

POLICIES & PROCEDURES

- **PAYMENTS:** due in full each month. The due date is the same day of each month as the day you first moved in. Your due date can be changed to any day that better suits your budget.
WE DO NOT SEND A BILL
- **PAYMENT OPTIONS:** A payment slot is provided in the office door for your convenience. Payments may also be made by phone.
AUTO-PAY WITH CREDIT /DEBIT
- **HOW TO PAY:** We accept cash, personal checks, money orders, and credit/debit cards from **American Express, MasterCard and Visa.**
- **DELINQUENCY:** If we have not received your payment within five (5) days from your due date keyless access will be denied. We charge a late fee and overlock your unit (10) days after your due date. If no payment is received for a period of forty (40) days, we will process your unit for public auction.
- **NSF:** A \$25.00 fee is automatically charged for all returned checks as well as a 15% late fee. All future payments must be made in cash, money order, or credit/debit card.
- **ADDRESS CHANGE:** Please keep us updated of any address changes and/or phone number changes.
- **AISLES:** Please leave aisles clear and do not block another tenant's door.
- **DEAD STORAGE - ONLY:** Do not store any flammable, explosive or illicit materials. The unit is to be used for storage only.
- **MOVING OUT:** The storage unit must be vacated on or before the last day of the month for which rent has been paid, and all terms and conditions of this agreement are met by the tenant.
- The storage unit must broom clean, be emptied, and left in good condition - subject to only to wear and tear and ready-to-rent.
- Tenant's lock must be removed when you move out. Failure to remove lock will result in your being charged the next month's rental and late fees.
- **PRORATE:** All of our locations offer proration. Each location's prorate policy may vary slightly. Please contact the location nearest you for details.
- **LOCKS:** Only one lock is allowed per door latch. If more than one lock is found, you may be subject to a \$25.00 administration fee for the removal of that lock.
- **LIABILITY:** We do not assume liability for the goods you store. Adding stored goods to an existing homeowner's policy is generally inexpensive; we recommend contacting your insurance agency.

Please see each location's page for information regarding office hours, keyless access, and/or other special policies & procedures information.

We appreciate your business and look forward to you having a pleasant stay with us. If we can be of any further help, please let us know.