

These terms and conditions explain yours and our rights, obligations and responsibilities under the agreement. When we use the word 'you' or 'your' it means you, the Customer who has requested our services: 'We', 'us' or 'our' means Holywell International Limited.

1 Prices

1.1 We may change the prices detailed on our website or our quotation or impose additional charges if circumstances apply or events occur that were not taken into account when we prepared our quotation.

2 Working hours

Normal working hours: 7.30am-04.30pm Monday to Thursday

7.30am-12.30pm Friday

Holidays published on website access by appointment only. Bank Holidays closed.

3 Your Responsibility

3.1 It is your sole responsibility to:

3.1.1. Take out adequate insurance while your goods are stored with us.

3.1.2 Empty, properly defrost and clean any refrigerators and deep freezers to be put in storage. We will not be responsible for their contents.

3.1.3 Provide us with a contact address for correspondence and any subsequent changes to such address throughout the period of storage of your goods.

3.1.4 Ensure that all items packed by you in boxes are packed securely. We will not accept liability for damage to any items not so packed.

3.2 We will not be liable for any loss or damage you suffer or incur as a result of your failure to perform your responsibilities.



4 Goods that must not be submitted for storage

4.1 The items listed below are examples but not an exhaustive list of goods that may present risks to health and safety or may carry other risks that prohibit their storage.

4.1.1 Stolen goods, drugs, pornographic material, potentially dangerous, damaging or explosive items including; gas bottles, aerosols, paints, firearms and ammunition.

4.1.2 Jewellery, watches, trinkets, precious stones or metals, money, deeds, securities, stamps, coins, or goods or collections of any similar kind.

4.1.3 Plants or goods likely to encourage vermin or other pests or to cause infestation or contamination.

4.1.4 Perishable items and or those requiring a controlled environment, animals, birds or fish.

4.2 If you submit such goods without our knowledge, we will endeavour to make them available for your collection and if you do not collect them within a reasonable time we will dispose of such goods without notice. In addition, you will be liable to indemnify us against any charges, expenses, damages, legal costs or penalties incurred by us in relation to such prohibited goods. Furthermore we will not be liable to you for any damage or loss incurred or suffered by you as a result of our disposal or destruction of such prohibited goods.

5 Ownership of the Goods

5.1 By entering into the agreement, you guarantee that:

5.1.1 The goods to be stored in your container are your own property or the person(s) who own or have an interest in them have given you authority to store the goods in your container or enter into the agreement and have been made aware of these conditions.

5.1.2 We will only give access to your container to a third party if we have confirmation in writing from you to do so.

5.1.3 You will indemnify us against any loss or damages including costs brought against or suffered by us if clause 5.1.1 is not true.



6 Payment

6.1 Unless otherwise agreed by us in writing;

6.1.1 Payment of one month storage charge and a deposit of £100 is required no later than the day you accept the keys for your container.

6.1.2 The preferred payment method is by Direct Debit/Bank Transfer but can be via cheque made payable to Holywell International Ltd.

7 Exclusions of Liability

7.1 We do not insure your Goods and you will need to take out insurance cover to cover all risks to the full insurable value thereof.

7.2 Notwithstanding any other provisions of these conditions, we shall not be liable for any indirect or consequential loss of any kind or description howsoever caused.

7.3 No employee or sub-contractor of ours will be individually liable to you for any loss, damage, mis-delivery, errors or omissions under the terms of the agreement,

8 Our right to hold the goods (lien)

We reserve the right to withhold some or all of your goods until you have paid without set-off all our charges and any other payments due under the agreement. In addition, we shall be entitled to sell or dispose of some or all of your goods without further notice to enable us to recover any sums due to us. The cost of the sale or disposal will be charged to you with the net proceeds credited against your account with us and the balance paid to you without interest. If the full amount due to us from you is not thus recovered, we will take steps to recover the balance from you.

9 Termination of Agreement

9.1 If you need to vacate your container one months notice must given to us in writing. The £100 deposit will be returned when the container has been vacated and left in a clean & tidy condition and the padlock and keys have been returned.



10 Storage

We retain the right to keep your container at any suitable warehouse of our choice at our convenience.

11 Amendment of Terms and Conditions

11.1 We reserve the right to change these terms and conditions without prior warning.

Signed by Customer

Print Name

Signed on behalf of Holywell International Limited

Print Name

Date