THE STORE HUB DARLINGTON

Self Storage Licence Agreement

Household and business customers

Your room, your belongings and your account — including **Store Hub Protect**, the cover for your belongings that is included in your price.

These Terms apply together with your **Pricing Confirmation**, which sets out your room, your price, your term and anything agreed specifically with you. The two documents are signed together and form one Agreement. Prices are not shown in this document; they are shown on your Pricing Confirmation.

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The Store Hub UK Group Limited, trading as The Store Hub. Registered in England and Wales, company number 17359038. VAT registration number 525 9265 71.
Registered office: The Creamery, Wrenbury Industrial Estate, Station Road, Wrenbury, Cheshire, CW5 8EX.
Site: Whessoe Road, Darlington, DL3 0QP · 01325 523585 · thestorehub.co.uk

Part 1 Store Hub Protect

Cover for your belongings is **included in your price**. There is nothing to arrange and nothing extra to pay unless you ask us for a higher level. Store Hub Protect is our acceptance of responsibility for your belongings up to the value you declare — it is not an insurance policy and we are not an insurance company.

Included with your room

Room size	Included cover	Room size	Included cover
10 sq ft locker	£1,000	**65 and 75 sq ft**	£6,000
15, 20 and 25 sq ft	£2,000	**100 sq ft**	£8,000
35 and 50 sq ft	£3,000	**125 sq ft and above**	£12,000

If your belongings are worth more

Tell us and we will raise your cover. Additional cover is available for any room size. The rate is shown on your Quotation and on your Pricing Confirmation, and we will confirm the charge in writing before it is applied.

> **THE MOST IMPORTANT THING ON THIS PAGE**
>
> **The cover included with your room is the most we will pay. If what you store is worth more than that, you need to tell us and take additional cover.**
>
> If what you store is worth more than the figure recorded on your Pricing Confirmation, anything we pay out is reduced by the same proportion. If your belongings are worth £20,000 and the figure recorded is £10,000, that is half their value, so a £4,000 claim would be settled at £2,000.
>
> Your Pricing Confirmation asks you to confirm one of two things: that your belongings are worth no more than the cover included with your room, or that they are worth more and you would like additional cover. Please answer it honestly — it is the figure everything else depends on. You can raise it at any time.

When Store Hub Protect applies

From the moment your belongings are placed in your room until the moment they are removed. It does not apply while you are loading or unloading, or while your belongings are in transit, unless we are carrying out that work ourselves.

Part 2 The key points, before you sign

Please read the full Terms and Conditions. These are the points that matter most.

IF YOU DO NOT PAY — WHAT HAPPENS, AND WHEN

These steps happen **automatically**, measured from the date your payment was due. We do not have to write to you first for them to take effect.

Day	What happens
1	Late payment charge applies and interest starts
7	**Your access is restricted and your room is overlocked**
14	Your account is in default
30	**This Agreement ends automatically.** We may open your room, record and photograph the contents, remove your belongings into storage elsewhere, and re-let the room. We will send you a Final Notice giving you 30 days to pay and collect.
60	**We may sell or dispose of your belongings** to recover what you owe

Paying in full at any point stops this. If you are struggling, talk to us early — we would far rather sort it out than clear your room.

Clause	What it says
2.3	You must own what you store, or have the owner's permission.
3.2	Your price is paid monthly in advance.
3.7, 3.8	Household prices include VAT; business prices exclude it. The late payment, removal and holding charges are set out in clause 3.8.
16.1	**We send formal notices to the email address on your Pricing Confirmation.** Tell us if it changes.
4.3	You must lock your room properly every time you leave.
6.2	Some things must never be stored — fuel, gas, paint, solvents, fireworks, weapons, perishable food, plants and animals among them.
6.3	Lithium-ion batteries, e-bikes and e-scooters may not be stored without written permission, and may never be charged on site.
9	Store Hub Protect is included. **The cover included with your room is the most we will pay**, and you must tell us if what you store is worth more.
9.5	If what you store is worth more than the figure on your Pricing Confirmation, anything we pay is reduced in proportion.
Sch 1	Cover is for named events only — not damp, mould, rust, temperature damage, wear and tear, or theft without forced entry. A **£50 claims administration charge** is deducted from any settlement.
14.1	**30 days' written notice** to end this Agreement, from either of us.
14.4	**If you move out early we credit back the unused days you have already paid for**, from the day your room is emptied and handed back.
14.5	Household customers may cancel within 14 days of signing. This does not apply to business customers.

