Your space. In writing.

Edition: storage-terms-2026-11-02-customer

FULL STORAGE TERMS AND CONDITIONS

Terms version: storage-terms-2026-11-02-customer
Read these terms with your personalised booking schedule, which identifies the customer, facility, unit, start date, payment method and agreed charges. We, Us and Our mean STOR24; You and Your mean the named customer or its authorised representative.
STOR24 is a trading name of Blend Property 20 (Pty) Ltd, registration number 2016/031577/07, VAT number 4720273152. General enquiries: bookings@stor24.co.za | +27 11 380 9400. Business and Midpoint facility address: Store 1 – Midpoint, 162 Tonetti Street, Halfway House, Midrand, 1685. These particulars must also be available in the booking schedule or transaction record before the transaction is concluded.
This edition applies when incorporated into your agreement. Existing accepted agreements retain their accepted edition. No security deposit is required under this edition. Mandatory consumer rights remain unaffected.

Important risk notices
All payments are due in advance. Goods are stored at Your risk and You are responsible for insuring them. We do not guarantee against theft or damage. The exclusions and indemnities in clauses 6 and 8 preserve the exceptions for Our gross negligence or wilful misconduct. Read those clauses before accepting. The cancellation, access, arrears and disposal provisions also require particular attention.

You must comply with the maximum stacking height and other site rules communicated for the Facility. Hazardous, illegal, stolen, explosive or environmentally harmful goods must not be stored. Notify Us promptly of changed Booking Schedule details.

1. Moving in and vacating storage units

The minimum storage period is 1 (one) calendar month. The customer acknowledges that access to the unit(s) identified in the Schedule is subject to availability. We will endeavour to have unit(s) available on the date as agreed to enable customers to access the unit(s). Should any previously occupied unit not be vacated timeously, We will accommodate the customer as soon as reasonably possible, but We will not be held liable for damages, consequential damages, or other rights of action and We will remit any charge applicable to periods of non-occupation. Failure to vacate the unit pursuant to any notice being given will constitute a material breach of this agreement Such defaulting customer shall be liable for all or any damages suffered by Us because of such failure. Contracts terminate on the last day of the calendar month and customers shall notify Us in writing by no later than the 15th of any month of their intention to vacate a unit. A failure to notify Us by the 15th of any month, will render the Customer liable for another month's service charge. Customers should vacate their storage unit(s) by no later than 12h00 midday on the last day of the month or on the appropriate date as the case may be and should ensure that the unit(s) is left clean and free of any waste material. If any waste material or other items are left in a vacated unit, the cost of removing such items will be at the customer's expense. Unit(s) may only be vacated during office hours unless prior arrangements have been made. If the customer fails to vacate the unit(s) after formal notice, the service agreement shall automatically be renewed

on the same terms and conditions herein.

2. Nature of goods to be stored

The customer undertakes not to store at the storage facility, anything that may constitute a fire hazard, any explosives, dangerous or unstable chemicals, anything likely to cause injury, damage, or infection or to encourage vermin and any items which may have an offensive odour, anything that may be a nuisance to other customers or damage the storage facility in any way or enhance any risks against which the building may be insured. The customer will ensure that when the goods are presented for storage it will be securely packed or bottled and, in such condition, not to cause any damage to the facility or any product stored hereon, whether by spreading damp, infestation, leakage or the escape of fumes or substances. We reserve the right to call upon a customer to remove any item of this nature found to be at the storage facility, failing which, We may at its discretion, remove and dispose of such property, the costs of which shall be borne by the customer. The customer hereby acknowledges that We have no knowledge or record of the goods, its nature, condition or state of repair and do not inspect the goods upon arrival. The customer shall comply with all relevant laws applicable to the use of the unit(s).

3. Access to units by customer

Customers are required to conclude contracts and plan for the storage of their property during office hours. Once ‘booking in’ procedures have been completed, access to unit(s) will thereafter be during normal business hours although arrangements may be made to gain access outside these hours at an additional fee. We will endeavour to provide advance notice of changes in access hours by notices at Reception, but We reserve the right to change access hours at any time without giving any prior notice. The customer undertakes to accept the directives of the staff on duty and/or any on-site directives provided by means of signage. The customer declares that he/she has made himself/herself aware of all on-site signage and directives. Customers must provide their own locks for the unit(s) and must remove such lock(s) on or before termination of this agreement to ensure that We have free and undisturbed access to the unit(s) from the date of termination. Keys will be always retained by the customer and under no circumstances may these keys be held on site by any Our employee on behalf of the customers. Should customers leave keys on site or with employees, it is done so at their own risk and We, Our employees or partners will not be liable for any damage, loss, or theft after such action.

