



## DOING BUSINESS WITH DOOR TO DOOR SERVICE AGREEMENT

- **Container Dimensions:** Unless otherwise specified, you will be delivered ecologically friendly solid wood framed storage container(s) with weather resistant covers. The dimensions and holding capacity are:
  - Outside dimensions are 5 feet wide by 8 feet long by 7 feet tall.
  - Inside storage space is approximately 56 inches wide x 93 inches long x 77 inches tall.
  - Door opening is approximately 46 inches wide x 74 inches tall.
  - Holds up to 2000 pounds of possessions.
- **Container Placement:** The delivery team will use best efforts to place the storage container(s) in an appropriate and convenient location for packing. It is your responsibility to ensure there is ample space for each container delivered. The dimensions are the equivalent of an average parking space. There must also be clearance up to 12' high to allow the forklift to operate. Any container placement that requires the driver to maneuver on personal property with the forklift or truck requires a signed approval by you at delivery. You are also responsible for container or cover damage while the container(s) are located on your premise.
- **Permit Fees:** Many cities require permits to drop or maintain container(s). You will be responsible for complying with all local requirements and paying any permit fees. In certain cities, Door to Door can obtain permits on your behalf. If this service is provided, Door to Door may obtain permits up to 10 business days before delivery and if fees apply, charge your credit card. If you reschedule your reservation after the permit has been acquired, a new permit and additional fees may be necessary. All permit fees are non-refundable.
- **Present at Delivery:** You or a designated representative must be present at the delivery address to confirm container placement. If no one is present when the driver arrives, the reservation will be cancelled and result in a cancellation fee. You are not required to be home when the container is picked up full or when the container is picked up empty.
- **Storage and Access to Container(s):** After you have filled the container(s), pick-up will occur and the container(s) will be transferred to a Door to Door environmentally controlled storage center. You can access your container(s) during normal business hours, Monday through Saturday. Hours and days of operations will vary by location. A 24-hour advance notice is required. A nominal fee may apply for same day access.
- **Delivery of Possessions:** Filled storage container(s) will be redelivered to your destination based on truck availability.
  - **For Moving Only:** If your container(s) are moving to a new city and you have not selected a preferred delivery date before your possessions arrive at the designated facility, your delivery date will be subject to availability. Your final destination address must be in Door to Door's delivery area. For more information on each market's delivery area, visit our website at [www.doortodoor.com](http://www.doortodoor.com) or call customer service at 1-888-366-7222. If the Door to Door delivery service cannot be provided, you will have to arrange for delivery or pick up of your possessions, with 24 hours advance notice. Additional Fees and Charges may apply.
- **Empty Container(s):** Before final pick-up of the empty container(s), all possessions must be removed. Any debris disposal, container cleaning, cover or container damage in excess of normal wear and tear may result in additional Fees or Charges.
- **Refunds:** Credit balances will typically be refunded within 30 business days of account closure and will either be applied to your credit card or you will receive a refund check.

### Packing and Moving

You should keep an itemized record of transported and stored belongings. A photograph or videotape of your possessions is also very helpful. You may not place any of the following "Prohibited Goods" in the storage container(s).

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| <ul style="list-style-type: none"><li>▪ Valuable documents, money or securities</li><li>▪ Precious or semi-precious metals</li><li>▪ Musical instruments</li><li>▪ Hazardous, toxic, explosive or flammable materials</li><li>▪ Agricultural goods, plants, living or dead organisms</li><li>▪ Controlled drugs, and all substances or materials regulated or prohibited by applicable federal, state, or local law, rule, regulation or ordinance</li></ul> | <ul style="list-style-type: none"><li>▪ Antiques, fine art or jewelry</li><li>▪ Furs or garments trimmed with fur</li><li>▪ Fragile goods</li><li>▪ Firearms, ammunition or fireworks</li><li>▪ Any item sensitive to extreme variations in temperature or humidity</li><li>▪ Items of sentimental or emotional value</li></ul> |
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For additional helpful moving hints, visit [www.doortodoor.com](http://www.doortodoor.com)

## Additional Fees

<u>Description</u>	<u>Price</u>
<b><u>Cancellation, Rescheduling or Expedited Delivery</u></b> Fee for cancelling, rescheduling or requesting a pick up or delivery with less than 48 hours notice.	<b>\$50</b>
<b><u>Container Access at Storage Center</u></b> Access at a Door to Door storage center for one (1) or more container(s) with less than 24 hours notice.	<b>\$10</b>
<b><u>No Show / Same Day Cancellation of Container Access at Storage Center</u></b> Fee for cancelling or not showing for a scheduled Access appointment on the day of the appointment.	<b>\$10</b>
<b><u>Dock Out/Dock In</u></b> Customer pick-up or delivery of goods to a Door to Door storage center.	<b>\$25</b>
<b><u>Lock Cutting</u></b> Customer request to cut/remove lock from one (1) or more container(s).	<b>\$10</b>
<b><u>Deposit for Non-Autopay Accounts</u></b> Per container deposit amount for accounts that are not established on automatic payment.	<b>\$50</b>
<b><u>Cleaning/Disposal/Container Damage</u></b> Disposal or cleaning of container debris, cover damage, or excessive stains in excess of normal wear and tear.	<b>\$150</b>
<b><u>Late Payment, Rejected Credit Card or Insufficient Fund Check or Bank Draft</u></b> Charge for amounts owed after the 10 <sup>th</sup> of the month, and each rejected credit card or bank withdrawal, per occurrence.	<b>\$20</b>
<b><u>Lien Administration</u></b> Assessed 30 days prior to scheduled foreclosure auction of customer goods.	<b>\$75</b>
<b><u>Weight Ticket for Moving Military Customers Only</u></b> Per ticket fee, up to five (5) containers per ticket.	<b>\$100</b>
<b><u>Fuel Surcharge (if applicable)</u></b> Varies based on incremental cost of diesel fuel and market prices.	<b>\$10 - 30</b>
<b><u>Delivery Fee</u></b> Fee charged for the initial delivery of up to five (5) empty containers. Customer is also charged a delivery fee for the return of full containers, one fee for up to five (5) containers. The delivery fee varies based on market and service area. Additional fees apply to destinations outside of the standard delivery area.	<b>\$89 - 179</b>