Part 3 Terms and Conditions

1. Definitions

1.1 In these Conditions: **Agreement** means the Contract Form together with these Conditions and Schedule 1. **ACP** means the Alternate Contact Person nominated by the Customer. **Business Customer** means a Customer entering into this Agreement wholly or mainly for the purposes of a business, trade, craft or profession, as recorded on the Contract Form. **Business Day** means any day other than a Saturday, Sunday or public holiday in England and Wales. **Consumer** means a Customer who is an individual entering into this Agreement wholly or mainly for purposes outside any business, trade, craft or profession. **Contract Form** means the Pricing Confirmation issued by the Operator and signed by the Customer, which records the Unit, the charges, the term and any conditions agreed with that Customer, and which forms part of this Agreement. **Debt** means all sums owed by the Customer to the Operator including Storage Fees, interest, late payment charges, administration charges, removal and holding charges, costs and legal expenses. **Declared Value** means the replacement value of the Goods confirmed by the Customer on the Contract Form and as updated from time to time. **Due Date** means the payment date specified in the Contract Form. **Goods** means all property placed by or on behalf of the Customer within the Unit or on the Site. **Operator, We, Us** or **Our** means The Store Hub UK Group Limited trading as The Store Hub. **Site** means The Store Hub, Whessoe Road, Darlington, DL3 0QP. **Store Hub Protect** means the protection described in clause 9 and Schedule 1. **Storage Fee** means the combined charge for the Unit and Store Hub Protect specified in the Contract Form or as revised under this Agreement. **Unit** means the storage room or other storage space allocated to the Customer by the Operator. **Customer, You** or **Your** means the person, company, organisation or other entity entering into this Agreement with the Operator.

2. Licence to store

2.1 Provided the Customer pays all amounts due and complies with the Agreement, the Operator grants the Customer a personal licence to use the allocated Unit for storage only. The Agreement does not create a tenancy, lease or other right to exclusive possession of land.

2.2 The Unit is provided solely for storage. The Customer must not use the Unit or the Site as living accommodation, sleeping accommodation, an office, workshop, retail premises or for any other purpose not expressly permitted by the Operator.

2.3 The Customer confirms and warrants that they own the Goods or have full authority from the owner to store and otherwise deal with them.

2.4 The Customer has sole responsibility for knowing what is contained within the Unit and for ensuring the Goods are lawful and permitted under the Agreement.

2.5 The licence is personal to the Customer and may not be assigned, transferred, shared or sublicensed without the Operator's prior written consent.

3. Charges and payment

3.1 The Customer must pay the first Storage Fee before moving Goods into the Unit.

3.2 Storage Fees and other recurring charges are payable in advance on a monthly basis unless the Contract Form states otherwise. The Storage Fee is a single combined charge for the Unit and Store Hub Protect.

3.3 Payments must be made by a payment method accepted by the Operator. Once notified of The Store Hub payment arrangements, the Customer must not make payment to any previous operator or to any previous bank account.

3.4 The Operator may charge the late payment charge and the removal and holding charges set out in clause 3.8, and may recover reasonable costs arising from failed or late payments, debt recovery, cleaning, repair, removal, disposal, replacement locks or keys, returned payments or other costs caused by the Customer's breach of the Agreement. These charges reflect the Operator's reasonable costs and are not a penalty.