Online booking and signing may be completed through the approved process. Signing the Agreement, submitting EFT proof of payment or returning from a payment page does not itself confirm cleared payment, a ready Storage Unit or issued access credentials. Access is provided once the agreed booking, payment, identity and handover requirements have been satisfied.

4. Access to units by us

We reserve the right to inspect the storage unit(s) or carry out maintenance and/or alterations to any storage unit or part of the facility. The customer permits and authorises Us, Our agents and contractors to enter the storage unit and if necessary, break or remove locks to gain access, provided that We shall, in such instance give the customer 7 days’ notice of such intended action. Notwithstanding the aforesaid, We reserve the right to gain access to a unit, without prior notice in the following circumstances: a) if We reasonably believe or suspect that the unit contains prohibited items as listed in the paragraph 2 (two). b) We are required to do so by the

Police, Fire Services, Local Authority or by an order of any competent court. c) We believe it necessary in an emergency; and d) to prevent injury or damage to persons or property.

5. Destruction of facility

If the storage facility is destroyed or damaged to the extent, that it can no longer be beneficially occupied by the customer, this agreement shall automatically terminate, unless the parties agree otherwise in writing. We shall have discretion, acting reasonably, to determine the extent of the damage and whether the facility is fit for occupation for the purpose of this clause.

6. Risk of stored goods and insurance

You warrant that You are the lawful owner or possessor of all property stored at the Facility. All property is stored at Your sole risk. Any security measures implemented by Us are for the general security of the Facility and do not create an absolute duty of care regarding the security of Your stored items or guarantee their security or safety. We shall not be liable for any loss or damage to stored property, whatsoever the cause, whether caused by fire, malicious or accidental acts, theft or otherwise, save where such loss arises from Our gross negligence or wilful misconduct. You are responsible, at Your own cost, for ensuring that all property stored under this Agreement is comprehensively insured against damage or loss. We do not maintain insurance for Your benefit or for the contents of the Storage Unit.

7. Storage unit condition and use

The customer may use the storage unit for storage and warehouse purposes only and agree not to use the units to manufacture, sell or conduct other business activities. The customer also agrees that it will not use the storage unit for living accommodation, a home or business address or for sending or receiving mail. The storage unit may not be fitted with appurtenances that require nails, bolts, screws or adhesives in/on walls, floors, or ceilings. Alterations and improvements are not permissible, and the customer shall not have any claim for compensation for any improvements to the premises. The customer shall maintain the unit(s) in the same good order and condition as at date of occupation, fair wear and tear excepted The customer agrees to maintain storage units and the facility in good and proper order. Any damage to the unit(s) must be reported to Our staff on duty. We may impose at any time any rule to prohibit or restrict activities, manage the driving or parking of vehicles, security, or the utilisation of facilities. We reserve the right to cancel this contract, should the customer be in breach of these conditions. Customers are not allowed to cut any locks on site for any reason whatsoever and are not allowed to sublet, cede, assign, or transfer any of its rights and obligations in terms of this agreement to any third party. The customer shall be liable for any damage caused to the storage unit or the store and to any storage unit utilized by other customers, where caused by the customer or the customer’s agents, guests, invitees or representatives. The cost of repair shall be billed to the customer accordingly.

8. Risk of using the facility

The customer may enter the premises and make use of the facilities as and when they require in terms of the provisions hereof without the full supervision of Our staff. The customer may use the premises and the facilities, inclusive of but not limited to equipment, doors, gates, machinery, elevators, lifts, trolleys, roads, and floor surfaces at their own risk and hereby declare that they have observed all on-site signage, directives and

availed themselves of all the potential risks. The customer hereby indemnifies Us against any claims of whatsoever nature (whether in contract or in delict) which may result from either the customer, his/her agents or contractors, or any person brought onto the premises by the customer or his/her activities in respect of such person suffering bodily harm, damage, or death in any way. Save where caused by Our gross negligence or wilful misconduct, You shall not have any claim against Us, Our agents or employees for loss, damage, whether direct, indirect or consequential, expense, injury or death suffered at the Facility. The indemnity in this clause does not apply where the harm is caused by Our gross negligence or wilful misconduct.

