



Move-Out & Packing Instructions

Our team is looking forward to helping you with your move-out experience and storing your belongings. Please read the following instructions and tips in full prior to your pick-up or store drop-off for summer storage. Please see our entire Terms and Conditions on the Campus Crates website. If you have any questions, please contact us at info@campuscrates.com

Packing Guidelines

- You must securely tape the top and bottom of all your boxes prior to pick-up and the storage team arriving. Please do not only fold over flaps. Reusable boxes must close completely without bulging.
- You must completely fill all spaces in the box to avoid damage. This can be done with clothes, paper, peanuts, bubble wrap, etc. Bubble wrap will be available for purchase at our kiosk or store partners.
- Fragile items including ALL TV's and MONITORS must be boxed in order to qualify for insurance. Packing services are available through The UPS Store if you are unsure how to safely pack fragile items. Fragile items should have at least 3 in. of padding on all sides.
- All electronics should be in original packaging. If you do not have the original packaging, you should have at least 3 in. of bubble wrap on each side.
- Particleboard/pressed wood furniture (i.e. boxed furniture you buy and put together) is not made for transport. If storing these items, you must disassemble them prior to our arrival. Please note if you do not take the items apart, we will do our best to safely move and store them, but there is no insurance coverage and we are not liable for damage.
- All refrigerators must be defrosted, dry and empty. Liquids may be stored with lids tightened & sealed in airtight containers properly protected in storage box and marked "liquids" (with marker) on the outside of the box provided they are non-hazardous (i.e. Toothpaste, shampoo, lotion etc.). *Hazardous materials & liquids are prohibited.
- Dressers and desks need to be empty. If drawers are filled, additional fees will apply.
- If you can't lift it, we can't lift it. There will be a \$25 surcharge for boxes weighing over 50 pounds as this is dangerous for our movers. Please use small boxes for books and heavy items, which is in the best interest of your belongings.

Move-Out Instructions

- In the event you need to **pick up more boxes or switch out sizes**, you can do this free of charge at one of our on-campus kiosks or local partner locations. This information has been sent via email. If you do not use all of the boxes for storage, please return them at pick-up or you can pay the retail price of the box as part of your storage service.
- You will receive a confirmation email and **the window for our arrival at least 3 days prior** to pick-up that falls within your preferred pick-up request at registration, based on the order of registrations received. Please note we cannot fulfill all special requests.
- On the day of your pick-up, our Storage Crew will notify you when they are on their way. **Please be prepared for a text/call and meet them in the lobby** of your dorm or outside your apartment/house if you aren't doing curbside pick-up. If you live on campus, your University requires that you escort the storage team to and from your room.
- **Our Storage Crew will label your items** and give you an invoice pending your signature. You will receive a payable invoice online within 7 days on your Campus Crates account.

Terms, Payment Completion and Insurance

- All Campus Crates services are subject to the complete Terms & Conditions, which you agreed to at registration. These Terms are available at www.campuscrates.com/terms-and-conditions/
- The **storage balance is due at pick-up** once you know exactly how much is to be stored and if any promotional package is applicable. You may complete payment pay via credit card on an electronic invoice sent to your email the week following your pick-up. Please refer to www.campuscrates.com/storage/ for pricing structure and reach out if we may clarify anything.
- It is a good idea to keep track of what items you pack in each box. This can help you when deciding the insurance value of your storage. Each box includes **\$100 of insurance automatically for free**, but you can purchase additional insurance as well. **Additional insurance must be purchased at pick-up** in increments of \$100 per item. Maximum insurance per box/item is \$500 and \$2,000 for the entire storage contract. Please see our Terms & Conditions for additional details.
- Should you find damage to your items, you must save the box and all packing materials and notify us within 48 hours of your delivery and complete a Claim form within 14 days of your delivery. In addition, you will need to provide proof of the item(s) value or repair cost(s).

Thank you for choosing Campus Crates!