

## Withdrawal & Refund Policy

This policy applies when you have concluded a Storage Licence or a Storage Services Contract (either hereafter the "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, and you entered into this Storage Agreement online or in any other way apart from at one of our self storage unit or other Shurgard business premises.

If you are using the storage for commercial, industrial, craft or a professional activity or you entered into this agreement at our self-storage unit, or other Shurgard business premises please see section (2) refund policy below for more information on your rights.

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. However, if the end of the fourteen (14) days falls on a weekend or public holiday, the withdrawal period expires at the end of the following working day.

To exercise the right of withdrawal, you must inform us of your intention to withdraw from the Storage Agreement. You can inform us by post at: **Shurgard UK Limited**, Ground Floor Egerton House, Baker Street, Weybridge, Surrey, KT138AL or by e-mail at: [info@shurgard.co.uk](mailto:info@shurgard.co.uk) but as long as you communicate your decision by a clear unequivocal statement. You may use the model withdrawal form attached as Annex I to the Terms and Conditions of your Storage Agreement, but this is not mandatory.

To meet the withdrawal deadline, you must send your communication 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 still have the right to withdraw from your Storage Agreement but we will deduct from the reimbursement any 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 informed us of your decision to withdraw from the Storage Agreement.

### **(2) Refund policy**

This section applies in if you are a consumer, but the fourteen (14) day withdrawal right has expired 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-gb/legal](http://www.shurgard.com/en-gb/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.

If you are a consumer and you have requested a refund due to an issue with the services we provide to you in the Storage Agreement then we will make the reimbursement without undue delay (i.e. as soon as possible), and no later than fourteen (14) days after we have agreed with you that you are due money back.

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.co.uk](mailto:info@shurgard.co.uk) or by post at: **Shurgard UK Limited**, Ground Floor Egerton House, Baker Street, Weybridge, Surrey, KT138AL.

You must provide us with a short explanation of the reasons why you disagree with the amount we have collected. If you are a professional customer, you must also contact us within eight (8) weeks from the date the disputed amount was debited from your registered payment means.

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.co.uk](mailto:info@shurgard.co.uk) or per post at: **Shurgard UK Limited**, Ground Floor Egerton House, Baker Street, Weybridge, Surrey, KT138AL.