

Terms and Conditions

ACCEPTANCE OF TERMS: Please read these Terms of Service carefully to be sure that you understand them. By using the Service, you are agreeing to these Terms of Service. Your attention is particularly drawn to clauses 15 (Disclaimer) and 16 (Liability).

1. THIS AGREEMENT

1. This Agreement is made between us, **SERVICES2I LIMITED** Limited t/a Door2Door Student Storage (a company registered in England under number **14564820**) and you, the person who wishes to use the Service and who enters into this Agreement by accepting these Terms of Service (“you” and “your”).

2. You must be at least 18 years old to use the Service. By registering to use the Service, you represent and warrant that you are 18 years of age or older.

2. DEFINITIONS

In these Terms of Service, the following words have the following meaning:

1. “Agreement” means the agreement entered into by you and DOOR2DOOR STUDENT STORAGE for the provision of the Service on these Terms of Service;
2. “Other Item” means an item provided by you for packing, transporting or storage which has not been packed into a Storage Container;
3. “Packaging Requirements” means DOOR2DOOR STUDENT STORAGE’s packaging requirements from time to time;
4. “Service” means the services referred to in clause 6.1;
5. “Site” means DOOR2DOOR STUDENT STORAGE’s website at door2doorstudentstorage.com;
6. “Storage Container” means a storage box which DOOR2DOOR STUDENT STORAGE supplies to you, or a box, case, bag or any other container which you provide in accordance with clause 8.2, in either case for packing, transporting and storage of your Goods.

3. TERMS OF SERVICE

1. In order to use the Service, you must agree to these Terms of Service. You may not use the Service if you do not accept these Terms of Service. Your use of the Service will be taken as acceptance of these Terms of Service.

2. DOOR2DOOR STUDENT STORAGE may refuse or may cease to provide the Service where DOOR2DOOR STUDENT STORAGE considers that it is or may be used in breach of these Terms of Service, or for any unlawful or improper purpose or for any other reason.

3. DOOR2DOOR STUDENT STORAGE may change these Terms of Service from time to time. DOOR2DOOR STUDENT STORAGE will notify you of any changes by posting them on the Site or through other reasonable means of providing notice. Any changes to the Terms of Service will come into force on the date stated in the notice which shall not be less than ten days from when notice is

given. If you use the Service after changes to the Terms of Service have come into force, you will be taken to have agreed to the changes. If you do not agree to the changes, then you may terminate this Agreement under clause 21.

4. YOUR INFORMATION

1. In order to use the Service, you will be required to provide information about yourself (such as identification and contact details) as part of the registration process for the Service, or as part of your continued use of the Service. You agree that any registration information you give to DOOR2DOOR STUDENT STORAGE will always be accurate, correct and up to date.
2. DOOR2DOOR STUDENT STORAGE processes information about you in accordance with its [Privacy and Cookies Policy](#). By using the Service, you consent to this processing.

5. PASSWORD AND SECURITY

1. When first signing up to use the Service, you may be required to choose a username and password as part of the Service's registration process. You can log into your account and change your password at any time. You are responsible for maintaining the confidentiality of your username and password, and are responsible for all activities that occur under your account.
2. You shall:
 1. keep your username and password strictly confidential and take all reasonable steps to ensure that nobody other than you accesses the Service using your username and password;
 2. promptly notify DOOR2DOOR STUDENT STORAGE if you become aware or suspect that your username and password have become known to someone else.

6. THE SERVICE

1. In return for the charges payable under this Agreement, as and when requested by you from time to time, DOOR2DOOR STUDENT STORAGE shall:
 1. where you request, deliver one or more empty Storage Containers and other packing materials to the ground floor of your specified delivery address;
 2. collect the Storage Containers packed with your Goods, your Other Items in each case suitably prepared for transport, from the ground floor of your specified collection address on the collection date chosen by you on the Site;
 3. transport the Storage Containers packed with your Goods or your Other Items otherwise suitably prepared for transport to DOOR2DOOR STUDENT STORAGE's storage facility and store them there;
 4. return each Storage Container packed with your Goods and each Other Item to the ground floor of your specified return address on the date chosen by you on the Site; and
2. You agree that the number of Storage Containers and Other Items that you requested on the Site to be collected shall be conclusive as to the number of Storage Containers and Other Items

collected by DOOR2DOOR STUDENT STORAGE , subject to any change to the number that may be made at the time of collection.

1. You agree that if you arrange for a delivery, collection or return on a Saturday or Sunday or in a specific time slot on any day, additional fees shall be payable.
2. DOOR2DOOR STUDENT STORAGE may refuse to collect or return Other Items from addresses that are not in the list of Other Items Acceptable Postal Areas communicated via the Site, currently (AL, BR, BS, CR, DA, E, EC, HA, HP, IL, KT, LU, LS, MK, N, NW, SE, SG, SM, SW, TW, UB, W, WC, WD, WF); such list being subject to alteration from time to time.
3. DOOR2DOOR STUDENT STORAGE may refuse to return Other Items to addresses that are not in the same postal area as from where they were collected.
 1. DOOR2DOOR STUDENT STORAGE will not deliver, collect or return Storage Containers or Other Items to an address outside of mainland UK, unless DOOR2DOOR STUDENT STORAGE agrees to do so in writing.
 2. Times given by DOOR2DOOR STUDENT STORAGE on the Site or otherwise for delivery, collection or return are estimates only and DOOR2DOOR STUDENT STORAGE shall not be liable for any delay in delivery, collection or return.
4. DOOR2DOOR STUDENT STORAGE may cancel or postpone any delivery, collection or return where DOOR2DOOR STUDENT STORAGE considers that it may endanger any employee, agent or contractor or member of the general public due to (including but not limited to) severe weather conditions or by reason of DOOR2DOOR STUDENT STORAGE having limited access to your specified delivery, collection or return address.
5. DOOR2DOOR STUDENT STORAGE will not be responsible for:
 1. dismantling or assembling any unit, system or furniture (including flat pack);
 2. disconnecting, reconnecting, dismantling or reassembling appliances, fixtures, fittings or equipment; or
 3. packing Goods into Storage Containers or Donation Containers.

