

Withdrawal & Refund Policy

This policy applies when you have concluded a Storage Agreement with us and, if applicable, you are paying via the online payment methods which are available on our e-Rental platform.

(1) Withdrawal policy

This section applies if you are a consumer, i.e., you have concluded a Storage Agreement for purposes that do not fall within the scope of a commercial, industrial, craft or professional activity.

As a consumer, you have the right to withdraw from a Storage Agreement without giving any reason, provided that you do this during the withdrawal period. Such a withdrawal period will expire fourteen (14) days after the conclusion date of the Storage Agreement in any other case.

To exercise the right of withdrawal, you must inform us per post at Shurgard France SAS, 21 rue Clément Marot, 75008 Paris or per e-mail at: info@shurgard.fr of your withdrawal decision by making an unequivocal statement confirming your intention to withdraw from the Storage Agreement (e.g. a communication sent by post or by e-mail). You may use the withdrawal form attached as Annex I to the Terms and Conditions of your Storage Agreement, but this is not mandatory, and you can also notify Shurgard of your decision to withdraw by making an unambiguous statement.

To meet the withdrawal deadline, it is sufficient for you to send your communication in relation to the exercise of your withdrawal right before the end of the fourteen (14) days withdrawal period.

Effects of your withdrawal

If you withdraw from your Storage Agreement, we will subject to the applicable Terms and Conditions, reimburse you all charges and fees collected from you without undue delay and in any event not later than within fourteen (14) days from the date on which you notified us of your withdrawal decision. The reimbursement will be carried out using the same means of payment as the one you choose for at the time the Storage Agreement was initially concluded; in no event will you incur any fees as a result of such reimbursement.

If you request to start using the Storage Unit before the end of the withdrawal period, you will thereby forfeit your withdrawal right and our cancellation clause shall apply. This means that you will have to pay us the due storage charges and fees in an amount proportionate to the effective duration of the use that was made of the Storage Unit up until the date on which you inform us of your decision to withdraw from the Storage Agreement.

(2) Refund policy

This section applies in cases not covered by section (1) above and/or if you are a professional customer. According to the Terms and Conditions applicable to your relationship with us and which can be found on our website at www.shurgard.com/en-fr/legal, you may under certain circumstances be entitled to a refund from us.

If you are eligible for such a refund, we will credit the same payment method as the one you used at the time of the initial conclusion of the Storage Agreement, without you incurring any further costs. The crediting of your registered payment means will be processed as soon as possible and in any case within thirty (30) days from your reimbursement request.

In the event that you were to disagree with the amount we debited from your registered means of payment and you believe that you have reasonable grounds to do so, you may contact us at Shurgard France SAS, 21 rue Clément Marot, 75008 Paris or per e-mail at: info@shurgard.fr We recommend that you must contact us within 8 weeks from the date the disputed amount was debited from your registered payment means, and you must provide us a short explanation of the reasons why you disagree with the amount we have collected.

In this case, you must provide us with all necessary documents proving that you are entitled to be reimbursed.

Requesting a refund and/or being effectively reimbursed by us is free of charge.

Should you have any question about your right to a refund, please contact us at Shurgard France SAS, 21 rue Clément Marot, 75008 Paris or per e-mail at: info@shurgard.fr.