9. Driving and parking

In driving or parking any vehicles on the premises, the customer shall always adhere to any regulations and directions of the parking operator of the premises, or any person employed by Us.

10. Deposits

No security deposit is required for bookings made under this edition. Your booking schedule shows the initial rent, any optional goods and the total payable before acceptance.

11. Payment

Service charge (including Value Added Tax) shall be paid monthly in advance without deduction, free of bank exchange to the bank account of Our Managing agents alternatively any other institution nominated by Us during the currency of this agreement. Cash deposit fees will be added to the customer's account. For new public bookings, initial rent is prorated from the Start Date, including that date, to month-end using the actual number of days in the month. If the Start Date is after the 15th, the initial payment also includes the full storage fee for the following calendar month. A Start Date on the 15th does not trigger that additional month. The Booking Schedule must show the periods, amounts and any other agreed charges before acceptance. This calculation does not remove the minimum storage period in clause 1. Existing accepted bookings retain their agreed terms. Monthly statements of account and tax invoices are to be sent to customers on written request only. We may increase service charges upon one calendar month’s notice. Payment may be made by credit card, EFT or debit order, as selected in the Booking Schedule. Selecting a payment method does not waive the advance-payment requirements.

12. Overdue amounts and collections

The terms of this clause shall apply in addition to and without any prejudice to all or any rights or remedies in law. Initial and subsequent payments shall be made “in advance”. Interest on overdue accounts will be charged at an annual rate of 24% from the due date until date of actual payment both days inclusive. All costs to recover overdue amounts inclusive but not limited to legal costs (on an attorney and own client scale and collection commission) will be for the account of the customer. All payments made to Us shall first be applied to all administrative charges and costs (such as Lock out and Auction fees) before the balance shall be applied to accrued or unpaid service charge. The customer consents that, until all outstanding amounts are paid, We shall have a lien over all goods stored. Should the customer fail to pay service charges due, he/she hereby consents to the following: after 7 days: We may deny or restrict access by the customer (or any person purporting to represent the customer) from the unit(s) by breaking the lock and replacing it with a STOR24 lock to “LOCK OUT” the customer from the unit(s). “LOCK OUT” will be charged at a rate of R100 plus VAT. gain entry to the

unit to inspect the goods stored; and after 60 days: We shall have the right TO DISPOSE OF SUCH GOODS, as the customer will be deemed to have abandoned the goods, and to set-off the proceeds of such sale against unpaid service charge, damages and/or other expenses incurred by Us in terms of this authority. If the proceeds are insufficient to discharge the full indebtedness, the customer shall remain liable for any shortfall. We shall, notwithstanding the aforesaid be entitled, within Our sole discretion to institute formal legal proceedings to obtain an order for eviction, attachment of property and/or a civil judgment. If the goods cannot be sold (for any reason whatsoever) or they remain unsold despite Our efforts, You authorize us to destroy or otherwise dispose of the goods at your cost. Reasonable costs incurred in administering the debt collection and sale or disposal process described will be for the customer's account. These costs will include (without limitation) a lock cutting fee, auction costs, removal costs, cleaning costs and reasonable charges for our time.

13. Domicilium

The customer chooses as domicile citandi et executandi for all purposes in terms of this Agreement the Customer physical service address recorded in the Booking Schedule.

14. Waiver of rights

No granting of time, indulgence, or any other conduct by Us shall constitute a waiver of any of Our rights under this agreement or constitute in any manner an estoppel to the enforcement by Us of any such rights.

15. Sole record of agreement

This document constitutes the sole record of the agreement between the parties and no warranties, representations, promises or the like not recorded herein and no arrangement for variance of the terms and conditions hereof shall be binding on the parties, unless reduced to writing and signed by or on behalf of both parties.

16. Contract amendment

This contract may be amended in writing by way of contract amendment signed by the Parties’ authorised signatories. Parties expressly exclude the possibility of oral amendment, or amendment by fax or email.

17. Fica requirements

The customer agrees to provide Us with proof of identification and acceptable proof of address. In the case of a company, the MOI and constitutional documents must also be provided.

