

# Vacating Your Loc-Box

## Keys

**When you have finished up with your Loc-Box please:**

- Leave your Loc-Box clean and tidy and close the door.
- Return your keys to the key return box outside the site gate. This box will be locked but can be opened by holding your key fob up to the sensor on the side and lifting the lid and dropping your keys inside.
- Email us at [Grantham@loc-box.co.uk](mailto:Grantham@loc-box.co.uk) to let us know.

## Refund

If you are on a monthly pay as you store agreement we will cancel your direct debit going forward (please note we need at least five working days notice to do this) and refund any days you have paid for and not used. Please note this is subject to our minimum stay period.

If you have paid for and committed to six months or more in advance you would have received a discount for this when you booked in. There is therefore no refund.

The refund will be transferred directly into your account within ten working days and you will be informed by email and also by text when this has happened. Please note we will continue to charge you until your Loc-Box is clear and your keys have been returned.

**If you have any queries please give us a call on [01604 505050](tel:01604505050).**

We hope that you have found your Loc-Box useful. Please think of us if you ever need storage again in the future and don't forget to recommend us to your friends. With thanks for storing with us.