7. YOUR RESPONSIBILITIES

1. You will be responsible for:
 1. obtaining and ensuring that DOOR2DOOR STUDENT STORAGE or its carrier have such access and parking facilities (within 15m of your address) as may be reasonably required to carry out the Services; You agree to pay for any parking fees that may be incurred.
 2. being present, or ensuring that someone authorised by you is present, during the delivery, collection and return of the Storage Containers or Other Items;
 3. providing DOOR2DOOR STUDENT STORAGE with your contact details and ensuring that these are accurate and up-to-date;
 4. providing DOOR2DOOR STUDENT STORAGE with all the information requested about your Other Items when prompted by the Site, App, email or a call;

5. notifying DOOR2DOOR STUDENT STORAGE of any changes regarding your orders by 11am the day before the:

1. delivery of your materials;
2. collection of your Storage Containers and Other Items; or
3. return of your Storage Containers and Other Items,

or, where such delivery, collection or return is scheduled on a Monday, by 11am the Friday before.

6. providing DOOR2DOOR STUDENT STORAGE at least 3 working days notice from the date of your return where the return contains Other Items;

7. ensuring that:

1. the Goods have been securely packed into Storage Containers and that the Other Items have been wrapped, both in accordance with our Packaging Requirements from time to time and that the Goods, the Storage Containers and the Other Items are suitably prepared for transport and storage so as not to cause damage or injury or the risk of damage or injury to DOOR2DOOR STUDENT STORAGE 's property, employees, agents, contractors or other goods, whether by spreading of damp, infestation, leakage or the escape of fumes or substances or otherwise. In particular, if the Goods are fragile you must ensure they are thoroughly bubble wrapped in multiple layers and carefully packed;
2. each Storage Container and Other Item is labelled with the specific label provided by DOOR2DOOR STUDENT STORAGE which is affixed securely with tape; and
3. informing DOOR2DOOR STUDENT STORAGE within 48 hours of any loss or damage to the Goods or Other Items or your property that occurred during a delivery, collection or return service. You acknowledge that DOOR2DOOR STUDENT STORAGE will not be responsible for any loss or damage if you fail to inform DOOR2DOOR STUDENT STORAGE within such time period.

8. STORAGE CONTAINERS

1. Storage Containers may be supplied by DOOR2DOOR STUDENT STORAGE or may be provided by you.

2. Storage Containers supplied by you must be in accordance with DOOR2DOOR STUDENT STORAGE 's Packaging Requirements. DOOR2DOOR STUDENT STORAGE reserves the right to reject any Storage Container which is not in accordance with the Packaging Requirements. DOOR2DOOR STUDENT STORAGE shall not be responsible for any loss or damage to Goods which are not packed in accordance with the Packaging Requirements. If you provide your own Storage Containers they must be:

1. in good condition, sturdy and suitable for transport and storage of the Goods;

2. in respect of dimensions;
3. Storage Containers with a combined width, height and length less than or equal to 110cm will be stored as "Small Boxes".
4. Storage Containers with a combined width, height and length greater than 110cm and less than or equal to 120cm will be stored as "Size 1 Box".
5. Storage Containers with a combined width, height and length greater than 120cm and less than or equal to 140cm will be stored as "Size 2 Box".
6. Storage Containers or other items which have a combined width, length and height greater than 140cm and less than 180cm will be stored under "Size 3 Box".

3. If you wish to store any item that is not explicitly listed as available for storage on the Site then you must contact DOOR2DOOR STUDENT STORAGE for confirmation that your items can be stored and to receive a quote. DOOR2DOOR STUDENT STORAGE reserves the right to charge these items at a higher level than stated on the Site.

4. In the event that any Storage Containers are found to be labelled in a manner inconsistent to that stated, DOOR2DOOR STUDENT STORAGE reserves the right to adjust the labels accordingly, and apply the correct charges, unless previously agreed to in writing by DOOR2DOOR STUDENT STORAGE .

