

# REFUNDS AND RETURNS POLICY

Self Storage Australia Pty Ltd

## **Packaging supplies:**

We are not required to provide a refund or replacement for products if you change your mind. You can choose a refund or exchange if an item has a major problem. This is when the item:

- Has a problem that would have stopped someone from buying this item if they had known about it
- Is unsafe
- Is significantly different from the sample or description
- Does not do what we said it would, or what you asked for and can't be easily fixed

Please keep your proof of purchase – eg. Your receipt.

## **Self Storage:**

We are not required to provide a refund if you change your mind.

You must provide us with written intent to vacate your self storage space two weeks prior to vacating. You will be entitled to a refund of any rent that has been paid outside of the two weeks' notice if the space has been left empty and tidy as per the Self Storage Agreement conditions.

If you vacate your space -and do not have an outstanding balance on your account - and continue to pay into Self storage Australia's bank account, you will be entitled to a refund of the amount overpaid, minus a \$25.00 administration fee per transaction.

Regarding all refunds, you will need to fill in and submit a refund form with your personal and banking details. We aim to process any requests for refunds 30 days after having received them.

To discuss our refund policy, please contact the office on the number below.



Holden Hill: 08 8369 3055  
Elizabeth South: 08 8252 2333  
Edinburgh North: 08 8369 0300  
Alice Springs: 08 8955 5555