

# Agreement on storage - Terms & Conditions

## 1. What must be sent for storage

1.1. Bye-Box does not allow storage of explosive, flammable or environmentally harmful goods, incl. oil, gasoline or the like, or animals.

1.2. Bye-Box stores the customer's stuff near the customer's address (currently in the Aarhus area). The customer's items are stored under safe and good conditions, dry, heated, locked and with the alarm activated. The customer cannot (as a starting point) himself get direct access to the storage, but can order return to address in Aarhus via his account at [bye-box.com](http://bye-box.com).

## 2. Responsibility

2.1. Storage in the rent is done at the customer's expense and risk. Bye-Box is not responsible for any losses due to damage to stored things by fire, theft, pests, water damage, vandalism, etc.

## 3. Discretion

3.1. Bye-Box does not open customers' closed boxes. The only exception is the default (see section 6.2).

## 4. Pick-up and return

4.1. The customer can, at any time and for payment of the pick-up/delivery fee (currently DKK 70), order pick-up or return of his items. Returns will be made in accordance with Bye-Box's time of return as are work days between 7 am and 8 pm Note that some days may be fully booked and in that case Bye-Box will indicate the fastest possible time for pickup/return.

4.2. As a rule, the customer must be at home or assign a safe place at which things can be easily picked up / returned (at the customer's own risk).

4.3: You will only be able to order a return if there are no debt on the monthly payment for storage or possible reminders. As soon as possible debts are paid, one can make a return order.

## **5. Prices**

5.1. All prices incl. VAT.

5.2. All prices are displayed on [bye-box.com](http://bye-box.com). Prices can be changed regularly. In connection with any price increases on a monthly payment for storage, Bye-Box will notify with a minimum of 3 months.

## **6. Customer's default**

6.1. If the monthly payment for storage has been exceeded by more than 10 days, Bye-Box will send reminders and a reminder fee of DKK 100 Paid outstanding incl. do not move, after another 10 days a new reminder with another reminder fee will be sent. If the payments are still not paid, the claim will be forwarded to the legal collection.

6.2. If the customer, 10 days after a reminder from debt collection, still has not paid, Bye-Box will sell or destroy the stored items. This does not release the customer from the total debt. Possible proceeds from a possible sales will be used to cover the customer's debt, in whole or in part.

## **7. Cancellation**

7.1. The customer can always cancel orders, as follows:

- More than 3 days for pickup/return: Free
- Between 1 to 3 days before pickup / return: 50% payment of pickup / delivery fee.
- Less than 1 day / 24 hours before pickup / return: 100% payment of pickup / delivery fee.

## **About Bye-Box**

Bye-Box is part of Dandesign.dk ApS.

Contact Bye-Box either at [support@bye-box.com](mailto:support@bye-box.com) or call Dandesign on +45 2856 8322. We will respond as soon as possible on work days between 8 and 17.