5. No Storage Containers, whether supplied by DOOR2DOOR STUDENT STORAGE or by you, should exceed the maximum weight limit of 23kg. Any containers exceeding the maximum weight limit will be subject to the following :

1. A penalty for the item being overweight, whereby any container exceeding the maximum weight limit of 23kg will incur a penalty fee of £40 plus £1 per kilo per box in excess of 23kg, applicable per order containing one (or more) item(s) that are overweight;
2. DOOR2DOOR STUDENT STORAGE reserves the right to repack the overweight storage containers into one (or more) Storage Containers that each weigh no more than 23kg. A charge for any packing or repacking T&M (Time and Materials) required to repack the overweight containers into one (or more) Storage Containers, weighing no more than 23kg each, will apply. The repacking fee will apply as follows, on a per box basis: £10,
3. A change to the pricing plan contract may apply if the total number of boxes in an order is changed. Where the total number of boxes is reduced a credit may be applicable if the total monthly storage price is lower than the monthly storage price originally paid for. In the event of an increase in the total number of boxes in the order then charges may be applicable if the total monthly storage price is higher than the monthly storage price originally paid for.

6. DOOR2DOOR STUDENT STORAGE , or any delivery partner acting on DOOR2DOOR STUDENT STORAGE 's behalf, may at any time:

1. refuse to collect any Storage Container or Other Item supplied by you;

2. redeliver, at your cost, any Storage Container or Other Item supplied by you; or
3. repackage, at your cost, any Storage Container,

if it reasonably considers that the Storage Container does not comply with the Packaging Requirements or this clause 8 or that the Goods have not been securely packed.

7. If DOOR2DOOR STUDENT STORAGE, or any delivery partner acting on DOOR2DOOR STUDENT STORAGE's behalf:

1. collects any Storage Container or Other Item supplied by you; or
2. redelivers any Storage Container or Other Item supplied by you,

despite the fact that such Storage Container or Other Item does not comply with the Packaging Requirements or this clause 8 or that the Goods have not been securely packed in accordance with clause 7.1.7, you will be liable for any damage or injury to DOOR2DOOR STUDENT STORAGE's property, the property of third parties, employees, agents, or contractors as a result of your failure to comply with this clause 8 or clause 7.1.7 as applicable.

9. THE GOODS AND OTHER ITEMS

1. You warrant that the Goods or Other Items are your own property or that you have the right and authority to store the Goods or Other Items in accordance with this Agreement.

2. DOOR2DOOR STUDENT STORAGE does not warrant that the storage facility used by DOOR2DOOR STUDENT STORAGE is a suitable place or means of storage for any particular Goods or Other Items.

3. The Goods or Other Items must not include and you must not store any of the following in the Storage Containers or Other Items:

1. Liquids and semi-liquid foods in glass containers.
2. All perishable goods.
3. Non-perishable food unless packed so that they are protected from and do not attract vermin.
4. Antiques (breakable and fragile).
5. Birds, fish, animals or any other living creature.
6. Explosive weapons or ammunition.
7. Sharp knives or other kitchen implements unless blade is fully protected with a suitable material.
8. Combustible or flammable materials, liquids or compressed gases, including but not limited to, diesel, petrol, oil, gas, artificial fertilizer or cleaning solvents.
9. Chemicals, radioactive materials, biological agents, including household cleaners.
10. Toxic waste, asbestos or other materials of a dangerous nature.

11. Any other toxic, flammable or hazardous substance or preparations, classified as such under applicable law.
12. Specialized equipment with electronic and/or fragile components.

4. Should it become apparent that any of the prohibited items listed in clause 9.3 are contained within one of your Storage Containers or within your Other Items or in themselves are one of your Other Items, such items will be removed and disposed, and the rest of the Goods within that Storage Container or Other Item will be searched for further prohibited items, which if found, will also be removed and disposed. An administration fee of £50 will be charged for each Storage Container or Other Items that is found to contain or is in itself a prohibited item. Further disposal fees may also be applied depending on the nature of the prohibited item(s).

5. You agree that DOOR2DOOR STUDENT STORAGE or any contractor acting on DOOR2DOOR STUDENT STORAGE 's behalf may at any time without notifying you open any Storage Container to inspect the Goods:

1. if DOOR2DOOR STUDENT STORAGE reasonably believes that it may contain any items described in clause 9.3;
2. if DOOR2DOOR STUDENT STORAGE is required to do so by the police, fire services, local authority or by court order;
3. in order for DOOR2DOOR STUDENT STORAGE to investigate title to the Goods in the event of any dispute;
4. where DOOR2DOOR STUDENT STORAGE considers it necessary in an emergency (including but not limited to suspicion of hazardous substances, or unidentified items) or to prevent injury or damage to persons or property;
5. where DOOR2DOOR STUDENT STORAGE considers it necessary if there is excess weight or inappropriate packing materials used by you; and
6. if DOOR2DOOR STUDENT STORAGE reasonably believes that the Goods have become unsecure in the Storage Container and, in such circumstances, DOOR2DOOR STUDENT STORAGE may repack the Storage Container.

6. DOOR2DOOR STUDENT STORAGE may:

1. refuse to store any Goods or Other Items; or
2. return to you any Goods or Other Items, at your cost, at any time,

if, in DOOR2DOOR STUDENT STORAGE 's reasonable opinion, the storage, or continued storage, of the Goods or Other Items would represent a risk to the safety of any person, the security of the storage facility, or any other Goods or Other Items stored at the storage facility.

7. You agree that if title to the Goods or Other Items is subject to any third party claim:

1. DOOR2DOOR STUDENT STORAGE has the right to investigate the title and be satisfied as to such title before returning the Goods or Other Items; and
2. DOOR2DOOR STUDENT STORAGE may keep possession of the Goods or Other Items until it has completed any investigation as to title in accordance with clause 9.5.1.