3.5 If any payment remains unpaid after the Due Date, the Operator may charge interest at 4% a year above the Bank of England base rate or, where the Customer is a Business Customer, at 8% a year above the Bank of England base rate in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, and exercise the rights set out in clause 11.

3.6 The Operator may vary Storage Fees or other charges by giving at least 30 days' written notice. Continued use of the Unit after the revised charge takes effect will constitute acceptance of the revised charge.

3.7 Charges shown to a Consumer include VAT. Charges shown to a Business Customer exclude VAT, and VAT is added at the prevailing rate. The Contract Form records which applies.

3.8 The following charges apply to this Agreement. The amount including VAT is payable by a Consumer; a Business Customer pays the amount excluding VAT, with VAT added at the prevailing rate.

Charge	Excluding VAT	Including VAT	When
Late payment charge	£12.50	£15.00	Each time a payment is missed or returned
Removal charge, Unit under 100 sq ft	£62.50	£75.00	One-off, where clause 11.6 applies
Removal charge, Unit of 100 sq ft or more	£125.00	£150.00	One-off, where clause 11.6 applies
Holding charge	£8.33	£10.00	Each week the Operator holds the Goods

4. Site access, locks and security

4.1 Access to the Site and Unit is subject to the published access hours, security procedures, payment status, operational requirements and any temporary restrictions notified by the Operator.

4.2 The Customer must comply with all access procedures and must not give or disclose keys, access codes, fobs or other means of entry to any person who has not been authorised by the Customer and, where required, by the Operator.

4.3 Unless the Operator provides or controls the locking system, the Customer is responsible for securely locking the Unit with a suitable lock and for keeping all keys and access credentials secure. **The Customer must lock the Unit on every occasion they leave it.**

4.4 The Operator may suspend or refuse access where any Debt is outstanding, where there is a security, fire, health and safety, operational or legal concern, or where the Operator reasonably suspects a breach of the Agreement.

4.5 The Operator may enter the Unit, including by cutting or removing a lock, where reasonably necessary to carry out inspection, maintenance or repairs; in an emergency; to investigate suspected prohibited Goods; to comply with law or an insurer requirement; or to exercise a right of relocation, removal, sale or disposal under the Agreement.

5. Customer obligations

5.1 The Customer must use the Site and Unit carefully, safely and lawfully and must not cause nuisance, obstruction, damage, danger, disturbance or inconvenience to the Operator, other customers, neighbours or visitors.

5.2 The Customer must keep the Unit clean and in good condition and must not alter, damage, overload, obstruct or interfere with any part of the Unit, building, fire protection, alarm, CCTV, access-control or electrical systems.

5.3 The Customer must ensure that the Goods are suitably packed and stored and, where appropriate, raised from the floor or otherwise protected against ordinary condensation, temperature changes and contact with walls or floors.

5.4 The Customer must promptly notify the Operator of any change of postal address, email address, telephone number, ACP or payment details.

5.5 The Customer should inspect the Goods periodically and promptly notify the Operator of any apparent loss, damage, water ingress, pest issue, access problem or security concern.

6. Prohibited activities and goods

6.1 The Customer must not carry out welding, grinding, cutting, spraying, cooking, smoking, use of naked flames, battery charging, fuel transfer, vehicle repair or any activity creating heat, sparks, fumes, odours, dust, excessive noise, vibration or increased fire risk.

6.2 The Customer must not store or bring onto the Site food or perishables likely to attract pests; living animals or creatures; plants; waste; flammable liquids or gases; petrol, diesel or other fuels; gas cylinders; paint or solvents; firearms, ammunition or weapons; explosives; fireworks; toxic, radioactive, biological or hazardous substances; illegal or stolen goods; or any item which may cause danger, nuisance or damage.

