

Terms & Conditions

A. Prohibited Uses. Customer may only use the New York Concierge Storage for storing Customer's personal property. Customer may NOT:

- Allow anyone else to use their New York Concierge Storage account unless they're signed as an additional user on the contract.
- Use the New York Concierge Storage for any illegal purposes.
- Store guns, ammunition, weapons and/or illegal drugs. Marijuana is considered illegal even if it is legal in the state where New York Concierge Storage is located.
- Store or abandon hazardous materials, including, without limitation, substances that are toxic, reactive, volatile, flammable, explosive, hazardous, or corrosive, or that are, at any time, regulated by state, Federal or local authorities.
- Store items with an aggregate value of more than \$5,000 unless Owner has expressly consented in writing to a higher value. Customer's purchase of insurance from any provider in an amount greater than \$5,000 will not be considered Owner's consent to the storage of Contents in excess of \$5,000.
- Store animals, food or other perishable items.
- Store items that, in Owner's determination, attract vermin, create a nuisance, have a noxious odor or stench, or endanger the safety or health of people or the environment.

B. Storage Access:

- Customers are not allowed access to pick up their property at New York Concierge Storage warehouses, (unless authorized) due the liability of New York Concierge Storage customer items.

C. Unsecured & Locked items:

- It is the responsibility of New York Concierge Storage customers to place locks on their individual items prior to pick up.
- Owner may have New York Concierge Storage place a new lock on any of their possessions that is not secured by a lock, only after a New York Concierge Storage lock waiver form has been signed by the customer. Customers will pay for the costs of the new lock and any other costs incurred by Owner in connection with the new lock.

D. Security:

- Any security systems where New York Concierge Storage stores customer items such as fences, gates, or video cameras are for New York Concierge Storage's protection only. Customer may not rely on these security systems to protect their contents.

E. Law Enforcement Directives:

- New York Concierge Storage cooperates with law enforcement officials in all reasonable respects including, without limitation, allowing law enforcement officials to comply with and enforce search warrants, and providing business records (excluding financial information), video footage, and subpoenaed documents to law enforcement officials.

F. Pricing & Fees:

- Customers will not receive an invoice for the Monthly Rent unless Customers pay a monthly invoice fee in the amount determined by Owner.

- The Agreement does not include all fees, expenses, or charges that Customers may be required to pay under the Agreement, and Owner reserves the right to charge additional fees.

- Owner reserves the right to increase, decrease, supplement, or otherwise modify any fees or charges in the Agreement by either sending advance notice directly to the Customer, or posting advance notice of any such change on this website or in the office.

- The list of fees set forth in this Agreement is not all inclusive and additional fees may apply.

Pricing for all Services shall be in accordance with the price list on the Website. In addition to such Fees, various Additional Charges may apply as described in this section. New York Concierge Storage shall charge and the Customer agrees to pay any and all of the additional Charges applicable to the Customer. Such Additional Charges are intended to compensate New York Concierge Storage for the additional expenses it incurs as a result of the deviation from standard procedures and practices of the Services.

Out of Window Pickup – Pickup outside of the window of potential Pickup Times shall result in a \$30 fee for the Customers who store fewer than five (5) Items.

Out of Window Delivery – Delivery outside of the window of potential Delivery Times shall result in a \$30 fee per delivery.

Last Minute In Room Addition – There shall be an additional fee of \$15 (\$30 total) for an in room Pickup or Delivery that is requested within one hour of the Pickup or Delivery Time.

Overweight Box – There shall be an additional fee of \$25 for any box weighing over 70lbs.

Unthawed Fridge – There shall be an additional fee of \$25 for any refrigerator not completely thawed out prior to pick up.

Pickup Cancellation/Rescheduling – The Customer shall pay \$30 per rescheduling if notice is not given at least 48 hours prior to the Pickup Time.

Distant Delivery – If the Delivery Location is outside of the five (5) mile radius of NCS service area, the Customer shall pay a \$10 fee per mile outside of the radius.

Disposal of Items – In the event that Customer does not wish to have their Items returned, the Customer shall pay \$25 per Item for the handling and disposal of the Item.

Promotional Prices – All promotional discounts shall apply only to the Fees required for your selected Services. Discounts shall not apply to any Additional Fees

Outstanding Balance – Accounts with an outstanding balance after seven (7) days from the time customer's bill due date shall be assessed a \$25 late payment fee. An additional \$25 shall be charged 10 days after the first late payment fee is applied. Once until full payment is received

Stairs or Stairwell - Each flight of stairs per floor is an additional \$10. If floors exceed 3 levels or flights additional charges may apply.

G. Temperature:

- If a customer doesn't request climate control storage, their item will be stored in a non-climate controlled area of New York Concierge Storage's warehouse.
- When New York Concierge Storage warehouses are designated as a "temperature controlled", it means that there's reasonable efforts to maintain a temperature in the building where the customers items are located between 55 and 80 degrees Fahrenheit. The temperature control may be accomplished through any type of system.

H. Accepted Payment Method:

- A Customer's payments may be made in credit card or debit card. Owner may accept other forms of payment at Owner's sole discretion.
- A customer's payment who is in default may take 3-5 business days before being approved.