10. RESTRICTIONS

1. You must not:
 1. use the Service in any way that is unlawful or fraudulent, or for any unlawful or fraudulent purpose or effect;
 2. sub-license, re-sell or offer in any manner, to a third party, the Service or use of or access to the Service, whether for commercial gain or otherwise unless DOOR2DOOR STUDENT STORAGE has previously agreed in writing;
 3. attempt to interfere with or disrupt the Service or the Site or the App or any server or network used by or connected to the Site or to gain unauthorised access to any such server or network.

11. CHARGES AND PAYMENT

1. DOOR2DOOR STUDENT STORAGE reserves the right to increase the charges payable by you in accordance with the charges listed on the Site from time to time upon notification to you in the event that any Storage Container collected:
 1. has a combined width, height and length greater than 180cm; or
 2. exceeds the maximum weight limit of 23kg.
2. DOOR2DOOR STUDENT STORAGE reserves the right to increase the charges payable by you in accordance with the charges listed on the Site from time to time upon notification to you in the event that any Other Item collected:
 1. has dimensions or weight different to that communicated by you before the collection takes place; or
 2. is not a specified item in the Other Items listed on the Site, and where a written quote has not been agreed with DOOR2DOOR STUDENT STORAGE .
3. DOOR2DOOR STUDENT STORAGE reserves the right to pass on any additional charges for:
 1. collection or delivery of Other Items from or to addresses that are not in the list of Other Items Acceptable Postal Areas communicated via the Site, subject to alteration from time to time (AL, BR, BS, CR, DA, E, EC, HA, HP, IL, KT, LU, LS, MK, N, NW, SE, SG, SM, SW, TW, UB, W, WC, WD, WF);
 2. delivery of Other Items to a postal area that is different to which it was collected from;

3. collection or deliveries which require more than one person or more than one van to complete.

4. DOOR2DOOR STUDENT STORAGE reserves the right to apply a £50 handling fee for any Storage Container collected that is a suitcase, holdall, rucksack and sportsbag where DOOR2DOOR STUDENT STORAGE wasn't previously notified and the customer account amended to reflect this fact.

5. In the event that a driver is left waiting, and DOOR2DOOR STUDENT STORAGE incurs a cost for the waiting time, DOOR2DOOR STUDENT STORAGE reserves the right to charge you for the full cost of the waiting time.

6. DOOR2DOOR STUDENT STORAGE can, upon request, check items in the warehouse and provide a description of a customer's items by label number. Each check, as understood by each journey required by a DOOR2DOOR STUDENT STORAGE agent to verify a piece of information requested by the customer that involves entering the warehouse to do so, will be charged at £5 per box or item.

7. DOOR2DOOR STUDENT STORAGE's charges are payable by credit card or debit card in advance

8. DOOR2DOOR STUDENT STORAGE may charge £10 administration fee to cover DOOR2DOOR STUDENT STORAGE's costs if the issuer of your payment card refuses to or does not, for any reason, authorise payment to DOOR2DOOR STUDENT STORAGE .

9. If payment of the charges and any other amounts payable are not received by the due date, DOOR2DOOR STUDENT STORAGE may (without prejudice to any other right or remedy, including the right to withhold or dispose of the Goods under clause 12), charge interest on the outstanding amount at the rate of 5% per annum above the base lending rate of Barclays Bank plc from time to time, charge £5 per email sent, £2 per phone call, £10 per letter sent in the process of collecting the outstanding debt, and collect any charges from the debtor for auction or sales fees, and any transaction fees required.

10. Additional charges as set out on the Site from time to time may be applied if:

1. you provide insufficient or inaccurate address information;
2. you are, or someone authorised by you is not, available at the premises during the specified delivery, collection or return period that you booked when requesting such delivery, collection or return and after reasonable efforts to contact you to rearrange;
3. you request that delivery, collection or return of the Storage Containers or Other Items be carried out outside of normal working hours (7.00am — 18.00pm Monday — Friday);
4. DOOR2DOOR STUDENT STORAGE has to deliver or collect Storage Containers or Other Items from above the ground floor without being able to use a lift.

12. RIGHT TO WITHHOLD OR DISPOSE OF GOODS AND OTHER ITEMS

1. EXPIRED STORAGE BOOKINGS.

It is your responsibility to extend your storage booking before expiration. Expired storage bookings continue to accrue storage charges indefinitely and DOOR2DOOR STUDENT STORAGE will attempt to recover these charges from the customer by all possible means. DOOR2DOOR STUDENT STORAGE reserves the right to unilaterally dispose of stored items on expired storage orders, at a cost to you of £35 per item, normally by donating them to a local charity. In the event . DOOR2DOOR STUDENT STORAGE exercises this right, the unpaid storage charges and disposal charges will still be due for payment by the Customer and DOOR2DOOR STUDENT STORAGE will attempt to recover these charges from the customer by all possible means.

2. STORAGE ARREARS

DOOR2DOOR STUDENT STORAGE provides up to one month storage credit. Storage bookings in arrears continue to accrue storage charges indefinitely and DOOR2DOOR STUDENT STORAGE will attempt to recover these charges from the customer by all possible means.

