**TERMS AND CONDITIONS**

You must pay us the deposit on your signature of terms of agreement.

The deposit will be returned to you (without interest) after this agreement terminates less any amount we may in our sole discretion deduct to cover :-

Any breach of our terms and conditions;

Any of our fees which have not been paid or any unpaid removal or other charges;

Any other obligation to us that you have not performed.

We reserve the right to deduct or withhold from the deposit an amount equal to the costs of repairs to or cleaning of the unit or the site which we consider is required as a direct or indirect result of the storage of the goods within the unit or your breach of the terms of agreement, in order to bring the unit and the site up to substantially the same standard and condition as it was in at the start date.

Future Pay Direct Payments

This page explains the terms and conditions on which we agree you can make payments to us for storage and related fees. Please read these terms and conditions carefully and make sure that you understand them, before making a payment. You should understand that by making a payment you agree to be bound by these terms and conditions. Please note that these terms and conditions only relate to your use of our online payment system and do not govern any wider relationship that you (or the person that you making a payment on behalf of) may have with us.

You should print a copy of these terms and conditions for future reference.

1. **Information about us**

We are JR Storage Ltd and our registered address is Unit 2, South Bridgend, Crieff, Perthshire, PH7 4DJ. Our VAT number is 234 7614 08. We operate the website [www.jrsecureselfstorage.co.uk](http://www.jrsecureselfstorage.co.uk).

1. **Access to our site**

Whilst we intend that our site is available at all times, it is possible that our site may be unavailable for short periods of time so that we can carry out upgrades and maintenance.

1. **Your status**

3.1 By making a payment on our site, you warrant that

3.1.1 you are legally capable of entering into binding contracts;

3.1.2 you are at least 16 years old;

3.1.3 that you are authorised to make the relevant payments to us;

1. **How the contract is formed between you and us**

After making a payment via Future Pay Direct, you will receive an email from us acknowledging that we have received your payment. In the event that you do not have an email address, a paper receipt can be printed for you.

1. **Payments**

Payments are to be made in Pounds Sterling. For storage rooms, one month’s rent is required upfront and one month’s rent is required as a security deposit, which will be refunded on exit and satisfactory inspection of the unit. For caravan/boat storage, one year’s rent is required upfront to secure your bay.

1. **Paying by instalments - Recurring Payments**

* 1. JR Storage Ltd can set up a Future Pay Direct recurring payment plan for you using the online terminal. If you wish to use this option, then JR Storage Ltd will enter credit or debit card details for the account that is to be debited via the online terminal, along with the agreed monthly payment amount. In these terms and conditions, we use the term “the Card” to refer to the credit or debit card you use to make payment. By choosing to use the Future Pay recurring payment option you authorise us to collect recurring payments from the Card for the sums due under your recurring payment plan, subject to the terms and conditions set out below.
  2. You may change the Card used for the recurring payments by contacting the office on 01764 655111.
  3. Setting up a recurring payment plan is a concession offered for the payment of certain invoices at our discretion as an alternative to paying all fees in advance. The recurring payment plan allows customers to pay (or arrange payment) for storage by instalments. If these instalment payments are not made on the due dates then the agreement that the fees may be paid by instalments is withdrawn and all fees not then paid under the recurring payment plan on which you have defaulted become immediately due and payable by you (whether they were then due for payment under the recurring payment plan or not). If you believe that a payment on your Card under the recurring payment plan will (or may be) declined, then please contact us immediately. If your Card will expire whilst payments have still to be made under the recurring payment then it is your responsibility to notify us in advance to make acceptable alternative arrangements for payment.
  4. **How to cancel your recurrent payment plan.**

You may cancel your storage room tenancy by emailing us at enquiries@jrsecureselfstorage.co.uk at least a week in advance of the next instalment date, or informing one of the office staff via telephone or in person. **It is your responsibility to cancel the recurring payment on your card**. If cancellation has not been arranged at least a week in advance of the next instalment date then we may still take that next instalment pursuant to the recurring payment plan even cancellation has been arranged.

**Cancel your Agreement**

To cancel the agreement:

* Log in to the Shopper Management System. For more information on logging in, refer to [Log in to the Shopper Management System](http://support.worldpay.com/support/shopper/kb/shoppermanagementsystem/sms3100.html).
* The **Recurring Payments** (**FuturePay) Shopper Home** page is displayed.
* Under the **Agreement ID** column, select the hypertext displaying the Agreement ID for the agreement you want to cancel.
* The **Recurring Payments (FuturePay) Agreement Details** page is displayed.
* **Double check** that the agreement on your screen is definitely the agreement you want to cancel.
* Select the **Cancel** button.
* The **Cancellation Confirmation** page is displayed.
* Select the **Yes** button to cancel the agreement. If you do not wish to cancel the agreement, select either the **Go back to agreement** or **Go back to home page** button.

1. **Overpayments and Refunds**

7.1 Your cancellation rights and your right to a refund vary depending on the fees that you are paying.

7.2 In the case that we agree that an overpayment is made by you to us, then we will refund the amounts owed as soon as possible.

7.3 If we are due to provide you with a refund then this will be made to the Card used to carry out the original transaction in accordance with our Refund Policy

7.4 Any unused storage room allocation more than seven days will be refunded. Caravan and boat storage is non-refundable.

Full terms and condition are available on request.