us in the repair or restoration of the Container(s) and/or Our Facility due to any loss or damage arising from Your breach of these Terms, or your negligent acts or omissions, in accordance with **Clause 10** (including any expenses incurred by Us in connection with any investigation of site conditions, or any clean-up, removal or restoration work required by any Applicable Laws or any agency regulating any Hazardous Materials).

17 TERMINATION

17.1 Either of Us may terminate this Agreement by giving five (5) days written notice to the other party, except that Customer may not terminate this Agreement if any Hire Charges are outstanding or if the Customer is otherwise in breach of any term of this Agreement.

17.2 We may terminate this Agreement immediately by giving written notice to You if You commit a serious breach of this Agreement and (in the case of a breach capable of being remedied) fail to remedy the breach within three (3) days of service by Us of notice requiring You to do so. Any such termination shall take effect on the date set out in the notice. Serious breach includes:

(a) failure by You to pay any instalment of the Hire Charge or any other charges due under this Agreement;

(b) failure by You to comply with any provision of this Agreement, other than the payment of Hire Charge;

(c) abandonment by You of the Container(s).

18 CONDITION OF CONTAINER UPON TERMINATION OR EXPIRY

18.1 On or before the date of termination or expiry of this Agreement, You shall:

(a) remove all Goods, rubbish and any other property stored or used by You from the Container(s) and Our Facility;

(b) leave the Container(s) clean, tidy and unlocked and in the same condition as delivered to You; and

(c) pay to Us in full any Hire Charge and other sums that are outstanding from You to Us (including any interest).

18.2 Following termination or expiry of this Agreement, We shall not be under any duty to store or safeguard any of Your Goods or other personal property and it shall be held solely at Your risk. You agree that any Goods or other personal property left in the Container(s), or Our Facility shall be deemed abandoned by You and You authorise Us to dispose of the property in accordance with **Clauses 19.2– 19.3** below.

18.3 Without limiting Our other rights or remedies, in the event of any failure or delay by You in complying with the provisions set out in **Clause 18.1**, You expressly authorise Us, Our agents and contractors to take all steps necessary to:

(a) access the premises where the Container(s) are located to collect the Container(s);

(b) gain access to, and take possession of, the Container(s), the Goods and any other property stored in the Container(s);

(c) prevent You (and any Authorised Users) from continuing to access and/or use the Container(s) and/or Our Facility,

18.4 You agree to reimburse Us in full, immediately on Our demand, for any losses, costs and expenses (including reasonable legal expenses) incurred by Us in connection with the taking any of the steps referred to in this **Clause 18** by Us, Our agents or contractors, including (without limitation) any costs incurred by Us relating to the cleaning of the Container(s) and the removal of the Goods or other property from the Container(s).

19 LIEN

19.1 Where You fail to pay the Hire Charge or other charges due to Us in accordance with **Clause 6.1** of this Agreement we shall be entitled to refuse access until the outstanding amount is



TERMS AND CONDITIONS OF AGREEMENT

paid and on written notice to You (a "Seizure Notice") can be issued which will immediately exercise a lien over the Goods for any such amounts until payment by Us has been received in full and the following conditions shall apply:

(a) upon receipt of the Seizure Notice, You shall immediately pay Us the Hire Charge and any other charges due to Us; and

(b) if You fail to do so within seven (7) days of the date of the Seizure Notice, You authorise Us to access the Goods and the Container(s), by taking the steps specified in **Clause 18.3**.

19.2 If You have not paid the Hire Charge and any other outstanding charges due to Us in accordance with this Agreement within 30 days of the date of the Seizure Notice, or You have failed to collect the Goods after termination or expiry of this Agreement as set out in **Clause 18.1**, We may treat the Goods as abandoned and thereafter destroy or dispose of such Goods, or sell the Goods in accordance with **Clause 19.3** below.

19.3 If We sell the Goods, We shall apply the proceeds of sale first to pay the costs incurred by Us and secondly in paying the Hire Charge and other charges (including interest) due to Us in accordance with this Agreement and then to refund any balance to You.

20 NO REPRESENTATIONS OR WARRANTIES

20.1 You acknowledge, as provided in **Clause 4.3** above, that You have examined the Container(s) and that You have had the opportunity to inspect Our Facility. You must satisfy yourself as to the suitability of the Container(s) for storage of the Goods that You intend to store in them. We do not give any representations or warranties that the Container(s) are suitable for the type of Goods that You intend to store in them. We strongly advise You to check the Container(s) before storing the Goods in the Container(s) and throughout the Hire Period.