18. Consent to credit verification

The customer irrevocably consents to Us and / or its agents requesting any information available on any credit bureau relating to personal and financial information. This consent includes that We and/or Our agents, may: perform a credit search on the customer's credit profile with more than one registered credit bureau at any time during the currency of this agreement. Should the customer fail to meet its commitments in terms of this agreement, record the customer's non-performance to any credit bureau. Request a report where We and/or Our agents are monitoring the customer's payment behaviour by researching the customer’s profile. use any new information and data obtained from any registered credit bureau in respect of future applications to

agreement (if applicable). record the details in respect of the customer’s account with any registered credit bureau. record and transmit details of the customer's performance in meeting its obligations in terms of this agreement to any registered credit bureau. We will give the customer 20 (twenty) business days written notice prior to forwarding the details as set out above to any registered credit bureau.

19. Electronic acceptance and agreement copy

Before acceptance, You must be able to review and correct the Booking Schedule, read the exact terms edition and review the important risk notices. Acceptance is recorded through the approved electronic signing process, together with the accepted schedule and terms edition, Your signature and signing time. A signed agreement copy is available for You to retain. Electronic execution does not waive any requirement for both parties’ authorised signatures under clauses 15 and 16. A subsequent website update does not amend an existing accepted Agreement.

20. Separate debit order authorisation

If debit order is selected, the account holder must separately accept the approved debit-order authority and mandate. Selecting debit order or signing the storage Agreement does not itself complete that mandate, confirm payment or enable collections. Cancellation of the mandate does not cancel this Agreement or extinguish amounts owing under it. Any mandate must identify the creditor, account holder, amount or calculation, collection dates, payment reference and applicable cancellation and assignment terms. Initial rent must be itemised separately from recurring collections.

21. Privacy and optional access consent

Personal information supplied for the booking is handled under the STOR24 Privacy Policy and the disclosures provided for the relevant purpose. Marketing choices are recorded separately. Where facial recognition is offered, enrolment requires a separate informed consent record through the approved process. Acceptance of these storage terms is not itself facial-recognition consent. The approved alternative-access arrangements and any relevant provider retention and deletion disclosures must be explained before enrolment.

22. Mandatory rights

Nothing in this Agreement excludes liability or removes a right that cannot lawfully be excluded or removed. The provisions on cancellation, interest, access restrictions, recovery, sale or disposal of goods and credit reporting remain subject to applicable mandatory law.

Website and goods terms — Packages, custom selections and merchandise
Packages are optional. Your accepted schedule records the selected products, quantities and once-off price; browsing a recommendation does not add a charge. Custom selections are costed from the confirmed product prices and quantities before acceptance. We will not substitute materially different products or increase the agreed price without consent. For a unit-ready order we will confirm preparation and arrange placement in the unit before the agreed handover; notify us promptly of missing or damaged items. If goods are unavailable, we will offer an agreed replacement or refund the unavailable portion. Statutory quality, return and refund rights remain unaffected. Cancelling storage does not automatically resolve a goods order: we will separately reconcile supplied and unsupplied goods and any lawful refund.

Website and goods terms — Interruption and events beyond reasonable control
Tell us promptly if the unit becomes unusable. We will communicate material interruptions, take reasonable steps to mitigate them and agree an alternative where possible. If the contracted storage cannot be provided, charges for the unavailable period will be adjusted or refunded as legally required. Either party may seek termination where continued performance is not reasonably possible, with reconciliation of prepaid amounts. An event beyond reasonable control does not remove duties already owed, statutory remedies or responsibility for failure to take reasonable precautions.

Website and goods terms — Website use and intellectual property
Use the website and account services lawfully and only within your authority. Do not interfere with their operation, bypass security, misuse verification codes, introduce malicious software or access another person's information. Keep account access secure and report suspected misuse promptly. We may restrict access where reasonably necessary to address misuse or a security incident, while preserving lawful access to your records through an appropriate alternative.

STOR24 branding, website content and software are protected by applicable intellectual-property rights. You may view the site and retain material needed for your own transaction. Other reproduction or commercial exploitation requires permission from the relevant rights holder or another lawful basis. Links to external services do not transfer responsibility for their independently controlled content to STOR24.

Website and goods terms — Online information and contract formation
Images, sizes and general information assist your selection; the specific unit and agreed particulars are recorded in the booking schedule. Website availability or a quotation does not itself guarantee allocation or access. We will explain any reservation period and the steps required to conclude the transaction. Before acceptance, you must be able to review the particulars, correct input errors and retain the applicable terms.

If a material price, availability or description error is identified before the transaction is concluded, we will explain the correction and allow you to accept it or stop the transaction. An accepted price or agreement will not be increased retrospectively by a website correction. Nothing in these terms permits misleading advertising or removes a remedy required by law.