6.3 Lithium-ion batteries, e-bikes, e-scooters, hoverboards, battery packs, large power banks or similar battery-powered items must not be stored unless expressly permitted in writing by the Operator. Charging any such item on the Site is prohibited.

6.4 The Operator may require immediate removal of prohibited or unsuitable Goods and may take reasonable steps to make such Goods safe where necessary. The Customer is responsible for the reasonable costs arising from their breach of this clause.

7. Deliveries, collections and third parties

7.1 The Customer must not use the Site as a registered office, postal address, business trading address or delivery address unless the Operator has agreed in writing.

7.2 The Operator is not obliged to accept deliveries, collections or visitors for the Customer. If the Operator agrees to do so, it acts as the Customer's agent and at the Customer's risk and may require written authority before releasing Goods, keys or access credentials.

7.3 The Customer is responsible for the acts and omissions of any family member, employee, contractor, agent, courier or other person who accesses the Site or Unit using the Customer's permission or access credentials.

8. Relocation or substitution of unit

8.1 The Operator may require the Customer to move to another unit of comparable size or suitability where reasonably required for operational, maintenance, safety, refurbishment, development, security or other reasonable business purposes.

8.2 The Operator will give reasonable notice where practicable. In an emergency, or where the Customer fails to move the Goods after reasonable notice, the Operator may arrange for the Goods to be moved using reasonable care and may charge the reasonable costs to the Customer where the move results from the Customer's breach.

9. Store Hub Protect

9.1 Store Hub Protect is included in the Storage Fee for the duration of this Agreement. It is not optional and is not separately charged.

9.2 Store Hub Protect is the Operator's agreement to accept responsibility for physical loss of or damage to the Goods in the circumstances set out in Schedule 1, up to the Declared Value. **It is not a contract of insurance. The Operator is not an insurance company and does not act as the Customer's insurance agent.** The Operator arranges its own cover to stand behind the responsibility accepted under this clause.

9.3 **The Customer must declare the full replacement value of all Goods stored and keep that figure up to date throughout the storage period.** The level shown against the room size in Part 1 is included at no additional charge. Where the Goods are worth more, the Customer must tell the Operator and pay the additional charge recorded on the Contract Form.

9.4 The Customer is solely responsible for the Declared Value. The Operator does not advise on the value of the Goods. The Operator's liability will not exceed the Declared Value, the actual value of the Goods lost or damaged, or any lower limit stated in Schedule 1 or the Contract Form, whichever is the lowest.

9.5 **If the Declared Value is less than the actual total replacement value of the Goods at the time of loss or damage, any amount payable will be reduced in the same proportion that the Declared Value bears to that actual value.**

9.6 The Customer must notify the Operator of any loss or damage as soon as reasonably practicable and provide full details and reasonable evidence of the loss, damage and value of the Goods. Where liable, the Operator may at its option repair, replace or compensate in accordance with Schedule 1.

10. Liability

10.1 Nothing in the Agreement limits or excludes liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any liability which cannot lawfully be limited or excluded.

10.2 Subject to clause 10.1 and the responsibility accepted under Store Hub Protect, the Operator is not liable for loss of or damage to Goods except to the extent caused by the Operator's negligence or other breach of duty for which liability cannot lawfully be excluded or limited.

10.3 The Operator is not liable for indirect or consequential loss, loss of profit, loss of business, loss of goodwill, loss of anticipated savings, loss of data, business interruption or loss arising from delay or restricted access, except where such liability cannot lawfully be excluded.

10.4 The Customer is responsible for and must reimburse the Operator for reasonable losses, liabilities, costs and expenses caused by the Customer's breach of the Agreement, prohibited Goods, unsafe storage or damage caused by the Customer or persons for whom the Customer is responsible.

10.5 The Customer is responsible for deciding whether the Unit and Site are suitable for the Goods and should not rely on oral statements unless confirmed in writing by the Operator.

11. Non-payment, default, lien, sale and disposal

11.1 **The Customer agrees that the following will take effect automatically, measured from the Due Date, without the Operator being required to give any further notice for them to apply:**

Day	What takes effect
1	The late payment charge becomes payable and interest begins to run under clause 3.5
7	Access is restricted and the Unit may be overlocked
14	The account is in default and the Operator's lien over the Goods applies
30	This Agreement terminates automatically. Clause 11.6 applies
60	Thirty days after the Final Notice is served, the Operator may sell or dispose of the Goods under clause 11.8

11.2 Payment of all sums due at any point before sale or disposal stops the steps in clause 11.1 and, where the Operator agrees in writing, the Agreement may be reinstated.

11.3 Nothing in clause 11.1 prevents the Operator from acting sooner where immediately required for safety, legal, environmental, pest or contamination reasons.

11.4 The Operator is not obliged to exercise any of the rights in clause 11.1 on the day they arise, and may exercise them at any time afterwards. A delay in doing so does not waive the right.

11.5 The Operator shall have a general and particular lien over the Goods as security for the Debt.

11.6 **On termination under clause 11.1 the Operator may open the Unit, make a written and photographic record of its contents, remove the Goods and store them elsewhere at the Customer's cost, and re-let the Unit.** The removal and holding charges set out in clause 3.8 then replace the Storage Fee and the Goods remain subject to the lien.

11.7 The Operator will serve a Final Notice stating that the Goods are held, where, the sum required to recover them, and that they will be sold or disposed of if payment is not made and the Goods not collected within **30 days**. It is served under clause 16 and need not be repeated, confirmed or re-served.

11.8 If the Debt remains unpaid and the Goods are not collected within that period, the Operator may sell, dispose of, recycle, donate or otherwise deal with the Goods.

11.9 Proceeds are applied first to the reasonable costs of entry, removal, storage, valuation, advertising, sale, disposal and administration, and then to the Debt. Any surplus is held for the Customer for **6 months** and, if unclaimed, may be retained by the Operator subject to applicable law.

11.10 The Operator is not required to achieve any particular sale price and may dispose of Goods which are unsaleable, contaminated, hazardous, perishable, of low value or where the likely cost of sale exceeds the likely proceeds.

12. Items left outside units or after termination

12.1 Goods left unattended in corridors, loading bays, reception, car parks, communal areas or outside a Unit may be removed immediately where they create an obstruction, safety or security risk. The Customer is responsible for reasonable removal and disposal costs.

12.2 Where the Agreement ends other than under clause 11 and Goods remain in the Unit, the Operator may continue charging Storage Fees and reasonable costs until the Goods are removed or otherwise dealt with in accordance with clause 11.

13. Health and safety

13.1 The Customer must comply with all Site signs, fire procedures, access instructions, health and safety rules and reasonable directions issued by the Operator.

13.2 If a fire alarm sounds, the Customer must immediately leave by the nearest safe exit, go to the designated fire assembly point and not re-enter until authorised.

13.3 The Customer must promptly report any accident, injury, fire, near miss, dangerous occurrence, spill, damage, security incident or trapped-person or access issue.

13.4 The Operator does not provide lifting, moving, packing or loading assistance unless expressly agreed in writing. The Customer is responsible for the safe lifting, carrying, loading and unloading of Goods.

14. Termination

14.1 Either party may terminate the Agreement by giving at least **30 days' written notice** unless a shorter notice period is specified in the Contract Form or agreed in writing.

14.2 The Agreement terminates automatically where clause 11.1 applies. The Operator may also terminate immediately or on shorter notice if the Customer is in material breach, prohibited Goods are stored, the Site is put at risk, the Customer causes serious nuisance or the Operator is required to terminate by law or an insurer.

14.3 On termination, the Customer must remove all Goods, leave the Unit empty, clean and undamaged, remove any Customer-owned lock if required, return access devices and pay all outstanding sums.