I. Customer Conduct While on Premises:

- Customers and Employees shall conduct themselves appropriately while at pick up and drop off location. Any type of harassment toward New York Concierge Storage customers and employees, foul language, boisterous behavior or other behavior that interferes with New York Concierge Storage business or negatively affects its employees or customers will not be tolerated.

J. Pick Up Policy:

- Prior to New York Concierge Storage's pickup of a Customer's goods (the "Pickup"), Boston Concierge Storage shall require the Customers to select a specific location (the "Pickup Location") at a set time and date (the "Pickup Time") for the Delivery within a window of Pickup Times determined by the Company. The Customer agrees to be present at the Pickup Location during the Pickup Time.

The Customer agrees and acknowledges that failure to cancel or reschedule the Pickup within 48 hours of the Pickup Time shall result in a \$30 fee.

K. Delivery:

- Prior to New York Concierge Storage's delivery of the Customer's Items (the "Delivery"), Boston Concierge Storage shall require the Customers to select a specific location (the "Delivery Location") at a set time and date (the "Delivery Time") for the Delivery. The Customer agrees to be present at the Delivery Location during the Delivery Time. The Customer agrees and acknowledges that failure to be at the Delivery Location at the Delivery Time may result in a \$25 missed appointment fee. If the Customer is not present for the Delivery, the customer may assign someone else to receive their possessions and indicate that the Items were delivered in acceptable condition. In advance of the Delivery, the Customer may also permit New York Concierge Storage, via written correspondence, to leave the Items in any location specified by the Customer.

If a Customer request that their items be shipped outside New York Concierge Storage service radius via 3rd party carriers (UPS, Fed Ex, U.S Postal Service) customer shall pay for all Shipment fees, as defined in the Pricing and Fees section of these Terms. The customer also understands that New York Concierge Storage is not responsible for their items once they are in the possession of a 3rd party carrier.

The Customer acknowledges that Delivery of the Items, shall be permitted only upon payment of the Fees as noted in the Pricing and Fees section of these Terms. The Customer shall pay a fee, as defined in Boston Concierge Storage's Pricing and Fees section of these Terms, for any request for the Delivery of the Items outside of the window of Delivery Times predetermined by the Company. Changes to the Delivery Date or Delivery Location must be communicated to New York Concierge Storage at least fourteen (14) days prior to either the original Delivery Date or a modified Delivery Date, whichever is earlier. Modification of the original Delivery Date may require the Customer to pay additional fees pursuant to the Pricing and Fees section of these Terms.

L. PACKING AND ADDITIONAL PROTECTION OF THE ITEMS:

- The Customer shall read and accept the packing tips as listed on the Website. The Customer agrees that the packing of the Items is the sole responsibility of the Customer.

New York Concierge Storage offers additional protection for the Items per the Customer's request. This service is available for an additional \$6.99 per moving blanket and \$6.89 per mattress bag. The Customer understands that this protection is to be applied to the Item by the customer. Examples of such additional protection include, but are not limited to, moving blankets, plastic wrap, bubble wrap, and garbage bags.

M. PAYMENT POLICY:

- The Customers shall pay for the Services via credit card/debit card. New York Concierge Storage shall utilize a third-party payment processor, ("Pay pal," or the "Payment Processor") to handle your payment for the Services. You authorize the Payment Processor to bill you for the fees, taxes and other charges (the "Fees") required for the Services you select. The Company shall not have access to or store any of your personal financial information.

New York Concierge Storage representatives accept payments in person in form of credit/debit card. In the event that incorrect credit card information is given or payment processing is inhibited in any way, the Customer shall remain responsible for payment of all Fees to New York Concierge Storage until the Customer pays the Fees in full and such Fees are received by Storage Boston Concierge Storage. Should the Customer fail to pay the remaining balance, New York Concierge Storage reserves the right to retain such Customer's Items until full payment is received. The Customer understands and acknowledges that delayed payments may cause the delay of the Delivery as well as the assessment of additional fees (the "Additional Charges") due to rescheduling. The Customer acknowledges that failure to pay any invoice will result in being sent to collections and is responsible for all collection fees. Accounts that are unable to be collected and are not paid within the Storage Period may result in the holding of the Customer's Items as collateral. If payment is not made when due, the Customer's Items may be sold, donated, or otherwise disposed of if the Customer fails to pay the balance due. The Customer acknowledges that the Customer's failure to be present at the Delivery Time and the Customer's subsequent failure to communicate with New York Concierge Storage concerning an alternate arrangement for the Delivery shall constitute the abandonment of the Items. New York Concierge Storage shall attempt to contact the customer a minimum of four times to collect the outstanding Fees and make arrangements to return the Items to the Customer. If the Customer fails to respond to New York Concierge Storage after four attempts, and more than two weeks has passed after the Delivery Time, New York Concierge Storage reserves the right to dispose of the Items as the Company sees fit.

COMPANY TERMS OF SERVICE / COPYRIGHT INFORMATION

PROVIDE LEGAL INFORMATION RELEVANT TO YOUR COMPANY.