20.2 Except as set out in these Terms, all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from this Agreement.

21 NOTICES

We may give notice to You at either the e-mail or postal address You provide to Us in the Order. Notice will be deemed received and properly served 24 hours after an e-mail is sent or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that the letter was properly addressed, stamped and placed in the post and, in the case of an e-mail, that the e-mail was sent to the specified e-mail address of the addressee.

22 CHANGE OF ADDRESS

If You change Your place of residence or address from that specified in this Agreement, You shall provide Us with written notice of any change within ten (10) days of the change of address, setting out the new address, any alternate address and a telephone number. Where the Container(s) are stored at Your Premises and the change of address relates to Your Premises, this must also be specified within the written notice. Your attention is drawn to **Clause 13.6** and **13.7** in this regard.

Following receipt of the notice from You we shall contact You to arrange relocation of the Container(s) and to notify You of the amount of any additional charges that relate to such relocation.

23 ASSIGNMENT

You may not transfer any of Your rights or obligations under these Terms to another person without Our prior written consent, which we will not withhold unreasonably. We can transfer all or any of Our rights and obligations under these Terms to another organisation, but this will not affect Your rights under these Terms.

24 RULES RELATING TO OUR FACILITY

24.1 There are certain rules and regulations that govern the use of Our Facility from time to time ("Facility Rules"). The Facility

Rules are always clearly displayed at Our Facility, and You should read them and ensure that You understand them, as they are incorporated into this Agreement and are binding on You. You are expected to comply with the Facility Rules (and ensure compliance by any Authorised Users) at all times whilst You and/or the Authorised Users are at Our Facility. We may make amendments to the Facility Rules or introduce additional rules and regulations designed to ensure the safety, care and cleanliness of the Container(s) and Our Facility for Our Customers. Any such amendments and/or additions shall be incorporated into this Agreement when they are posted by Us in a conspicuous place at Our Facility.

25 DATA PROTECTION

Personal data obtained by Us from You shall be held and processed in accordance with Data Protection Legislation and Our Privacy Policy. For a copy of Our Privacy Policy, please contact Us.

26 GENERAL

26.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of Our obligations under these Terms that is caused by events outside Our reasonable control including strikes, lock-outs or other industrial action, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, earthquake, subsidence, epidemic or other natural disaster, impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport, or impossibility of the use of public or private telecommunications networks ("Force Majeure Event"). Our obligations under these Terms are suspended for the duration of the Force Majeure Event, and We will have an extension of time to perform these obligations for the duration of that period.

26.2 If any court or competent authority decides that any of the provisions of these Terms are invalid, unlawful or unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.

26.3 If We fail, at any time while these Terms are in force, to insist that You perform any of Your obligations under these Terms, or if we do not exercise any of Our rights or remedies under these Terms, that will not mean that We have waived such rights or remedies and will not mean that You do not have to comply with those obligations. If We do waive a default by You that will not mean that We will automatically waive any subsequent default by You. No waiver by Us of any of these Terms shall be effective unless We expressly say that it is a waiver, and We tell you so in writing.

26.4 A person who is not party to these Terms shall not have any rights under or in connection with them under the Contracts (Rights of Third Parties) Act 1999.

26.5 These Terms shall be governed by English law and We both agree to the non-exclusive jurisdiction of the English court.

StoreProtect Addendum

POD's Conditions of Agreement restrict liability to negligence only up to a maximum of £100 and require You to arrange insurance cover for the Maximum Replacement Value of Your Property. As an alternative, PODS can accept an enhanced liability for Loss or Damage which may occur during storage. **"StoreProtect"** means an agreement to accept an enhanced liability for Loss or Damage to Your Property as described in this Addendum. **"StoreProtect Charges"** means the additional charges set out in the Self Storage Agreement for StoreProtect.

Please take the time to read the detailed terms in the table below. In particular, **'Exclusions – what StoreProtect does not provide for'** as this includes terms where PODS limits or excludes liability to You in certain circumstances.

Note: StoreProtect is **not** a contract of insurance. PODS are **not** an insurance company, nor are they acting as Your agent. PODS are under no obligation to arrange an insurance policy in Your name. PODS assume the risk of liability but may, at its option, arrange insurance which provides cover for its liability to You in certain circumstances.

