



FREE PICK-UP SERVICE

Terms & Conditions

1. A free pick-up service is available to our customers who book a storage unit of up to 100 sqft for a period of 4 weeks or more (including half-price deals) within a 5-mile radius of the store you have booked into (subject to availability).
2. The distance is calculated using the chosen Space 4 U's branches' postcode and the collection postcode on the 'directions-fastest route' on Google Maps. We can assist with longer journeys or larger unit spaces – please call your Space 4 U store for an individual quote.
3. The customer, or a person previously designated by the customer, must be present during the collection of goods, assist in the loading of goods into the vehicle and sign the free pick-up service form as appropriate.
4. The customer or designated person must meet our vehicle on return to site to assist in unloading goods into the storage unit.
5. If the customer or designated person is not present to assist in the unloading of the vehicle within a reasonable time period then the goods will be unloaded and Space 4 U will take no responsibility for any damage or loss incurred.
6. All goods must be packed correctly, ready to leave and easy accessible on a ground floor location when Space 4 U staff arrive. Where possible, please avoid packing items into any plastic bags: the only type of bag we will accept in transit is a heavy-duty plastic bin liner. Space 4 U will not be held responsible or liable for any goods damaged in transit that have not been packed correctly.
7. Our staff are not allowed to carry goods up/down stairs.
8. We will require the customer to supply one able-bodied person to assist with loading and unloading the van and also loading the goods into the storage unit on unit sizes from 25 sqft up to 100 sqft.
9. An arrival time slot will be allocated to the customer once booked. Please note traffic may have an effect on our booked arrival time but we will make every effort to advise customers of material delays.
10. Free pick-up covers (excluding travel time):
 - One hour for storage units up to 50 sqft including one run.
 - Two hours for storage units up to 100 sqft including two runs.
11. £30 per hour will be charged if the allocated pick-up time is exceeded to load the van by not being packed and ready to load.
12. If items are not ready for collection or appropriate people are not at the property to help load the van, the pick-up will be cancelled and a charge of £10 applied.
13. Please ensure that all domestic and garden appliances including, but not limited to, washing machines, fridges, freezers and dishwashers are clean and dry and have no residual fluid left in them.

14. This is a 'Man with a Van Service', who will assist with the loading and unloading of items and NOT a full removal service. Work not included:
- Dismantling or reassembling furniture, fixtures, fittings or equipment of any kind.
 - Disconnection of any electrical, gas or plumbed-in appliances.
 - Removal of items secured to the floors, walls or ceilings.
 - Dismantling of garden furniture and equipment including, but not limited to, sheds, greenhouses, and outdoor play equipment, or the moving of paving slabs, planters and the like.

Our staff are not authorised or qualified to carry out such work. We recommend that a properly qualified person is separately employed by you to carry out these services.

15. Customers may cancel any free pick-ups with a minimum of 24 hours' notice. Failure to cancel or be present when Space 4 U's pick-up team arrives at the property will incur a charge of £10.
16. We will identify when we feel there is a possibility that goods being moved will cause damage, e.g. large furniture items through a doorway. By signing this free pick-up service agreement, it is a disclaimer that any damage caused will not be our liability.
17. We do not allow the collection or storage of:
- Prohibited or stolen goods.
 - Goods that may encourage vermin or other pests to cause infection.
 - Food or perishable goods.
 - Birds, fish, animals or any other living creatures.
 - Combustible or flammable materials or liquids such as gas, paint, petrol, oil or cleaning solvents.
 - Firearms, explosives, weapons or ammunition.
 - Chemicals, radioactive materials or biological agents.
 - Toxic waste, asbestos or other materials of a potentially dangerous nature.
 - Any items that emit any fumes, smell or odour.
 - Any illegal substances, illegal items or goods illegally obtained, including counterfeit goods, illicit tobacco, and illicit alcohol.
18. Ownership of the goods. By entering into this contract, you confirm to us that:
- The goods to be removed are your own property, or you have the authority of the owner of the property to make this contract in respect of the goods to be removed or stored.
 - You will be responsible to pay for any claim for damages and/or costs against either of the above if this proves to be untrue.
19. Our liability for loss or damage. In the event of our losing or damaging your items or property, we will pay for the reasonable costs of the repair or replacement (minus wear and tear) of the items. We will not be liable for the following:
- New-for-old replacement value for the lost or damaged items.
 - Any loss or damage that is not caused by us or due to incorrect or insufficient packing of items.
 - Any unforeseen additional costs you might incur as a result of the loss of a particular item.
20. If we are responsible for causing damage to your premises or to property, you must note it on this free pick-up service form as soon as possible after the damage occurs or is discovered, or in any event before the form is signed and handed back to us.
21. We shall only be liable for damage to premises or items caused by our negligence.

22. Any claims for loss or damage to your items or property not noted on this free pick-up form prior to signature will not be considered.

By signing this contract, you accept all the Terms & Conditions as stated above:

Customer name:

Customer address at which goods are to be picked up:

Customer signature:

Date:

Accepted for and on behalf of Space 4 U Self Storage:

Free pick-up service satisfactorily completed – signed by customer:

Date of collection:

Time of collection: