



Frequently Asked Questions (*Storage*)

These are a few of the most frequently asked questions that we receive. If you have any additional questions, please feel free to contact us any time via e-mail or by telephone at: 1-888-379-0011.

1. Will I pay a full month if I moved into storage in the middle of the month?

No. the first full month that you pay will cover fees until the same date of the following month. The next month will be pro-rated.

2. Will I pay a full month if I moved out of storage in the middle of the month?

No. We will pro-rate your last month and credit any unused days towards the delivery/move out fees.

3. Is there a grace period for storage payment?

Storage payments are due on the first of every month, and they are considered late if received after the third of the month.

4. What should I do if I did not receive an invoice?

We do our best to send out invoices in the middle of every month to allow adequate time for payments to be received by due date. If you do not receive an invoice, please send in your payment and include your account number on the check.

5. Do you accept Credit Cards for payments?

Credit Cards can be used for storage payments if presented in person at our office. You can also sign an authorization to charge your credit card on the first of every month without being presented every time.

6. Which Credit Cards do you accept?

Visa, Master Card, American Express and Discover.

7. How much notice do I need to give you to terminate storage?

On the average, 14 days should be sufficient; however it is still subject to availability. Remember that summer time and the end of every month are busier than other times and may require more notice than 14 days.

8. Can I pick-up my goods from your facility myself?

Yes you can. There will be a warehouse handling fee equal to one and half times the monthly fee to cover costs of pulling crates out, taking things out of the crates and having it ready at the loading dock. This fee does not include loading your truck.

9. Do I have to go with the movers during moving into storage?

No. The foreman will prepare all necessary documents, including descriptive inventory, storage contract, and bill of lading upon completion of loading items into the truck.