StoreProtect may not be available in certain circumstances, and PODS reserves the right to decline at its sole discretion where You have indicated that You wish to opt for StoreProtect.

Detailed terms	
Definitions	<p>For the purposes of this Addendum, the following definitions shall apply:</p> <ul style="list-style-type: none"> • "Property" or "Your Property" or "Goods" means any and/or all goods stored by You in a Container allocated to You; • "Replacement Value" means the current cost of replacing Your Property as new, except for: <ul style="list-style-type: none"> ▪ household linen and clothing, motorcars, motorbikes, boats, caravans, motorhomes and any other motorised vehicle, where the Replacement Value allows for the age, quality, degree of use, existing damage and consequent market value; ▪ any Goods which cannot be purchased new (such as antiques or works of art, for example), where the Replacement Value shall be the current market value; and ▪ documents, where the Replacement Value shall be calculated as the physical cost of replacing the documents and/or cost of reprinting, re-issue and/or reconstitution, but excluding the value of the information contained in the documents. • "Maximum Replacement Value" means the maximum sum total of the Replacement Value for all Property at any time throughout the period of storage. • "Loss" or "Damage" means identifiable losses, destruction of or damage to Your Goods, wilful acts, omissions and default, including theft by forcible entry or damage caused by PODS, its employees, agents or representatives while the Goods are in the Container.
StoreProtect - What do I receive?	<ul style="list-style-type: none"> ✓ In return for payment of the StoreProtect Charges, PODS agrees to accept an enhanced liability for Loss or Damage to Your Property and the limit of £100 in the event of negligence shown in the enclosed Conditions of Agreement will not apply. ✓ Instead, PODS accepts liability for Loss or Damage (as defined) to Your Property following a breach of its Duty of Care up to a maximum of (i) the Maximum Replacement Value; or (ii) the actual value of Your Property either affected by Loss or Damage (whichever is less), taking into account any Proportional Reduction, and subject to certain exclusions (see <i>'Exclusions – what StoreProtect does not provide for'</i>). ✓ POD's liability will commence from the time Your Property is placed by You into Your Container(s) and ceases immediately upon removal of Your Property from Your Container(s). ✓ POD's liability to You under StoreProtect for Loss or Damage to Your Property is to be assessed as a sum equivalent to the cost of (a) repair or cleaning or (b) the Replacement Value or (c) compensation, whichever is the smaller sum, at POD's option. PODS accept no liability for depreciation following repair. ✓ If You opt for StoreProtect, You are no longer obligated to arrange insurance for Your Property. ✓ If you submit a claim, additional claims processing administration charges apply. We will deduct a £50 charge from any settlement awarded to You to cover Our administration costs ("Claims Admin Fee").
When does StoreProtect start and end?	<ul style="list-style-type: none"> ✓ If You accept StoreProtect, the extended liability will apply only when Your Goods are under Our care, custody, and control. <ul style="list-style-type: none"> ▪ StoreProtect commences from the time We take Your loaded Storage Container into our custody for the purposes of transportation and storage or from the time We take Your Goods into Our custody when We provide packing or loading services; and ▪ StoreProtect ceases when We deliver the Storage Container to You or once Your Goods are returned to Your custody, where We provide unpacking or unloading services. ▪ We also accept liability under StoreProtect for Loss or Damage during transit and storage directly caused by Our failure to adequately handle, pack, or stack Your Goods where We have been contracted to handle, pack and/or stack Your Goods; ✓ StoreProtect does not apply: while Your Goods are loaded in the Storage Container before we accept the Storage Container into our custody; or while Your Goods are handled by You for packing, loading or unloading.