DOOR2DOOR STUDENT STORAGE reserves the right to unilaterally dispose of stored items on storage orders in arrears after 3 months of arrears have built up, at a rate of £35 per item, normally by donating them to a local charity. In the event DOOR2DOOR STUDENT STORAGE exercises this right, the unpaid storage charges and disposal charges will still be due for payment by the Customer and DOOR2DOOR STUDENT STORAGE will attempt to recover these charges from the customer by all possible means.

13. RETURN OF PACKING MATERIALS

1. You are able to return unused packing materials that are in a re-saleable condition to DOOR2DOOR STUDENT STORAGE for a refund of up to £1.00 provided that you notify DOOR2DOOR STUDENT STORAGE of your intention to return the packing materials within 7 days of the date on which the packing materials are delivered to your specified delivery address.

2. DOOR2DOOR STUDENT STORAGE will not refund the delivery charge for you to return the packing materials to DOOR2DOOR STUDENT STORAGE .

3. Please notify DOOR2DOOR STUDENT STORAGE of your intention to return the packing materials by email. Your notification is effective from the date that the email is received by DOOR2DOOR STUDENT STORAGE .

4. Once the packing materials have been received by DOOR2DOOR STUDENT STORAGE , DOOR2DOOR STUDENT STORAGE will in its discretion:

1. refund you on the payment method used by you to pay for the packing materials; or
2. credit your account for the correct amount.

DOOR2DOOR STUDENT STORAGE recommends that you use a postage method that provides tracking for the parcel, so that you can prove when the packing materials are received back by DOOR2DOOR STUDENT STORAGE .

14. FEEDBACK

1. Where you provide DOOR2DOOR STUDENT STORAGE with any feedback or suggestions in relation to the Site or the App or the Service, you agree that DOOR2DOOR STUDENT STORAGE shall have no confidentiality obligations with respect to such feedback or suggestions and DOOR2DOOR STUDENT STORAGE may use or incorporate into the Site or the App or the Service any suggestions, enhancement requests, recommendations or other feedback provided by you.

15. DISCLAIMER

1. DOOR2DOOR STUDENT STORAGE provides the Site on an “as is” and “as available” basis with all faults. DOOR2DOOR STUDENT STORAGE does not warrant that use of the Site will be error-free or uninterrupted or that any defects will be corrected.

2. DOOR2DOOR STUDENT STORAGE will provide the Service with reasonable care and skill and substantially as described in this Agreement. DOOR2DOOR STUDENT STORAGE does not make any other promises or warranties about the Service.

16. DOOR2DOOR STUDENT STORAGE’S LIABILITY TO YOU

1. In this clause 16, DOOR2DOOR STUDENT STORAGE limits its liability to you in contract, tort (including negligence), bailment, or otherwise for the Services or any breach of this Agreement, including for any loss of or damage to the Goods, Other Items, or your Property (including loss or damage during collection, redelivery or storage).

2. You acknowledge that DOOR2DOOR STUDENT STORAGE is unaware of the value of the Goods or Other Items to be packed, transported and/or stored and does not insure or arrange insurance for your specific Goods or Other Items. DOOR2DOOR STUDENT STORAGE recommends that you arrange your own insurance to cover the value of the Goods or Other Items.

3. When DOOR2DOOR STUDENT STORAGE returns your Goods or Other Items to you, you must promptly examine the Goods or Other Items and notify DOOR2DOOR STUDENT STORAGE of any loss of or damage to the Goods or Other Items within two Working Days of redelivery of the Goods or Other Items to you. You must notify DOOR2DOOR STUDENT STORAGE of any damage to Property caused by DOOR2DOOR STUDENT STORAGE within two Working Days of becoming aware of the damage to the Property. If you fail to inform DOOR2DOOR STUDENT STORAGE within such time periods of loss or damage to the Goods or Other Items, or damage to the Property, DOOR2DOOR STUDENT STORAGE will not be liable to you for any loss or damage.

4. You acknowledge that the cover provided is not a NEW for OLD cover.

5. DOOR2DOOR STUDENT STORAGE shall be entitled to require proof of: (i) the cost price and the current replacement cost of the damaged or lost Goods or Other Items; or (ii) the cost to repair the damaged Property or area in the Property.

6. You must respond promptly to DOOR2DOOR STUDENT STORAGE’s enquiries and requests for information in respect of the Goods or Other Items and/or Property. If you do not provide

DOOR2DOOR STUDENT STORAGE with any information or documents requested by DOOR2DOOR STUDENT STORAGE within 14 days of DOOR2DOOR STUDENT STORAGE 's request, DOOR2DOOR STUDENT STORAGE will not be liable to you for the loss of or damage to the Goods or Other Items or Property.

7. Limitations of Cover

1. You agree to make sure that you have adequate coverage for your items.
2. If you make a claim and you are "Under-Covered" then this will affect your claim.
- 3.. DOOR2DOOR STUDENT STORAGE'S cover is not specifically tailored to your individual requirements, and so it cannot replace travel, home, or item-specific cover. We would advise you to obtain this cover from another supplier in the form of travel, home, or item-specific insurance.
4. If your circumstances require higher levels of cover than we offer, please ensure you obtain this cover from another supplier in the form of travel, home, or item-specific insurance.