14.4 **Where the Customer removes all Goods and vacates the Unit before the end of a period for which payment has already been made, the Operator will credit the unused days on a pro rata basis.** The credit is calculated from the day the Unit is emptied and handed back, as recorded on the Move Out Confirmation. No credit is given where the Agreement ends under clause 11.1, or in respect of a fixed term ended early other than by agreement.

14.5 Where the Customer is a Consumer, the Customer may cancel this Agreement within 14 days of signing it. Where storage has begun at the Customer's request before the end of that period, the Operator may charge for the period used. **This right does not apply to a Business Customer.**

15. Data protection, CCTV and communications

15.1 The Operator may process the Customer's personal information for the purposes of operating the Agreement, managing payments, access control, security, debt recovery, customer service, legal compliance and Store Hub Protect.

15.2 The Site may be monitored by CCTV, alarms, access-control and other security systems for safety, security, crime prevention, investigation, access management and property protection.

15.3 Where the Customer has consented, or where otherwise permitted by law, the Operator may send marketing communications, customer service updates and requests for reviews or feedback. The Customer may opt out of marketing at any time.

15.4 Where the Customer provides the details of an ACP or any other third party, the Customer must provide that person with a copy of the Operator's privacy notice.

15.5 The Operator's current privacy policy and contact details are available from the Operator and at thestorehub.co.uk.

16. Notices

16.1 **Notices to the Customer are sent by email to the email address shown on the Contract Form**, unless the Operator chooses to use post or hand delivery as well or instead. The Customer must keep that email address current under clause 5.4, and a notice sent to it is validly served whether or not the Customer still uses it.

16.2 A notice sent by first-class post is deemed received two Business Days after posting. A notice sent by email is deemed received when sent provided no delivery failure notice is received. Hand delivery is deemed received when delivered.

16.3 Notices to the Operator must be sent using the contact details shown on the Contract Form or otherwise notified by the Operator.

17. Changes to terms

17.1 The Operator may amend these Conditions, Schedule 1 or Site rules by giving at least 30 days' written notice, except where an earlier change is reasonably required by law, regulation, safety, security, an insurer, an emergency or another circumstance outside the Operator's reasonable control.

17.2 If the Customer continues to use the Unit after revised Conditions take effect, the Customer will be deemed to have accepted them, subject to any rights the Customer has under applicable consumer law.

18. General

18.1 The Agreement constitutes the entire agreement between the parties relating to storage of the Goods and supersedes prior discussions or representations not recorded in writing.

18.2 The Customer may not transfer or assign the Agreement without the Operator's prior written consent. The Operator may transfer or assign the Agreement to a purchaser, group company, funder or successor operator of the Site or business, subject to applicable law.

18.3 Except for any person expressly identified in the Agreement as having enforcement rights, a person who is not a party to the Agreement shall not have any right to enforce it under the Contracts (Rights of Third Parties) Act 1999.

18.4 If any provision is invalid or unenforceable, the remaining provisions will continue in force.

18.5 A failure or delay by either party to exercise a right does not waive that right.

18.6 Where two or more Customers are named on the Contract Form, each is liable jointly and severally for all obligations under the Agreement.

19. Force majeure

19.1 The Operator is not responsible for delay, interruption, closure, restricted access or failure to perform obligations caused by circumstances outside its reasonable control, including fire, flood, storm, power or utility failure, civil emergency, industrial action, government action or security incident.

20. Governing law and jurisdiction

20.1 The Agreement is governed by the laws of England and Wales.

20.2 The courts of England and Wales have jurisdiction to settle any dispute or claim arising out of or in connection with the Agreement, subject to any mandatory consumer rights which cannot lawfully be excluded.

Schedule 1 Store Hub Protect — what is and is not covered

This Schedule forms part of the Agreement and applies to every Customer.