<p>Our Duty of Care under StoreProtect</p>	<ul style="list-style-type: none"> • We are responsible for maintaining the Facility in a secure condition and will provide Our services with reasonable skill and care. • Our liability in relation to the Goods under StoreProtect shall be that of a reasonably careful person under like circumstances. We shall not be liable for any Loss or Damage to the Goods, however caused, while the Goods remain in the Container or under Our care, custody or control, unless such Loss or Damage resulted from Our failure to exercise such care in relation to the Goods as a reasonably careful person would exercise under like circumstances, and We will not be liable for damages which could not have been avoided by the exercise of such care.
<p>Your Responsibility</p>	<p>To opt for StoreProtect, it is Your responsibility to:</p> <ul style="list-style-type: none"> • provide a Maximum Replacement Value on the Customer Declaration; • Sign the appropriate box on the Customer Declaration to confirm Your wish to opt for StoreProtect; • pay the additional charges set out for StoreProtect ("StoreProtect Charges"); and • ensure that the Maximum Replacement Value is accurate at all times for the duration of this Agreement.
<p>Proportional Reduction</p>	<p>If the Maximum Replacement Value You provide is less than the actual total Replacement Value of all of Your Property stored in your Container at the time of Loss or Damage, then Our liability will be reduced to reflect the proportion that Your Maximum Replacement Value bears to the actual total Replacement Value ("Proportional Reduction").</p> <p><i>(For example: if the total replacement value of Your Property is £10,000, but You have declared a Maximum Replacement Value of £5,000, Our liability will be reduced by 50%. So, if £3,000 worth of Your Property is lost or damaged, Our liability would be £1,500.)</i></p>
<p>Exclusions – what StoreProtect does not provide for</p>	<p><u>Restricted Goods</u></p> <p>Our liability for Loss or Damage to the following Goods is restricted. Goods worth in excess of the amounts stated below should not be stored without express permission from Us in writing:</p> <ul style="list-style-type: none"> × Jewellery, watches, precious stones, precious metals, and stamps of all kinds exceeding £1,000 combined total; × Furs, fine art, perfumery, tobacco, cigars, cigarettes, beers, wines, spirits and the like exceeding £15,000 combined total; and × Electronic Items exceeding £25,000 combined total. "Electronic Items" is defined as all items of consumer and commercial electrical appliances and instruments, including but not limited to televisions, computers, laptops, computers, tablets, mobile phones, cameras, hi-fi's, stereos and the like. Heavy electrical items such as switchgear, turbines, generators and the like shall not be deemed to be electronics. <p><u>Excluded Liabilities</u></p> <p>We shall not be considered to be in breach of this Agreement and We exclude all liability to You in respect of any and all of the following ("Excluded Liabilities"):</p> <ul style="list-style-type: none"> × Loss or Damage for of Your Goods where the Container(s) are kept/stored at Your Premises × Loss or Damage caused by the act or omission of You or Your Agents including but not limited to any failure to secure the Container; × Loss or Damage caused by Your failure to pack or stack the Goods properly and securely, the conduct of You or Your Agents in the Container or at the Facility, and the loading or unloading of Goods into or from the Container when this is carried out by You or Your Agent; × Loss or Damage during transit unless as a direct result of impact to or overturning of the conveying vehicle or trailer, fire, flood, or dropping of the Container following a breach of Our Duty of Care; × Breaking, scratching, denting, chipping, staining, tearing and the like as a result of inadequate packing except when We have packed Your Goods and fully or partially loaded Your Container × Mysterious disappearance and/or unexplained shortage of Your Goods except as a result of theft evidenced by forcible entry to Your Container or loss of the entire Container while it is in Our custody; × Loss or damage to Your business, if any, including, but not limited to, indirect or consequential loss, lost profits, income or savings, wasted expenditure or business interruption; × Loss or Damage caused by (i) moth, insect and vermin unless from a source external to Your Container; (ii) ordinary leakage, ordinary loss in weight or volume, evaporation or nature of the property stored; (iii) leakage of liquid from any receptacle or container unless from a source external to Your Container; (iv) inherent vice and latent defect; (v) mould, mildew or rust, unless proven to be a result of water ingress from a source external to Your Container; (vi) atmospheric or climatic causes, including, but not limited to, Loss or Damage to Property which is not suitable for storage; (vii) electrical, electronic or mechanical derangement to any electronic items or mechanical Goods, or any Loss of, or Damage to electronic items resulting from a configuration failure of the controlling software and/or microchip, except where this results directly from external physical damage caused by a breach of Our duty of care; × Any value an item might have acquired simply because it is part of a pair or set, also excluding the value of an undamaged part of a pair or set; × Any value which is purely sentimental; × Loss or Damage caused by or as a consequence of non-compliance with relevant laws and regulations by You or Your Agents; × Loss or Damage caused by the act or omission of You or Your Agents including but not limited to any failure to secure the Container after visiting, failure to pack or stack the Goods properly and securely, the manner of storing the Goods within the Container, the conduct of You or Your Agents in the Container or at the Facility, the loading or unloading of Goods into or from the Container;