8. Total liability to you under or in connection with this Agreement for lost or damaged Goods or Other Items (including the reimbursement of any charges payable under this contract) shall not in any event exceed the lower of the following amounts:

1. £100 for each individual Storage Container or Other Item or (where you have selected additional Coverage as defined in clause 17) the relevant amount as per the Coverage option selected by you.
2. the original cost price of the Goods in the Storage Container or Other Item; or
3. the current replacement cost of the Goods in the Storage Container or Other Item at the date of the claim.

9. Where DOOR2DOOR STUDENT STORAGE has provided you with the Storage Unit Service, DOOR2DOOR STUDENT STORAGE 's total liability for any damage to the Property shall not in any event exceed the reasonable cost of repairing the damage. DOOR2DOOR STUDENT STORAGE may remedy the damage using its chosen suppliers.

10. DOOR2DOOR STUDENT STORAGE shall not in any event be responsible for any loss or damage that falls into any of the following categories:

1. pre-existing damage to Goods or Other Items;
2. loss of or damage to the Goods or Other Items or Property which does not arise as a direct consequence of any breach of this Agreement by DOOR2DOOR STUDENT STORAGE or any deliberate or negligent act or omission on the part of DOOR2DOOR STUDENT STORAGE or its contractors;
3. any indirect or consequential loss that arises from special circumstances (including for example but without limitation loss arising as a result of you being delayed for or missing an appointment or flight), even if DOOR2DOOR STUDENT STORAGE was aware of the possibility of such a loss;
4. loss of or damage to the Goods, Other Items or Property which is caused by your failure to comply with this Agreement;

5. damage to Property as a result of moving Goods or Other Items under your express instructions, against DOOR2DOOR STUDENT STORAGE 's advice;
 6. damage to the Property where there was a pre-existing defect in the Property;
 7. loss of or damage to any Prohibited Item or other items set out in the Packaging Requirements (please see Appendix 1) under the heading "What we will not be liable for";
 8. loss of business, sales, revenue, profits, anticipated savings or goodwill, damage to reputation or wasted time; or
 9. loss or damage which was not reasonably foreseeable at the date of entering into this Agreement, regardless as to how such loss or damage was caused.
11. DOOR2DOOR STUDENT STORAGE shall have no liability to you:
1. for damage to Goods packed in Storage Containers or Other Items if not packed or wrapped to protect against handling and transport as set out in the Packaging Requirements;
 2. for damage to the Storage Containers themselves (as opposed to the Goods inside the Storage Containers);
 3. for damage to Property when transporting and/or packing Storage Containers and Other Items out of and into said Property, unless caused by the negligence or breach of contract by DOOR2DOOR STUDENT STORAGE or a DOOR2DOOR STUDENT STORAGE employee;
 4. for any item that DOOR2DOOR STUDENT STORAGE does not collect;
 5. for damage to any items stored in wardrobes, drawers or appliances;
 6. for any Goods or Other Items that are not in our actual possession;
 7. for any Goods or Other Items that are seized under any law or court order;
 8. for Goods or Other Items confiscated, seized, damaged or removed by custom authorities or any other government agencies;
 9. for damage to the Goods or Other Items caused by normal wear and tear, natural or gradual deterioration, leakage, or evaporation from perishable or unstable goods;
 10. for damage to the Goods or Other Items caused by changes to atmospheric or climatic conditions; and
 11. for electrical or mechanical derangement to any appliance, instrument, clock, computer, or other equipment unless there is evidence of related external damage.
12. No employee of DOOR2DOOR STUDENT STORAGE shall be separately liable to you for any loss, damage, mis-delivery, errors, or omissions under the terms of this Agreement.
13. Nothing in these Terms of Service excludes or limits DOOR2DOOR STUDENT STORAGE 's liability for:
1. death or personal injury caused by DOOR2DOOR STUDENT STORAGE 's negligence; or
 2. fraud or fraudulent misrepresentation.

17. LEVEL OF COVERAGE

1. Prior to the commencement of the Services, you may choose to purchase additional coverage for an additional monthly fee at DOOR2DOOR STUDENT STORAGE 's defined rates for the time being in force as detailed on the Site or as notified to you by DOOR2DOOR STUDENT STORAGE ("**Coverage**"). Please make sure that you have adequate coverage for your items. Under coverage will affect your claim. Purchasing additional coverage under this clause 17 does not impact DOOR2DOOR STUDENT STORAGE 's liability under clause 16.

2. Any purchase of additional coverage under this clause 17 is not insurance cover but enhanced liability cover. You are advised to purchase one of our enhanced liability packages or, if arranging insurance cover, to show this contract to your insurance company.

3. Limitations of Cover

DOOR2DOOR STUDENT STORAGE'S cover is not specifically tailored to your individual requirements, and so it cannot replace travel, home, or item-specific insurance.

If your circumstances require higher levels of cover than we offer, please ensure you obtain this insurance cover from another supplier in the form of travel, home, or item-specific insurance.

18. YOUR LIABILITY TO DOOR2DOOR STUDENT STORAGE

1. You shall reimburse DOOR2DOOR STUDENT STORAGE in full an amount equal to all damages, liabilities, costs, claims and expenses that DOOR2DOOR STUDENT STORAGE may incur as a result of your use of the Service or any breach by you of this Agreement.

