

Withdrawal & Refund Policy

This policy applies when you have concluded a Storage Agreement with us.

(1) Withdrawal policy

This section (1) of this policy applies if you are a consumer within the meaning of Section 13 of the German Civil Code (BGB), *i.e.* any natural person who concludes a legal transaction for purposes which primarily cannot be attributed either to their commercial or their independent professional activity.

You have the right to withdraw from your Storage Agreement within fourteen (14) days without giving any reason. The withdrawal period is fourteen (14) days from the day of the conclusion of the Agreement.

To exercise your right of withdrawal, you must inform us, **Shurgard Germany GmbH**, Zeilweg 42, 60439 Frankfurt am Main (Germany), telephone: **0800 000 1319**, e-mail: contact@shurgard.de by means of a clear declaration (e.g. a letter sent by post or an e-mail) stating the decision to withdraw from your Storage Agreement. You may use the Model Withdrawal Form attached as Annex I to the Terms and Conditions of your Storage Agreement. However, the use of the attached Model Withdrawal Form is not mandatory.

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 withdrawal period.

Consequences of the withdrawal

If you withdraw from your Storage Agreement, we will, subject to the applicable Terms and Conditions to your Storage Agreement, reimburse all payments that we have received from you without undue delay and at the latest within fourteen (14) days from the date on which we received the notification of your withdrawal decision. For the purpose of such a reimbursement, we will use the same means of payment that you used at the time of the conclusion of the transaction; in no event will you incur any fees as a result thereof.

If you have requested that our services (in particular the provision of the Storage Unit) should commence during the withdrawal period, you shall pay us a proportionate amount corresponding to the duration of the services already provided up to the day you notify us of your decision to exercise your withdrawal right in relation to your Storage Agreement.

(2) Refund policy

This section (2) applies in cases not covered by section (1) above and/or if you are acting as an entrepreneur within the meaning of Section 14 of the German Civil Code (BGB), *i.e.* a natural person or legal entity or partnership having legal capacity which are performing their commercial or independent professional activities when concluding your Storage Agreement. In accordance with our applicable terms and conditions, you are entitled to a refund from us on the basis of stipulated grounds.

If you are entitled to such a refund, we will use the same means of payment for the refund that you used for the original transaction; in no event will you incur any fees as a result of this refund. We will endeavour to process your refund request promptly, but no later than within thirty (30) calendar days of receipt of your request.

For general inquiries regarding payments we have received from you, as well as inquiries regarding refunds, you may contact us by e-mail (contact@shurgard.de) or by post (**Shurgard Germany GmbH**, Zeilweg 42, 60439 Frankfurt am Main (Germany)). To allow us verifying whether you have right to a refund, you must provide us with the grounds for your refund's request and the necessary documentation to prove the merits of your right to be refunded.

Requesting a refund and/or being effectively refunded by us is free of charge for you.