



COLLECTION

TO MAKE EVERYTHING RUN AS SMOOTHLY AS POSSIBLE
PLEASE READ THROUGH THIS ADVICE ON COLLECTIONS.

1. Who will be collecting my items?



Unless otherwise notified your items will be collected by our courier DPD or DHL .

2. Will the driver call when they are outside?

Unfortunately, we can't guarantee that you'll get a call from the driver as not all our drivers carry mobile phones, so we always try and make sure that we get as much detail as we can to make sure there aren't any problems that would necessitate a call.

For Health and Safety reason we can only collect boxes from a Ground Floor location.

3. Where should I leave my items?

If you are in a Halls of Residence your items should be left in your reception area. If you are in private accommodation then your items should be in a ground floor situation ready for collection.

4. Should I let anyone know?

If you are in a Halls of Residence it is important to let your reception area know that your items are being collected.

On many occasions our drivers call at a Halls of Residence and are told by the reception area that there are no items to collect. The driver will then leave and report this to us as "NO ITEMS TO COLLECT".

We then have to re-arrange the collection.

ON YOUR COLLECTION DAY PLEASE MAKE SURE THAT ALL YOUR BOXES ARE IN RECEPTION (OR GROUND FLOOR AREA) READY FOR COLLECTION.

If our driver or delivery partner is unable to collect your items due to insufficient address information or an incorrect postcode, or if you are not at home/reception area when the driver arrives, there will be a charge of £10 to rearrange your collection.

If there are any problems please contact us at students@door2doorstorage.com

ALWAYS QUOTE YOUR ORDER NUMBER