19. OWNERSHIP OF RIGHTS

1. All rights, including copyright, in the Site and the Service are owned by or licensed to DOOR2DOOR STUDENT STORAGE. DOOR2DOOR STUDENT STORAGE is a registered trade mark of Door2Door Student Storage .

20. RIGHT TO CANCEL – "COOLING OFF PERIOD"

1. Each request for the Service by you shall constitute a separate contract between you and DOOR2DOOR STUDENT STORAGE on these Terms of Service.

2. Subject to clause 3, you have the right to change your mind and cancel each contract within 14 calendar days after the day on which you entered into the contract with DOOR2DOOR STUDENT STORAGE . If you wish to cancel within the 14 calendar days you must notify DOOR2DOOR STUDENT STORAGE in accordance with clause 25.

3. You acknowledge that you will lose your right to cancel under clause 2 if you request DOOR2DOOR STUDENT STORAGE to collect the Goods in accordance with clause 6.1.3 before the period of 14 calendar days elapses.

21. TERMINATION

1. You may terminate this Agreement at any time by requesting the return of your Storage Containers packed with your Goods or Other Items and paying any outstanding charges due to DOOR2DOOR STUDENT STORAGE .
2. DOOR2DOOR STUDENT STORAGE may terminate this Agreement with immediate effect by notice in writing to you, if:
 1. you fail to pay any amount due, including any interest accrued, by the date due; or
 2. you are in breach of any term of this Agreement.
 3. DOOR2DOOR STUDENT STORAGE may terminate this Agreement for any reason by giving you not less than 30 days written notice.
3. Upon termination of this Agreement for any reason you must contact DOOR2DOOR STUDENT STORAGE promptly to arrange for re-delivery of the Storage Containers.
4. If within 30 days following termination of this Agreement for any reason you fail to arrange for re-delivery of the Storage Containers, then DOOR2DOOR STUDENT STORAGE may dispose of the Goods in accordance with the provisions of clause 12.

22. REFERRAL SCHEME

1. The DOOR2DOOR STUDENT STORAGE referral scheme allows you to earn credit to your DOOR2DOOR STUDENT STORAGE account by referring friends to DOOR2DOOR STUDENT STORAGE .
2. When you receive a referral code from DOOR2DOOR STUDENT STORAGE either by email or via the Site or the App, you may share the referral code with your friends in person, through the Site, Twitter, Facebook or by email.
3. You may not post your referral code on voucher websites or affiliate marketing schemes.
4. You may not create false accounts, fabricate redemptions or otherwise engage in attempts at forgery or fraud.
5. By default, the maximum referrals you can claim for is 15.
6. You agree that by sharing the referral code through the Site or the App your friend will be provided with your name and email address.
7. If:
 1. a friend uses the referral code when using the Service for the first time; and
 2. such friend does not cancel the Service within the cancellation period for such Service,DOOR2DOOR STUDENT STORAGE shall credit the sum of £10 to your DOOR2DOOR STUDENT STORAGE account.
8. You acknowledge that a referred friend may only use one referral code.
9. The customer referral scheme is not open to DOOR2DOOR STUDENT STORAGE staff or Ambassadors.

10. In the event of any disputes regarding any referral credit the decision of DOOR2DOOR STUDENT STORAGE is final. DOOR2DOOR STUDENT STORAGE reserves the right to revoke any credit that has been deemed improperly acquired.

23. ASSIGNMENT AND SUB-CONTRACTING

1. You shall not assign, sub-license, sub-contract or otherwise deal with all or any of your rights and obligations under this Agreement without DOOR2DOOR STUDENT STORAGE 's prior written consent.
2. This Agreement shall be binding on your personal representatives, successors and permitted assigns.
3. DOOR2DOOR STUDENT STORAGE shall have the right to assign all or any of its rights and obligations under this Agreement and in the event of such assignment shall give notice of it to you.
4. DOOR2DOOR STUDENT STORAGE may sub-contract the performance of any of its obligations under this Agreement to any third party (including transportation and storage), but such sub-contracting shall not relieve DOOR2DOOR STUDENT STORAGE of any liability under this Agreement.

24. FORCE MAJEURE

1. DOOR2DOOR STUDENT STORAGE will not be liable or responsible for any damage to or loss of the Goods or Other Items, or failure to perform, or delay in performance of, any of its obligations under this Agreement that is caused by events outside its reasonable control (including but not limited to) Act of God, flood, earthquake, windstorm or other natural disaster; war, armed conflict, terrorist attack, civil war, civil commotion or riots; nuclear, chemical or biological contamination or sonic boom; any law or government order, rule, regulation or direction, or any action taken by a government or public authority; fire, explosion or accidental damage; extreme adverse weather conditions; interruption or failure of utility service, including but not limited to electric power, gas or water; any labour dispute, including but not limited to strikes, industrial action or lockouts; non-performance or delay by suppliers or subcontractors; and failure of plant machinery, machinery, vehicles, computers, the Internet or telecommunications.

25. NOTICES

1. Any notice to be given under this Agreement may be delivered or be sent by prepaid registered post sent first class or may be transmitted by email (info@door2doorstudentstorage.com) addressed as follows:
2. if to DOOR2DOOR STUDENT STORAGE — to its head office address or email address (info@door2doorstudentstorage.com) or as stated for the time being on the Site;
3. if to you — to the billing address or email address for you which you registered with DOOR2DOOR STUDENT STORAGE or which you last notified to DOOR2DOOR STUDENT STORAGE .
4. Notice served by post shall be deemed served on the second working day after the date of posting. Notice served by email shall be deemed served on the next working day after the date of transmission.

