

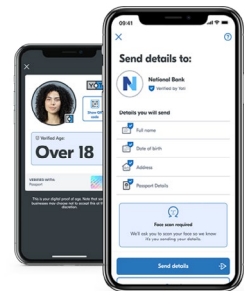
Top Tips for using your Loc-Box

1 Verifying your identity

We use YOTI ID to verify your identity. You will be sent a link via SMS and asked to take a photo with your phone of your passport or driving licence and then be asked to scan your face so the software can match the pictures.

Please ensure that you choose a well-lit area to do this and avoid blurry images and try to have the ID as big as possible in the picture you take.

If you are using ID not issued by the UK, don't forget to find the issuing country in the drop-down list.



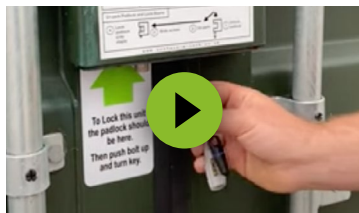
2 Helpful videos

Watch the helpful videos that explain how to pick up your keys, open and close the Loc-Box and how to lock your Loc-Box securely with the padlock that is provided free of charge.



How to collect your keys

<https://youtu.be/jWq8CtfdRII>



How to unlock your unit

<https://youtu.be/AEMtf73pSWw>



How to lock your unit

<https://youtu.be/umIcRV9ePEc>



How to open your Loc-Box

<https://youtu.be/ACyp6MECX00>



How to close your Loc-Box

https://youtu.be/IW6-dCM_YOw



How to return your keys

<https://youtu.be/95WkULv3TfQ>



How to solve both doors jamming part open

<https://youtu.be/Hn9NcdNeSxc>

3 Wrapping your belongings

Be sure to wrap your belongings carefully particularly valuable, sentimental, or fragile items.

4 Use good sturdy packing boxes

Using good sturdy packing boxes that are the same size can make more efficient use of your storage space. Label everything and keep a copy of what is in each box. This will help when you unpack and put an accurate value on your items. **Loc-Box Insurance** is new for old, so consider what it would **cost to replace everything from new**.



5 Check your Loc-box

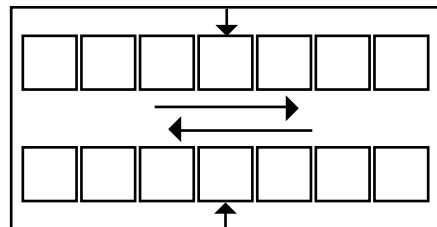
Please check your Loc-box before you move in to ensure you are happy with it.

6 Accessible items

Be sure to store those items you will more likely to need at the front of the Loc-Box.

7 Create a corridor

If you have room, consider storing items at each side of the Loc-Box so you can create a "corridor" in the middle to access stored items at the back. Leave a gap between your items and the walls.



8 Check prohibited items

Be sure to check the prohibited items information sent to you with your booking in details or on our website, storing anything on this list will void your contract and your insurance.



Anything damp or dirty, particularly anything likely to leak oil or damage the unit



Animals



Motorbikes, Quad Bikes, Go Karts or similar



Anything flammable or explosive



Plants

We have limitations on our insurance on storing cash, precious items and metals, tobacco, alcohol, works of art etc – please see **insurance key terms** for details.

Please note that you must contact us to itemise the contents of your Loc-Box if it exceeds £25,000.

9**Dry items only**

Everything should be **completely dry** when it goes in to a Loc-Box to avoid potential issues with mildew or water damage. Our Loc-Boxes are completely watertight, so this means if you introduce moisture into the unit, it can't get out and may evaporate and condense depending on the temperature outside the unit.

10**Check the weather**

We recommend moving items into the box when the weather is dry. If you have concerns, please call us as soon as you have moved in and we can supply you with a DryPole which will help draw moisture out of the air. Washing Machines, Fridges, Freezers, Dryers need to be totally drained down and wiped dry, these are normally the main culprits for bringing water or moisture into our dry Loc-Boxes.

11**Dry your Loc-box**

If you move in to your Loc-Box in wet weather, dry down any rain splashes with a towel as well as drying off wet footfall from the floor and remove the damp towels from the Loc-Box.

**12****Avoid nasty smells**

To avoid nasty smells store white goods with their doors propped open.

13**Air-dry mattresses**

If at all possible, try and air-dry mattresses on a warm dry day, it is incredible how much moisture can be retained in a recently slept on mattress.

14**Cover soft furnishings**

Cover soft furnishings, mattresses, clothes etc with protective plastic sheets.

**15****Essential documents**

Essential documents, passports, driving licence, insurance documents, family papers or legal documents should be stored at the front of the container for easy access or kept with you.

16**Payments**

We take payments in advance and by DD for the flexible Pay As You Store package and we will continue to collect until the container is left clean and the keys returned. We will also refund for any days paid for but not used within 10 working days. We will restart your DD if cancelled if the keys are not returned

We're here to help

With 24/7 drive up access to your Loc-Box, flexible contracts and no deposit, we aim to please.



"5* Speedy and friendly service. Had to book two containers for a house move at short notice. Spoke to a lovely lady on the phone that managed to get me two containers next to each other and I had access very quickly. They allow 24-hour access via a key fob which allowed me to make multiple trips during the day and night time. Clean and well-lit all around the site. Would definitely recommend. Thank you."

Steve Perry



"Very efficient service ,able to speak to friendly staff to book and answer questions I had.Unit was spotless and everything went to plan on day we started our storage. Easy to leave keys on day we left unit and timely refund on days not used.Would totally recommend loc- box."

Chris Cooper



"Easy access and cost effective. Friendly staff and easy process from start to finish. Will definitely recommend this service to friends"

Mr Pompei



"This worked really well for us to store contents of the garage and shed while the garage and garden wall were being rebuilt. Very convenient (only about half a mile away) for the occasions when I needed the odd item from the store. Container was clean and had plenty of room. Access easy (particularly when I became more familiar with it). Good communications from the team who were always helpful. Thank you"

Anonymous



"We have had great service from Loc-box during the period that we have hired three boxes from them. Both sites which we have used are well laid out and easy to access. The boxes are modern and in good condition. If we require to hire a box again we would definitely use Loc-Box."

Mr Webb



"The storage provided was excellent with easy access any time of day. The office staff were always friendly and helpful I would not hesitate to recommend Loc-Box."

Mrs Ellis