



FREE PICK UP SERVICE

Terms & Conditions

1. A Free pick up service is available to our customers who take out a contract with us for a storage unit for a period of one month or more (including half price deals) within an 8 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-shortest route" on Google maps. We possibly 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 or person's designated by the customer, must be present during the collection of goods, to load the goods into the vehicle and sign all forms as appropriate. We are not allowed to assist with loading so we suggest a minimum of two people to load your goods.
4. The customer or designated person(s) must meet our vehicle on return to designated branch to unload the goods into their storage unit.
5. All goods must be packed correctly, ready to leave and easy accessible ideally on the ground floor when the Space 4 U driver arrives. Where possible please avoid packing items into any thin plastic bags the only bags we recommend in transit are heavy duty plastic bin liners. All goods must be secured/strapped within the van as any goods damaged in transit which have not been packed/secured correctly. Space 4 U will **Not** be held responsible or liable for damage in this way.
6. Our staff are not insured or allowed to carry any goods.
7. We will require the customer to supply enough help to assist with loading and unloading of the van and also loading the goods into the storage unit.
8. 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.
9. The free pick up service covers (excluding travel time): One and a half hours on one run.
10. £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.

11. If items are not ready for collection or appropriate people are not at the property to load the van, the pick-up will be cancelled and a charge of £10 applied.

12. Please ensure that all domestic and garden appliances, including but not limited to washing machines, fridges, freezers and dish washers are clean and dry and have no residual fluid left in them.

13. This is a "Collection Service", and as such we will drive your goods to the selected storage centre it is NOT a full removal service.

14. Customers may cancel any free pick-up service 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.

15. We do not allow the collection or storage of:

- Prohibited or stolen goods.
- Goods which may encourage vermin or other pests or 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, biological agents.
- Toxic waste, asbestos or other materials of a potentially dangerous nature.
- Any items which emit any fumes, smell or odour.
- Any illegal substances, illegal items or goods illegally obtained, including counterfeit goods, illicit tobacco, and illicit alcohol.

16. Ownership of the goods: By entering into this contract you confirm to us that:

- The goods to be collected 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 the above if this proves to be untrue.

17. 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 (Less wear & 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 which is not caused by us or due to incorrect, insufficient packing of items or items not secured correctly within the van.
- Any unforeseen additional costs you might incur as a result of loss of a particular item.

18. We shall only be liable for damage to items/goods caused by our negligence.

19. Any claims for loss or damage to your items or property need to be noted on the Free Pick-up form provided by the driver.