

WHAT N  
WHERE?



## Frequently asked Questions

Please find listed frequently asked questions that are asked by our **private and commercial** customers

**Q** What is self storage and how does it work?

**A** Self storage is a service offering flexible, do-it-yourself storage for domestic and business customers. We provide clean and dry storage units, access to which is available to our customers 24 hours a day providing their account is not in arrears. Your storage unit is locked with your own padlock ensuring that only you have access to your goods.

**Q** Do I require a padlock?

**A** Yes. You will need your own padlock to ensure that you are the sole key holder for your room. We sell different styles of locks at reasonable prices, but you are welcome to use your own.

**Q** How much does it cost?

**A** The cost of a storage unit depends upon the size required. We suggest that you speak to a member of our staff to determine your requirements or visit our site to view the units yourself. A price can then be quoted on the correct size room.

**Q** What does the price include?

**A** The price includes your storage charge, rates, service charges, utility bills and maintenance costs.

**Q** How will I be charged?

**A** We invoice customers on a 4 weekly basis payable in advance. Invoices are issued 10 days prior to being due to give you plenty of time to pay.

**Q** Do you offer discounts?

**A** For customers that pay annually in advance we offer a 4 week discount.

**Q** How can I pay for my storage?

**A** We offer a number of payment options including credit card, debit card, standing order, cheque or by cash.

**Q** How often can I have access to my goods?

**A** We offer unlimited access to your goods 7 days a week, 365 days a year. By prior arrangement 24 hour access is available. You would need to contact the office between 9am and 5pm to arrange out of hours access.

**Q** Can I move in today?

**A** Yes, you will fill in our simple licence agreement and provide 2 forms of identification and then you can move your goods in straight away.

**Q** What sort of security do you have?

**A** - CCTV in every warehouse.  
- Out of office hours security guards.  
- You are the only key holder so access to your unit is restricted by you.

**Q** Do you have any special offers?

**A** Occasionally, we may have an offer on a certain size of room. Ask our staff for details.

HOW N  
WHY?

### Lock N Store

Hoults Estate, Walker Road, Newcastle upon Tyne, NE6 2HL

0191 224 3411

enquiries@lock-n-store.co.uk

www.lock-n-store.co.uk

for your home

for your business

for students