



SERVICES AGREEMENT DOING BUSINESS WITH DOOR TO DOOR

THIS DOCUMENT OUTLINES IMPORTANT ASPECTS OF DOOR TO DOOR'S SERVICES, AND IS AN ADDENDUM TO YOUR SERVICES AGREEMENT WITH DOOR TO DOOR.

- **Container Dimensions:** Unless otherwise specified, you will be delivered breathable wood framed storage container(s) with weather resistant covers. Variations to container dimensions may apply based on availability and market. The approximate dimensions and holding capacity are:

	<u>Standard Wood Container</u>	<u>8' Tall Wood Container*</u>
Inside dimensions:	56 inches wide x 93 inches long x 77 inches tall	56 inches wide x 78 inches long x 88 inches tall
Outside dimensions:	5 feet wide x 8 feet long x 7 feet tall	5 feet wide x 7 feet long x 8 feet tall
Door opening:	46 inches wide x 74 inches tall	47 inches wide x 88 inches tall
Holding capacity:	Up to 2000 pounds	Up to 2000 pounds

*Available only in certain markets.

- **Appointments and Scheduling:** All appointments are scheduled based on appointment type and availability and are subject to change. Your 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 or call customer service at 1-888-366-7222. Please provide as much advance notice as possible to ensure your schedule can be accommodated. Additional Fees and Charges may apply.
- **Present at Delivery:** You or a designated representative must be present at the delivery address to confirm container placement. If you are unable to be present for your appointment, you may provide Door to Door with advanced authorization to complete your appointment in your absence. Please ask your Sales or Customer Service consultant for more details. If prior arrangements have not been made and no one is present when the driver arrives, the reservation will be cancelled and result in a cancellation fee. Please Note: You are not required to be home when the container is picked up full or when the container is picked up empty. The pick-up of full or empty containers may happen at any time during the day, so please ensure they are ready by 8am local time the day of your appointment.
- **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.
- **Delivery Fees:** A delivery fee is charged for the initial delivery of up to five (5) empty containers within the same appointment. Customer is also charged a delivery fee for the delivery of full containers, one fee for up to five (5) containers within the same appointment. The delivery fee varies based on market and service area. Additional fees apply to destinations outside of the standard delivery area, or if additional or split appointments are requested.
- **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 at the time of booking your order. 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.
- **Packing and Loading:** You should keep an itemized record of transported and stored belongings. A photograph or videotape of your possessions is also very helpful. There are many items that cannot be stored inside our containers and warehouse because of the risks created by their hazardous nature (see Prohibited Goods section in the Terms and Conditions agreement). It is important to properly pack and secure your items prior to movement. **Door to Door will not be liable for any damage or loss due to packing, loading or unloading, or any item(s) designated as exempt from liability.** You should plan to carry irreplaceable and sentimental items with you instead of packing them.
- **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 storage center. You may access your container(s) during normal business hours, provided that all rent and other charges have been paid in full. Hours and days of operations vary by location. One (1) business day advance notice is required. A nominal fee may apply for access appointments scheduled with less than one (1) business day advance notice.
- **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.
- **Payment Methods:** Door to Door accepts MasterCard® and Visa® credit and debit cards. Recurring monthly payments may be made via enrollment in AutoPay or online at my.doortodoor.com.
- **Refunds:** Credit balances will typically be refunded within 30 business days of account closure and will either be applied to your credit card on file or you will receive a refund check.

Additional Fees and Charges

Prices Subject to Change Without Notice

<u>Description</u>	<u>Price</u>
<u>Cancellation, Rescheduling or Expedited Delivery</u> Fee for cancelling, rescheduling or requesting a pick up or delivery with less than two (2) business days notice.	\$50
<u>Expedited or Guaranteed Moving Shipment</u> Additional fees for expedited or guaranteed moving orders vary, based on location. Please call Sales to obtain pricing.	varies
<u>Container Access at Storage Center</u> Access at a Door to Door storage center for one (1) or more container(s) with less than one (1) business day notice.	\$10
<u>No Show / Same Day Cancellation of Container Access at Storage Center</u> Fee for cancelling or not showing for a scheduled Access appointment on the day of the appointment.	\$20
<u>Storage Dock Out/Dock In</u> Customer pick-up or delivery of storage goods at a Door to Door storage center.	\$25
<u>Deposit for Non-Autopay Accounts</u> Per container deposit amount for accounts that are not established on automatic payment.	\$50
<u>Cleaning or Disposal of Containers and Covers</u> Fee for disposal or cleaning per container, per cover damaged, or stains in excess of normal wear and tear.	\$150
<u>Late Payment, Rejected Credit Card or Insufficient Fund Check or Bank Draft</u> Charge for amounts owed 10 days after statement due date, and each rejected credit card or bank withdrawal, per occurrence.	\$20
<u>Lien Administration</u> Assessed 30 days prior to scheduled foreclosure auction of customer goods.	\$75
<u>Weight Ticket</u> Per ticket fee, up to five (5) containers per ticket.	\$100
<u>Lock Cutting</u> Customer request to cut/remove lock from one (1) or more container(s).	\$10
<u>Fuel Surcharge (if applicable)</u> Varies based on incremental cost of diesel fuel and market prices.	\$10 - 30
<u>Delivery Fee</u> The delivery fee varies based on market and service area. Additional fees apply to destinations outside of the standard delivery area, or if additional or split appointments are requested.	\$89 - 179