

SELF STORAGE FAQ

Can I stop by to view your facility, or do I need an appointment?

You are welcome to stop by during our regular office hours. However, we realize that our hours are limited and may not fit with everyone's schedule. If you cannot come during our office hours, we can arrange an appointment time that is mutually agreeable to tour our facility.

What documentation do I need to rent a unit?

We require a government-issued ID (ex: driver's license, state ID, passport).

Do I need to sign a long-term lease?

No. Our rentals are month-to-month, although you may prepay as many months as you would like. In fact, we offer a special rate, "Prepay 5 months, get the 6th free!"

What forms of payment do you accept?

Cash, checks, money orders, and all major credit cards. We can charge your credit card monthly for your rent on your due date, if you choose.

Do I need to bring my own lock?

You may bring your own lock, or you may buy one from our store in the office.

Does someone have to be in the office to get into through the gates?

No. Your personal gate code will allow you access 7 days a week, between the hours of 6:00 am - 10:30 pm. (Enter access code and *.)

What if I am unable to get in or out of the gate?

If you are unable to get into the gate, it could be a mechanical issue but it could also be that your payment has not been received. If you are having an issue with our gate(s), please call us at 570-226-2824. You MUST leave a message for us to call you back immediately.

How much notice do I need to give before moving out?

We would like 30 days notice, but a minimum of 10 days is required.

Are there items that I am not allowed to store?

Liquids, flammable liquids, toxic materials, perishables, and explosives. Please contact us if you have questions regarding any other item(s).

Will I receive a refund if I move out before the end of my rental month?

We do not prorate a month if you move out early. However, we will refund any full months if you have prepaid months in advance.