



# WHITES STORAGE SOLUTIONS

## Terms & Conditions

### 1. Interpretation

In these conditions:

- "We", "us", "our" means Whites Storage Solutions, the self-storage provider.
- "You", "your" means the customer (the hirer of storage space).
- "Goods" means all items stored within our facility.
- "Contract" means the agreement between us for the provision of storage services.
- "Container" / "Unit" means the designated storage container or unit allocated to you.

### 2. Quotation & Agreement

- Quotations are valid for 28 days from the date of issue.
- Quotes are based on information provided. Any additional services (e.g. handling, deliveries, cleaning) may incur extra charges.
- Unless otherwise stated, quotations exclude insurance, customs duties, parking permits, and specialist handling.

### 3. Storage Restrictions

Unless agreed in writing, you must not store:

- Perishable, hazardous, flammable, illegal, or dangerous items.
- Firearms, ammunition, explosives, gas canisters, or chemicals.
- Living creatures or plants.
- Waste, including food or rubbish.
- Anything which may cause nuisance, damage, or risk to the unit, facility, staff, or other customers.

Any breach may result in immediate termination of contract and referral to authorities.

Whites Storage Solutions  
Yard 4 Stockbridge, Chichester, West Sussex

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## 4. Your Responsibilities

You must:

- Ensure your goods are securely packed and suitable for storage.
- Lock your unit with an appropriate padlock (or use one provided by us).
- Maintain up-to-date contact and payment details.
- Comply with all site rules, health & safety notices, and staff instructions.
- Inform us in advance if you wish to allow third-party access to your unit.

## 5. Our Responsibilities

We will:

- Provide clean, secure, and weatherproof storage units.
- Maintain reasonable site security (e.g. CCTV, locked perimeter).
- Allow you access to your unit during published opening hours, provided all payments are up to date.

We are not responsible for:

- Loss or damage caused by fire, flood, theft, pests, or other risks unless due to our proven negligence.
- Loss of or damage to goods that are fragile, improperly packed, or prohibited.

## 6. Insurance & Risk

- You are responsible for insuring your goods.
- We do not automatically provide insurance cover unless separately agreed in writing.
- All goods are stored at your sole risk.

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## 7. Access & Site Rules

- Access is permitted only during published site hours. Out-of-hours access may be charged extra.
- We reserve the right to refuse entry if payments are overdue or if safety/security is at risk.
- You must not leave waste or unwanted items on site. Disposal charges will apply if we need to remove them.
- No Littering or fouling the site – Fines of up to £500.00 will be imposed.
- Containers must be left in the same condition they were provided, swept out and free from items. Photographs of the empty container must be sent to our office mobile, and all keys returned to the designated lock box.
- The storage of firearms, illegal materials, and prohibited equipment within containers is strictly forbidden. Any breach may result in immediate termination of the contract and referral to the relevant authorities.

## 8. Payment Terms (Updated)

- Storage fees are payable every 4 weeks in advance by direct debit (mandatory).
- If payment is not received on the due date, a late payment charge of £5 per day will apply.
- If payment is missed, we are entitled to secure the container with our own padlock the following day. The £5 per day charge will continue until the outstanding balance has been paid in full.
- We may withhold access to goods until all overdue amounts are cleared.
- If payment remains outstanding beyond 42 days, we reserve the right to:
  - Sell or dispose of the goods to recover arrears, and/or
  - Charge additional fees for debt recovery.
- Payments by credit/debit card will incur a 5% fee. No fees apply to direct/immediate bank transfers.
- If your hire period extends beyond the agreed contract without prior notice, and this results in delays or prevents another customer from accessing their reserved container, additional charges will apply.

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## **9. End of Contract (Updated)**

- You must provide 7 days' written notice to terminate storage.
- Units must be vacated, swept clean, and left in the same condition they were provided.
- No items may be left outside the container under any circumstances.
- Photographs of the empty unit must be sent to our office mobile, and all keys returned to the designated lock box.
- Failure to vacate by the scheduled leave date will result in a charge of £50 per day until the unit is fully cleared, unless a new contract has been arranged and confirmed in writing.

## **10. Liability & Claims**

- Any claim for loss or damage must be reported in writing within 48 hours of discovery.
- Our maximum liability (if accepted) will not exceed the equivalent of 4 weeks' rental charge, unless otherwise agreed in writing.

## **11. Cancellation & Refunds**

- If you cancel within 48 hours of move-in, up to 50% of the first rental period may be charged.
- Refunds will not be issued for part-used rental periods.

## **12. Governing Law**

These terms are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the English courts.

## **13. Acceptance**

By signing the rental agreement, paying fees, or accessing the unit, you agree to be bound by these terms and conditions.

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