

Withdrawal & Refund Policy

This policy applies when you have concluded an 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 an 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 an 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 Agreement¹.

To exercise the right of withdrawal, you must inform us per post at: **Shurgard Nederland B.V.**, Contactweg 30 C, 1014 AN Amsterdam or per e-mail at: info@shurgard.nl of your withdrawal decision by making an unequivocal statement confirming your intention to withdraw from the agreement (e.g. a communication sent by post or by e-mail). You may also use the withdrawal form attached as Annex I to the Terms and Conditions of your agreement, but this is by no means 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 fourteen (14) days withdrawal period.

Effects of your withdrawal

If you withdraw from your 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 agreement was initially concluded; in no event will you incur any fees as a result of such reimbursement.

If during this withdrawal period you request Shurgard to start using and/or performing the services Shurgard is required to provide under the agreement, you will have to pay Shurgard a compensation in proportion to the services already provided/performed until Shurgard has been notified of your withdrawal decision (Cancellation clause).

(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-nl/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 by e-mail at info@shurgard.nl or by post at **Shurgard Nederland B.V.**, Contactweg 30 C, 1014 AN Amsterdam. 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 any 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 per e-mail at info@shurgard.nl or per post at **Shurgard Nederland B.V.**, Contactweg 30 C, 1014 AN Amsterdam, or call us on **0800 41 00** (for free), or use the direct line of your Shurgard storage facility to speak to us (see www.shurgard.com/en-nl/self-storage-in-the-netherlands for the relevant contact details).

¹ The 14-day period starts to run the day after the agreement was concluded. If the agreement is concluded via a website, the period starts to run the moment you click on the order button with the payment obligation.