A. What is covered

A.1 The Operator accepts responsibility for physical loss of or damage to the Goods, up to the Declared Value, where caused by any of the following:

- Fire, lightning, explosion or earthquake
- Storm or flood
- Bursting or leaking pipes, or ingress of water or other liquid into the Unit
- **Theft, but only where accompanied by forcible or violent entry to or exit from the Unit or the Site**
- **Moth, insect or vermin damage, but only where caused by a source external to the Customer's own Unit**
- Riot, strike, civil commotion or malicious damage
- Impact by a vehicle, or by an aircraft or articles dropped from one
- Accidental loss or damage caused by the Operator or those acting for it

A.2 In all other cases the Operator's liability is determined under clause 10 rather than under Store Hub Protect.

A.3 Store Hub Protect applies from the time the Goods are placed into the Unit until they are removed from it. **It does not apply during loading or unloading, or while the Goods are in transit**, unless that work is carried out by the Operator.

B. How a claim is settled

B.1 Where liable, the Operator may at its option repair, clean, replace or pay compensation, whichever is the lesser sum.

B.2 **Where an item is totally lost or destroyed, settlement is on a new for old basis** — the cost of replacing the item as new, provided the replacement is substantially the same as, but not better than, the original was when new. This does not apply to:

- **Household linen and clothing**, and **motorcars, motorbikes, boats, caravans, motorhomes and any other motorised vehicle** — settled at market value allowing for age, quality, degree of use and existing damage
- **Any Goods which cannot be purchased new**, such as antiques or works of art — settled at current market value
- **Documents** — settled at the physical cost of replacing, reprinting or reissuing them, excluding the value of the information they contain

B.3 Where Goods form part of a pair or set, liability is limited to the item physically lost or damaged and does not extend to the value of the pair or set as a whole, or to any reduction in the value of the remaining items.

B.4 The Operator does not pay for depreciation following repair or restoration, or for any value which is purely sentimental.

B.5 **A claims administration charge of £50 is deducted from any settlement** to cover the Operator's costs of handling the claim.

B.6 Any settlement is subject to the proportional reduction in clause 9.5 where the Declared Value was less than the actual total replacement value of the Goods.

> **A WORKED EXAMPLE**
>
> Your Goods are worth £20,000 to replace. You declared £12,000. A fire damages £5,000 worth of belongings.
>
> You declared 60% of the true value, so we settle 60% of the claim — £3,000 — less the £50 claims administration charge. **You receive £2,950.** Had you declared the full £20,000, you would have received £4,950.

C. What is not covered — causes

C.1 There is no liability under Store Hub Protect for loss of or damage to the Goods caused by or resulting from:

- **Damp, mould, mildew or rust**
- **Extremes of temperature, condensation or other atmospheric or climatic conditions**
- **Wear and tear, rust or gradual deterioration of any kind**
- Inherent defect in the Goods, or insufficiency of insulation or packaging
- Electrical or mechanical derangement, unless caused by external means
- **Goods going missing with no evidence of forcible entry**, or any unexplained shortage
- Leakage of liquid from a receptacle or container belonging to the Customer
- The Customer's own deliberate act or omission
- Shortage in weight, evaporation, loss of market or delay
- War, invasion, civil war, rebellion, insurrection, confiscation or requisition by any government or public authority, and acts of terrorism
- Radioactive contamination, chemical, biological or electromagnetic weapons, and sonic booms
- Cyber events, malicious code, computer viruses or electronic process disruption
- Communicable disease, or the fear or threat of one

C.2 There is no liability for consequential or indirect loss, including loss of profit, goodwill, business interruption, anticipated savings or data.