26. GENERAL

1. Save as expressly provided in the Terms of Service, this Agreement constitutes the whole agreement and understanding between you and DOOR2DOOR STUDENT STORAGE relating to the Service.
2. You acknowledge and agree that, in entering into this Agreement, you do not rely on, and shall have no remedy in respect of, any statement, representation, warranty or understanding (whether negligently made or not) other than as expressly set out in these Terms of Service.
3. The failure of DOOR2DOOR STUDENT STORAGE to exercise or enforce any right or provision of this Agreement shall not constitute a waiver of such right or provision.
4. If for any reason any provision of this Agreement, or any portion thereof, is found to be unenforceable, the remaining provisions of this Agreement shall continue to be valid to the fullest extent permitted by law.
5. This Agreement is not intended to benefit anyone other than the parties to it and, in particular, none of the terms of this Agreement shall be enforceable under the Contracts (Rights of Third Parties) Act 1999 by a third party.
6. This Agreement is governed by English Law and both parties submit to the exclusive jurisdiction of the English Courts.

27. PROMOTIONAL CODES

1. DOOR2DOOR STUDENT STORAGE promotional codes allow you to receive a discount on your order, either as a percentage or an absolute monetary amount.
2. You may not post your promotional code on voucher websites, affiliate marketing schemes or other 3rd party websites.
3. You may not create fake accounts, split your bookings with the intention of exploiting a promotional code
or
otherwise engage in attempts at forgery or fraud.

Packaging Requirements

WHAT WE WILL ACCEPT

- I. Double-walled cardboard boxes (either our DOOR2DOOR STUDENT STORAGE boxes or any double-walled cardboard box with a combined width, height and length less than or equal to 180cm, 25kg).
- II. Archive boxes, secured for transport (either our DOOR2DOOR STUDENT STORAGE archive boxes or any double-walled archive box with a combined width, height and length less than or equal to 110cm, 25kg) or poster/document tubes.

- III. Suitcase, bags, and sport bags (all items must be sealed inside DOOR2DOOR STUDENT STORAGE suitcase boxes purchased from DOOR2DOOR STUDENT STORAGE and have a combined width, height and length less than or equal to 180cm, 25kg), and musical instruments in hard cases.
- IV. Bicycles, skis, snowboards (packed in an appropriate DOOR2DOOR STUDENT STORAGE box or in a hard travel case).
- V. Printers, TVs and other electrical equipment within original packaging including polystyrene interior (combined width, height and length less than or equal to 180cm, 25kg).
- VI. Items of furniture or other outsize items known as Other Items only where both collection and return will take place to the same postal area within the following list of Other Items Acceptable Postal Areas communicated via the Site, subject to alteration from time to time, (AL, BR, BS, CR, DA, E, EC, HA, HP, IL, KT, LU, LS, MK, N, NW, SE, SG, SM, SW, TW, UB, W, WC, WD, WF).
- VII. Goods wrapped in protective layers of bubble wrap and packed carefully into a Storage Container which is sealed closed with tape.
- VIII. Other Items wrapped in protective layers of bubble wrap or fabric.

WHAT WE WILL NOT ACCEPT

- I. Single-walled cardboard boxes, including crisp boxes!
- II. Bin bags, plastic bags, laundry bags, and canvas bags.
- III. Musical instruments in soft cases.
- IV. Bicycles, skis and snowboards not in a double-walled cardboard box or specialist bag.
- V. Any Storage Container over 25kg or with a combined width, height and length greater than 180cm.
- VI. Any goods containing liquids, chemicals or food.
- VII. Please call us if you have items outside this range as we may be able to help
- VIII. Anything containing items in accordance with clause 9.3.

WHAT WE WILL NOT BE LIABLE FOR

- I. In terms of outer packing, anything that is considered as packing materials for the Goods or Other Items as per the "What we will accept list" above.
- II. In terms of Goods,
 - I. Glass, crockery and other fragile items unless packed within a DOOR2DOOR STUDENT STORAGE crockery box;
 - II. Goods with any glass element, and other fragile items;
 - III. Electronics;

IV. Jewellery, bullion;

V. Antiques;

VI. The outside of suitcases, bags, sports bags, plastic containers and hard cases for instruments.

III. In terms of Other Items,

- . anything that is not considered as wrapped to be protected against handling and transport as set out in the Packaging Requirements;
- I. where proof of condition photos are not provided through the App or when requested by DOOR2DOOR STUDENT STORAGE prior to collection.

IV. General wear and tear of floors and walls whilst transporting the Goods from and to the property.

OTHER ITEMS ACCEPTABLE POSTAL AREA

I. DOOR2DOOR STUDENT STORAGE will only accept Other Items where both collection and return will take place to the same postal area within the following list as communicated via the Site and in the section, subject to alteration from time to time:

I. AL, BR, BS, CR, DA, E, EC, HA, HP, IL, KT, LU, LS, MK, N, NW, SE, SG, SM, SW, TW, UB, W, WC, WD, WF.

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