

Drop Lock & Leave Self Storage - Customer Charter

Our 'Drop Lock & Leavey Promise' to you

At Drop Lock & Leave Storage, we are committed to providing our customers with secure, convenient storage solutions and ensuring 100% satisfaction with our service.

Our commitment to you, We will provide you with:

- **Safe and secure storage with 24/7 CCTV surveillance**
- **Keypad operated security gates to ensure site access is controlled**
- **Instant access to your unit upon joining**
- **Access to your unit every day of the week**
- **No hidden fees or unexpected charges**
- **Competitive pricing**
- **All units have ventilation, lighting, drip proof roofs**
- **Multiple locking points for security – only you have access to your unit**
- **Flexible payment options to suit your budget**
- **Thoroughly cleaned units at the point of renting**
- **Quick and efficient answers to your questions and queries**
- **Flexible contracts so you can upgrade or downsize if the need arises**

We politely ask you to:

- **Ensure you fully comply with our terms and conditions of storage**
- **Follow the site rules to help us keep the communal areas clean, safe and accessible**
- **Take all your rubbish away, there are no on-site bins**
- **Turn off the lights when not in use**
- **Be a considerate neighbour to your fellow users**
- **Inform us first if you experience any problems, cause any damage or have any issues**

If you are ready to put us to the test and experience hassle-free storage, get in touch with us today.

Thank you for choosing Drop Lock & Leave Storage!