<p>General Exclusions and Limitations</p>	<ul style="list-style-type: none"> • We exclude and limit certain types of Loss or Damage, as set out in the Conditions of Agreement. Please read these exclusions and limitations carefully – they apply whether or not You opt for StoreProtect. • There may be circumstances where Goods You are not permitted to store are stored in Your Container(s) without Our knowledge. Where You store Goods in breach of this Agreement, You agree that You will bear the risk of any Loss or Damage to such Goods. • We will not be liable for any Loss or Damage to Your Property unless You notify Us in accordance with the requirements set out in the Liability Claim Notification section of this Addendum.
<p>Maximum Liability</p>	<p>We will have no liability under any circumstances for Loss or Damage to Your Property over and above the Maximum Replacement Value, or the actual value of Your Property either lost or damaged if this is less than the Maximum Replacement Value.</p>
<p>Why FO restricts liability</p>	<p>It is not always clear how Loss or Damage was caused, so We must limit or exclude liability for Loss or Damage to Your Property in certain circumstances. We also cannot accept liability for Loss or Damage which could not have been reasonably avoided. Please be reminded that StoreProtect is not a contract of insurance, and You have the option to arrange Your own insurance separately.</p>
<p>Our Agreement</p>	<p>Our standard Conditions of Agreement also apply in full to this Agreement, save that, if You opt for StoreProtect: (a) We agree to accept an enhanced liability as described above (so, the £100 limit stated in the Conditions of Agreement is replaced by the Maximum Replacement Value (taking into account any Proportional Reduction) and Our Duty of Care in respect of Your Property is as set out above); and (b) the requirement to insure Your Property stated in the Conditions of Agreement becomes an option instead of a requirement.</p>
<p>Failure to pay StoreProtect Charges</p>	<ul style="list-style-type: none"> • If You fail to pay the StoreProtect Charges in full on the due date for payment, You will not benefit from the enhanced liability that We offers under StoreProtect. Our liability to You will, instead, be restricted to negligence once up to a maximum of £100 and You will be required to insure Your Property in accordance with the Conditions of Agreement. • At its sole discretion, We may choose to reinstate StoreProtect on payment of any overdue and/or outstanding StoreProtect Charges, unless any Loss or Damage to Your Property has already occurred prior to payment of such charges.
<p>Termination/ Cancellation</p>	<p><i>Your right to cancel StoreProtect</i></p> <p>You have the right to cancel StoreProtect at any time by giving Us written notice prior to removal of Your Property from storage. You can provide notice by emailing Us at info@ukpods.co.uk or info@simplyboxit.co.uk or by writing to Swift Moving and Storage t/a PODS and Simply Boxit, Unit 9, Maple Industrial Estate, 1 Bennett Street, Manchester, M12 5AQ.</p> <ul style="list-style-type: none"> • If You cancel StoreProtect prior to the storage services commencing, We will refund to You all StoreProtect Charges paid by You. • If You cancel StoreProtect after the storage services have started, We will refund to You any StoreProtect Charges that You have paid in advance in respect of the period after cancellation (e.g., from the date that We receives Your notice to cancel). <p><i>Our right to cancel StoreProtect</i></p> <ul style="list-style-type: none"> • Your right to benefit from StoreProtect will terminate automatically if You do not make all payments when due under the Conditions of Agreement. • We may cancel Your right to benefit from StoreProtect and terminate this Addendum at any time by giving You thirty (30) days' notice in writing. • Where We cancel or terminate StoreProtect, We will refund to You all StoreProtect Charges paid by You in advance in respect of the period after cancellation (e.g., from the cancellation date We notify to You). <p><i>General</i></p> <ul style="list-style-type: none"> • Our liability to You after the StoreProtect cancellation date will be restricted to negligence only up to a maximum of £100 and You will be required to insure Your Property in accordance with the Conditions of Agreement. • If You decide to terminate the storage agreement after the cancellation date for StoreProtect, You will need to give Us the full amount of notice in accordance with the Conditions of Agreement.