D. What is not covered — goods

D.1 Store Hub Protect does not apply to the following, which must not be stored at the Site:

- **Money, coins, bank notes, cheques, bonds, securities and other financial instruments**
- **Bullion, precious stones and precious metals**
- **Furs exceeding £100 in value**
- Living creatures and plants
- Dangerous drugs
- **Manuscripts, other documents, and data held on any electronic medium**
- Perishable items and anything requiring a controlled environment
- Goods likely to encourage vermin or other pests, or to cause infestation or contamination
- Weapons, arms, ammunition, explosives, and any parts, accessories or materials for them
- Items unique in nature, or whose value cannot reasonably be assessed on a financial basis
- Illegal, counterfeit, smuggled, unlicensed or unsafe items

D.2 Where any of the above is stored in breach of clause 6, the Customer bears the risk of loss or damage to them.

E. Claims and customer duties

E.1 The Customer must notify the Operator as soon as reasonably practicable. The Operator will provide the claim form and claims handler details.

E.2 The Customer must provide reasonable evidence of ownership, value and the loss — receipts, photographs or valuations — on request.

E.3 The Customer must be up to date with all Storage Fees for Store Hub Protect to apply.

E.4 The Customer must co-operate with the Operator and with any claims handler or loss adjuster appointed to manage the claim.

E.5 If the Customer knowingly provides misleading, false or exaggerated information in connection with a claim, the Operator may reject it, withdraw Store Hub Protect and recover its reasonable costs.

E.6 The Customer must examine the Goods carefully on removal and notify the Operator immediately of any loss or damage.

Part 4 Your declaration and signature

CUSTOMER NAME | **AGREEMENT NUMBER** | **ROOM NUMBER**

1. The storage agreement

By signing below I confirm that:

- I have been given a full copy of these Terms and Conditions and Schedule 1, and I have read, understood and accept them
- I have signed a Pricing Confirmation, which forms part of this Agreement, and the customer type recorded on it — household or business — is correct
- I accept the charges shown on my Pricing Confirmation
- I own the Goods I am storing, or I have the owner's authority to store them
- I must not store the prohibited items listed in clause 6.2, and must not store or charge lithium-ion batteries or similar items without written permission
- **I have read clause 11 and understand that if I do not pay, my access is restricted on day 7, this Agreement ends automatically on day 30, my belongings may be removed and my room re-let, and my belongings may be sold or disposed of from day 60**
- 30 days' written notice is required to end this Agreement
- Where I am a consumer, I understand I may cancel within 14 days of signing, and that if storage has already begun my refund will reflect the time used. This right does not apply to business customers

Signature | Print name | Date

2. Store Hub Protect and your declared value

Store Hub Protect is included in your price. By signing below I confirm that:

- I have read and understood Schedule 1, including what is **not** covered
- I understand Store Hub Protect is not insurance, and that The Store Hub is not an insurance company and does not act as my insurance agent
- **The value I declare below is the full replacement value of everything I am storing** — not the amount of cover I would like
- **If I declare less than my belongings are worth, any settlement is reduced in the same proportion**
- A £50 claims administration charge is deducted from any settlement
- I will keep my declared value up to date and will tell The Store Hub if I add to what is stored
- Cover applies only while my belongings are in my room, not while loading, unloading or in transit

TOTAL REPLACEMENT VALUE DECLARED | **INCLUDED WITH THIS ROOM** | **ADDITIONAL COVER AND CHARGE**

Signature | Print name | Date

Part 5 For and on behalf of The Store Hub

The Store Hub UK Group Limited

This Agreement is pre-signed by the Operator and dated at issue. It is signed by the Customer together with the Pricing Confirmation.

Andrew Hobson

Andrew Hobson, General Manager

Date of issue

YOUR COPY

A copy of this signed Agreement, the Terms and Conditions and Schedule 1 will be given to you and retained by The Store Hub. A larger print version is available on request.

If anything in this document is unclear, please ask before you sign. We would always rather explain it now than have it come as a surprise later.

The Store Hub is a trading name of The Store Hub UK Group Limited, registered in England and Wales, company number 17359038. Registered office: The Creamery, Wrenbury Industrial Estate, Station Road, Wrenbury, Cheshire, CW5 8EX. VAT registration number 525 9265 71.
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