

Contract overview and contents

This contract preview does not specify the correct cancellations terms, as these are depending on the choice during the booking process. The assumed insurance coverage in this preview is 2.000 EUR, 2.000 CHF in Switzerland, respectively. Both details are chosen by the customer during the booking process. Currency of the country is determined by the respective national currency of the place of storage.

1. Customer

E-mail ('electronic mail') is agreed as the primary contact address to which all information relevant to the Contract is sent. The Customer is obliged to provide a correct address and any changes of address. If this obligation is breached, legal declarations sent by the Safekeeping Party to the last known address are deemed to have been received.

2. Terms / payment / fees

Storage services start immediately on the day of conclusion of the Contract and relate to an indefinite period of time.

The billing period for the Contract is one month. The storage fee is due for payment in advance, no later than on the first day of the respective billing period. The first day of the billing period is the calendar day of the month on which the contract started (or, in case of doubt, the last day of the month).

The following additional fees are due and shall be deemed to be agreed:

- Missing payment fee in the event of a failed automatic payment:
EUR or CHF 15.00 per failure to make payment (e.g. chargeback for authorised direct debit mandates, failed or disputed credit card/PayPal debits; see point 8.2.6 of the GTC)
- Processing fee in the event of late receipt of payment (7 days after the due date):
EUR or CHF 5.80 per transaction (see point 8.3 of the GTC)
- Cleaning fee if the compartment is returned in a (slightly) soiled state (worse than at acquisition): EUR or CHF 60.00 (see point 3.3 of the GTC)

The prices mentioned are inclusive of statutory VAT (excluding any deposits).

3. Termination / return (see points 3 and 9 of the GTC)

The Storage Contract is concluded for an indefinite period of time. Termination of the Storage Contract requires ordinary termination. Both Contracting Parties can submit notice of termination on the following termination dates: termination is possible on the day of the month when the contract started, depending on the periods chosen during booking (cancellation possibilities are normally monthly, every 6 months or every 12 months), with a notice period of 2 weeks. This means that the Contracting Partner must have received the termination 14 calendar days prior to the termination date.

A possible waiver of termination for both parties is specified in the Contract (the waiver corresponds to the initially chosen minimum duration of the contract).

If the Customer wishes to change the termination dates, this must be reported to the Safekeeping Party in writing (by e-mail or letter) before the start of the notice period, so the Safekeeping Party is able to check the change and adjust the corresponding fee in line with the applicable tiered pricing model for the following periods.

Notice of termination by the Customer can be submitted via the [online customer account](#) of the Customer with the Safekeeping Party to ensure the correct and legally compliant transmission of data and images.

On termination of the contractual relationship, the Customer must leave the compartment in the same condition it was in at the start of storage period. As such, the Customer is required to properly vacate and clean the compartment and promptly (on the day the Contract ends at the latest) notify the Safekeeping Party of the proper vacation by uploading photos of the empty compartment via the online customer account.

If the Customer fails to meet this obligation, i.e. fails to send confirmation of the proper return to the Safekeeping Party by the potential termination date after registering their termination request, this results in the creation of a new Storage Contract with monthly termination dates and current price level (see point 9.4 of the GTC).

4. Time / use (points 4 and 5 of the GTC)

Access is currently: Mon–Sun, 24 hours (exemptions apply – current opening hours are given for each location on the location homepage online).

Use of the compartment: The Customer has read and taken note of what may and may not be stored in the compartment for safekeeping. If the Customer stores goods/items that may not be stored or that exceed the maximum storage value of EUR or CHF 2,000.00 (storage value depends on the Customer's choice of insurance coverage during the booking process), the Safekeeping Party shall not accept any care or liability for this. The compartment may only be used for storage purposes (see point 5 of the GTC).

5. Alternative measures

If the Customer is more than 45 calendar days in default of payment of receivables from or in connection with the Storage Contract either in whole or in part (at least one monthly fee), the Safekeeping Party is entitled to refuse access and to terminate the Storage Contract with immediate effect after setting a grace period of 10 calendar days if the receivables are not paid in full within this 10-day-period.

If the compartment is used in a way that violates the law or is in breach of Contract, e.g. if the compartment is used for purposes other than storage, the Safekeeping Party may terminate the Contract with immediate effect and/or deny access to the storage facility.

If the compartment has not been properly vacated and handed over to the Safekeeping Party after the Storage Contract has come to an end, the Customer shall engage and authorise the Safekeeping Party to carry out the following alternative measures in the name of and at the expense of the Customer:

- open the lock on the compartment without having to replace the lock and/or install a new lock and enter the compartment; and
- remove the goods/items still stored in the compartment and, if necessary, store them in another storage facility or compartment selected by the Safekeeping Party; and/or
- sell and transfer the goods/ to a third party after the extraordinary termination and the fruitless last provision of a vacation term of 4 weeks ('final warning'). The purchase price achieved will be offset against the Safekeeping Party's outstanding

receivables and any excess amount will be transferred to an account to be communicated by the Customer or, if necessary, deposited in court; and/or

- dispose of the stored goods/items at the Safekeeping Party's discretion after the lapse of the last vacation term of the final warning if and to the extent that storage and/or direct sale is not economical or is not possible due to the low value of such goods/items and/or because they are perishable and/or for any other reason.

The choice of which alternative measure is taken is at the Safekeeping Party's discretion. The agreed fee must be paid in full until the compartment is actually properly returned.

6. Other

This Contract also constitutes confirmation of insurance cover for the in the compartment stored goods. The Customer shall safe and keep this Contract in full.

In the event of damage, the Safekeeping Party must be contacted by e-mail via service@yourstorebox.com to record all necessary data and damage and respond to it as quickly as possible.

The consumption of alcohol and cigarettes is strictly forbidden in all locations.

The contractual language is English. The General Terms and Conditions (GTC, available online when booking) apply, which all Contracting Parties have read and accepted.

Right of withdrawal from the contract for private customers (consumers)
(Application of the EU Directive on consumer rights 2011/83/EU for contracts with consumers)

Details and contact for the submission of the withdrawal form are given in the contract.

Link to the withdrawal form:

<https://www.yourstorebox.com/static/pdf/withdrawal-en.pdf>