Website and goods terms — Prices payment channels and transaction records
Unless expressly disclosed otherwise before acceptance, South African transactions are quoted and paid in South African rand (ZAR). The checkout or booking schedule must show the full payable amount, applicable VAT treatment, selected products and any delivery or other agreed charge. Payment methods and the relevant payment service are identified at the point of payment. Only use the secure channel or independently verified payment instructions supplied for the transaction.

Payment authentication and processing are performed through the designated provider or bank where applicable. STOR24 uses relevant transaction and status information to reconcile your account. Do not email full card credentials, PINs, passwords or verification codes. A payment redirect, screenshot or proof of transfer does not itself prove settlement. We will provide an appropriate transaction record and investigate a reported duplicate, failed or disputed payment before seeking a repeat payment.

Website and goods terms — Packaging collection and fulfilment
For packaging and other goods, the order must identify the product, quantity, price and agreed collection, delivery or placement arrangement. Delivery is included only if expressly confirmed, with any charge and

timeframe disclosed before acceptance. A unit-ready package is subject to the agreed preparation and handover arrangements. Report shortages, incorrect items or damage promptly so that we can investigate without limiting your statutory rights.

If we cannot supply an agreed item or service, we will notify you and offer an agreed alternative or refund the unavailable portion within the period required by applicable law. We will not make a materially different substitution without consent. A delay or failure by a supplier does not remove STOR24's responsibility to you under the transaction.

Website and goods terms — Returns cancellation and refunds for goods
Your rights under the Consumer Protection Act and the Electronic Communications and Transactions Act are preserved. Where the statutory electronic-transaction cooling-off right applies, a consumer may cancel without reason or penalty within seven days after receiving goods, or within seven days after concluding a service agreement, subject to the statutory exclusions. Only the direct cost of returning goods may be charged for that cancellation, and a qualifying refund must be made within 30 days. Different statutory rights may apply to defective goods or other circumstances.

Goods that fail the applicable statutory quality requirements may be returned under the available legal remedies, including the applicable six-month implied warranty. We will not make a statutory return conditional on unopened packaging or acceptance solely at a manager's discretion. Supply reasonable proof of purchase and contact us to arrange the return. An additional change-of-mind return is available only if separately offered; any disclosed conditions cannot restrict statutory rights.

Refunds will be made through a verified, appropriate payment method, ordinarily the original method where practicable and lawful. We may verify entitlement and destination to prevent fraud, but will not impose an unlawful delay. Cancelling a goods order, a bank mandate and a storage agreement are separate matters and must each be reconciled.

Website and goods terms — Promotions and competitions
A promotion applies only on the eligibility, facility, dates, products, availability and redemption conditions disclosed with that offer. Its price, duration, the ordinary charge after the promotional period must be clear before acceptance. An offer is not transferable, combinable or redeemable for cash unless its published conditions allow it or law requires otherwise.

A prize competition must have specific published rules addressing entry requirements, eligibility, closing date, selection method, prize, notification and claim procedure. Participation does not create blanket marketing consent. Changes or withdrawal must be lawful, communicated appropriately and respect rights already acquired. Neither these general terms nor an unpublished restriction may override mandatory consumer protections.

Website and goods terms — Website availability and responsibility
We take reasonable care in operating the website but cannot promise uninterrupted access. Planned maintenance and material service disruptions will be communicated where reasonably practicable. Contact STOR24 through another available channel if an outage prevents a time-sensitive request. Keep evidence of your attempt where relevant.

Responsibility for website-related loss is determined by applicable law and the circumstances. These terms do

not exclude liability that cannot lawfully be excluded, including gross negligence, fraud or wilful misconduct, or limit mandatory consumer remedies. We do not promise that every external communication will arrive; known delivery failures must be addressed when giving contractual notices.

Website and goods terms — Contact complaints and changes
Contact bookings@stor24.co.za | +27 11 380 9400 with the relevant booking, account or order reference. Explain the issue and the outcome sought and keep a copy of your communication. We will investigate and seek a fair resolution. You remain entitled to approach a competent regulator, ombud or court. Privacy and access-to-record requests are dealt with under the STOR24 Privacy Policy and PAIA Manual.

We may update terms for future transactions by identifying the revised edition. An update does not retrospectively amend an existing agreement or remove accrued rights. A change to an existing arrangement must follow that agreement and applicable law. South African law applies, subject to mandatory rights and lawful jurisdiction.