Liability Claim Notification

Where Your Property is Lost or Damaged - Notification Condition

1. If You have Your own insurance in place to cover Loss or Damage to Your Property, You must recover Your losses from Your insurers in the first instance.
2. Notwithstanding Condition 1, if You discover Loss or Damage to Your Property:
 - i. You must notify Us in person as soon as reasonably practical upon discovery.
 - ii. **You must also send notification of any Loss or Damage via email to info@ukpods.co.uk or info@simplyboxit.co.uk within seven (7) days of: delivery of the Storage Container to You; or completion of Our professional unloading or unpacking services.** Your notification must include at least: (a) a written description of which Goods are affected and the nature of the Loss or Damage; and (b) if We have not provided unloading services, photographs of any affected Goods before removal from Your Storage Container, or, if this is not practical, photographs clearly showing affected Goods in the vicinity of Your Storage Container.
 - iii. If You access Your Goods while stored by Us or on Our behalf:
 - a. any Loss or Damage to Your Goods You discover must be confirmed to Us immediately upon discovery, where possible, and confirmed in writing as soon as possible thereafter, but no later than seven (7) days after discovery, or as soon as reasonably possible thereafter.
 - b. We shall not be liable for any Loss or Damage notified after Your Goods are removed from the Facility unless You have complied with Condition 3. a) and received express written permission from Us to remove damaged Goods from the Facility.
3. In any event: You must provide as many details as is practical of any Loss or Damage to Us in writing or via email to info@ukpods.co.uk or info@simplyboxit.co.uk within seven (7) days of discovery. In exceptional circumstances, We may agree to extend this time limit where You request this in writing, provided such request is received within seven (7) days of discovery of any Loss or Damage. The sooner that You notify Us of any Loss or Damage to Your Property, the sooner We can establish the cause and properly investigate. We will provide You with a claim form, and You must make every effort to return Your completed form within a reasonable time. We will not be liable for any Loss or Damage to Your Property unless You notify Us in compliance with the requirements set out under Condition 2.
4. Once You have notified Us of Loss or Damage, if You do not receive a response from Us within a reasonable time, You may contact Our claims agent directly at RCS, Swan House, Swan Centre, Leatherhead, Surrey, KT22 8AH, United Kingdom Tel: +44 (0) 1372 385970 Email: info@removalclaims.co.uk.
5. **Additional Conditions:** (a) You must make every reasonable effort to prevent further Damage to Your Property. If any Goods are wet or damp, You must move them away from any undamaged Property and away from the water source. You must inform Us if You believe You may require additional storage space to comply with this requirement. (b) For Your own safety, do not touch any Goods damaged by vermin of any kind or affected by mould; (c) You must retain and not dispose of any Damaged Property until We have had a reasonable opportunity to inspect (if necessary) any damage; and (d) We may make such enquiries as necessary to investigate the Loss or Damage to Property and You agree to co-operate with Us in Our enquiries, and to provide any additional relevant information without delay where We request this.
6. **If You opt for StoreProtect, You must also comply with the Additional Claim Requirements set out below.**
7. If You provide Us with misleading or incorrect information relating to a claim for Loss or Damage to Your Property, or make a claim that is fraudulent, false or exaggerated, We may: reject the claim; where applicable, cancel or void the StoreProtect Addendum without refund of StoreProtect Charges; and recover from you any costs We have incurred in dealing with your claim.

StoreProtect - Additional Claim Requirements

For Us to fully assess Your claim, the following additional information may be required:

8. Estimates for cleaning, repairs or replacement;
9. As many details as possible about the affected Goods, including photographs of any areas of damage and also any damaged Goods in their entirety;
10. Photographs showing all of Your Property in Your storage Container, including those which are undamaged (i.e., the entire Container before the removal of any Goods).
11. For any damaged electrical items, You must also photograph any manufacturer labels showing the make/model of the item.
12. Where You believe that Your Property has been stolen, You must take photographs of the door, walls or padlock to evidence forced access to Your Container. You must also notify the Police immediately and obtain a Crime Reference Number.
13. Where You believe that Your Property has been damaged by an ingress of water, You must photograph the alleged source of the ingress.
14. Where Your Property can be professionally repaired, You are required to provide estimates before the work is carried out.
15. For any Goods lost/stolen or damaged beyond repair, You must provide proof of ownership (including receipts), where possible, details of any make/model and evidence to show replacement value.
16. We may request for damaged Goods to be cleaned, where possible, including dry cleaning or home laundry before any claim settlement will be considered. Reasonable cleaning costs may be considered as part of the claim settlement.

