

SHIP-TO-SCHOOL AND STORAGE POLICY

INCLUDING.....KINDNESS CLAUSE



June 2025

Storage and Ship-to-School Service Policy

We're committed to making your move as smooth as possible. Please review the following policy so you know how our storage and delivery services work.

1. Storage Services

- Items are securely stored until your scheduled ship or delivery date.
- Customers are responsible for packing items safely. We cannot cover damage caused by improper packing.
- Prohibited items (flammables, perishables, hazardous materials, etc.) are not allowed.
- Upon pick up, client must bring their items to storage vehicle. We are not movers. We are storage service with a pick-up and delivery benefit.
- We will not do two deliveries for one client. Thus, one to one location on one day and another to a different location on a different day.

2. Ship-to-School Deliveries

- Deliveries are scheduled in advance within a **tentative time window**. These times are estimates and may change due to traffic, weather, or other factors.
- If delays occur, we will notify you as soon as possible and provide an updated delivery time.
- You will be asked of your move in time, we will work to get as close to that as possible.
- We may have hubs located conveniently near your dorm. You may opt to pick up your items from the hub.
- We will not do two deliveries for one client. Thus, one to one location on one day and another to a different location on a different day.

3. Missed or Late Deliveries

- If you are not available during your scheduled delivery, we will reschedule; an additional delivery fee may apply.
- If our team is delayed beyond the scheduled window, we will make every effort to communicate promptly and minimize inconvenience.
- If the delivery is delayed for any reason, within or outside of our control, we retain the right to reschedule within 72 hours.

4. Missing or Misdelayed Packages

- If a package appears missing, please notify us within **48 hours** of delivery.
- We will investigate immediately and work to resolve the issue.
- In cases where an item cannot be recovered, liability is limited to the declared value of the item(s) or **\$200 per customer**, whichever is lower, unless supplemental insurance was purchased.
- Proof must be established it was in our care.
- Proof must be established it was not delivered.
- When accepting packages, you must have the specific tracking for packages. Not co. number.
- We reserve the right to take up to 90 Days to investigate and determine resolution.
- Within 24-72 hours of expected delivery we will determine if we will accommodate the inconvenience of not receiving a package prior to investigation.

5. Customer Responsibilities

- Provide accurate delivery details and up-to-date contact information.

- Ensure you (or someone you designate) are available to receive your packages during the scheduled delivery time.
- Report any issues (damage, loss, delay) within the required timeframe.
- Your packages must be delivered with your name listed somewhere on label.
- Packages must be delivered utilizing our instructions.

6. Limitations of Liability

- We are not responsible for delays or issues caused by factors outside our control (weather, traffic, carrier delays, natural disasters, etc.).
- We are not liable for prohibited items, items improperly packed by the customer, or damage caused by those items.

The most important clause that can get you fired immediately. You will be fired without refund for violating this clause.

Kindness Clause

We value respect and kindness in all interactions. Our staff is committed to treating every customer with courtesy and professionalism, and we ask the same in return.

- Abusive, threatening, or disrespectful behavior toward staff, carriers, or other customers will not be tolerated.
- If a customer violates this policy, we reserve the right to immediately suspend or cancel services, including storage or delivery, without refund.
- Continued or severe violations may result in termination of all current and future services.

If we must fire you as a client for violation of any clause including the kindness clause

When to Fire a Client

- **Toxic Behavior:** Clients who are consistently rude, disrespectful, or abusive.
- **Unreasonable Demands:** Clients who consistently make unreasonable demands or violate project scope boundaries.
- **Lack of Profitability:** Clients who we must where excessive time is spent on tasks. If their behavior distracts from the experience of other clients due to the time needed to accommodate.

- **Skill Mismatch:** When our business no longer has the necessary skills or expertise to meet the client's needs.
- **Personal Well-being for any person associated with our company from staff member to owner:** When the client is draining our energy and peace of mind, making the relationship unsustainable.
- **You will be fired without refund.**