

Your space. In writing.

Edition: storage-terms-2026-09-22

FULL STORAGE TERMS AND CONDITIONS

Terms version: storage-terms-2026-09-22

Working draft for legal review - not legal-approved

These terms govern STOR24 storage services, use of the STOR24 website and purchases made through its approved channels. Read them with your personalised booking schedule, the Privacy Policy and any specific terms disclosed for a product or promotion. Mandatory consumer rights remain unaffected.

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. It does not retrospectively replace terms already accepted. A booking, payment, storage signature, bank mandate and access activation are separate steps; completion of one does not establish completion of the others.

1. Our agreement and your booking schedule

These storage terms accompany your personalised booking schedule and any applicable summary acknowledgements. STOR24 means the facility operator identified in your final booking schedule; you means the named customer or its authorised representative. The schedule must identify the operator's legal name, registration and VAT details where applicable, contact and service address, customer, facility, unit, commencement date, agreed charges and payment method. The operator and all applicable charges must be identified before you commit. Mandatory South African law prevails, followed by expressly agreed schedule particulars and these terms. A website update does not retrospectively replace your accepted edition.

2. Storage service and commencement

The unit is for self-storage of lawful goods only, not accommodation, manufacturing, retail trading or occupation as business premises. No postal or registered-business address is provided unless separately agreed in writing. The licence runs month to month from the schedule date. Unit sizes are approximate; inspect suitability before moving in. If we cannot make the agreed unit available, we will offer an agreed alternative or refund prepaid charges for the unavailable service. Signing or reserving does not itself issue keys or activate access: required identity checks, cleared agreed payment and operational confirmation must first be completed.

3. Prices, VAT and amounts due

The booking schedule must separately show monthly rent, its VAT treatment, any deposit, initial rent period, optional goods and the total due before you commit. These terms do not create an undisclosed fee or authorise a higher checkout amount. Where VAT applies, the tax and VAT-inclusive total must be disclosed; an unclear quote must be corrected before payment. Monthly rent is payable in advance on the agreed due date. Mid-month prorating and payment for a following month apply only if the period, calculation and amount are

expressly shown in the agreed schedule. A simulated or test payment does not settle an actual account balance.

4. Deposits, increases and refunds

A deposit is payable only when its amount is expressly included in the schedule; no deposit is implied where none is disclosed. A deposit is not a substitute for rent or cancellation notice. At move-out we will provide an itemised account of lawful deductions for unpaid agreed charges and damage beyond fair wear, and refund the undisputed balance within 14 business days after handover and reconciliation, subject to any shorter statutory period. Deposit interest will be handled as required by applicable law and the agreed schedule. Proposed rent or deposit increases require at least one calendar month's written notice, no retrospective application, and preservation of your cancellation rights.

5. Payment methods and debit-order mandates

Use only verified STOR24 payment instructions and the supplied reference. Verify any purported bank-account change with us through an independently established contact. Card payment and EFT are processed through the designated payment channel; proof of EFT alone is not cleared payment. Choosing debit order or signing this storage agreement is not a completed bank mandate. A separate secure mandate must specify the account holder, amount or calculation, collection date, frequency and cancellation process and be accepted through the approved provider. Cancelling a mandate does not by itself cancel storage or extinguish amounts lawfully owed. Do not send bank credentials, PINs or OTPs to STOR24. Disputed or failed payments must be reconciled before any repeat collection.

6. Move-out and cancellation

For a month-to-month arrangement, give at least 14 calendar days' written notice before your intended month-end termination date. We will acknowledge the effective date and final account in writing. Any statutory cooling-off, fixed-term cancellation or other mandatory right remains available and overrides a more restrictive condition. A full following-month penalty does not apply automatically. Remove all goods and personal locks, return issued keys or credentials and leave the unit clean and undamaged, fair wear excepted, by the agreed handover time. Charges for continued occupation must reflect actual lawful occupation and disclosed rates; they do not waive either party's rights.

7. Lawful goods and prohibited items

You confirm that you own the goods or have authority to store them and that storage does not infringe anyone else's rights. Do not store stolen or unlawful goods, explosives, fuels, flammable or hazardous substances, weapons or ammunition without lawful written approval, live animals or plants, perishables, waste, infectious material, goods attracting pests or creating odours, or anything posing a safety or environmental risk. Do not charge batteries or operate equipment in a unit without written permission. Tell us immediately about a suspected prohibited item, leak, infestation or danger. Emergency protective action must be proportionate and lawful; reasonable attributable clean-up costs may be charged with an explanation and evidence.

8. Packing, condition and care

You choose how to pack and arrange your goods and must keep exits, ventilation and fire equipment clear, respect load limits and avoid overstacking. Check and report unit defects before moving in and promptly report later damage or damp. Do not drill, nail, paint, wire, alter or attach fixtures without written consent. You are responsible for damage caused by you or people you authorise, excluding fair wear and damage for which we are responsible. Do not leave waste in shared areas. Facilities and packing advice do not guarantee that every item is suitable for storage.

9. Access, keys and facility rules

Access is during the facility's notified hours, subject to reasonable safety and identity controls. Keep credentials secure and report lost keys or compromised access immediately. Visitors, movers and drivers you admit must follow reasonable notified rules, speed limits, parking directions and equipment instructions. Use a suitable lock and check that your unit is secured. Where keys are collected at the guard house, the person collecting must be authorised and handover recorded. Leaving a key with staff does not create an unlimited custody obligation. Reasonable changes to access hours will be communicated in advance where practicable; urgent safety restrictions will be explained.

10. Our access to a unit

For routine inspection, repairs or maintenance we will normally give at least seven days' notice and arrange reasonable access. We may enter without prior notice where reasonably necessary to respond to an emergency, prevent imminent harm or comply with lawful authority. Any lock removal must be necessary and proportionate, recorded and communicated as soon as practicable. We will take reasonable care and secure the unit afterwards. This is not a general permission to search or dispose of your property.

11. Important risk and insurance notice

IMPORTANT: Stored goods can be damaged or lost through fire, water, theft, pests or other events. Facility security does not guarantee prevention of all loss, and rental does not include insurance unless your schedule expressly says so. Arrange suitable cover for the nature and value of your goods and check exclusions and claim requirements with your insurer. Tell us promptly about any incident and preserve relevant evidence. Nothing here excludes liability that cannot lawfully be excluded, including liability for gross negligence, fraud or wilful misconduct, or removes statutory consumer remedies.

12. Responsibility and third-party claims

Each party remains responsible to the extent required by law for loss caused by its breach or negligent or wrongful conduct. You are responsible for reasonable substantiated third-party claims caused by your unlawful storage or wrongful acts, only to the extent attributable to you or people you authorise. You do not indemnify us for our own wrongful conduct or liability that law does not allow us to transfer. Use trolleys, lifts, gates and shared areas with reasonable care and follow displayed safety instructions. Notify us of unsafe equipment; a risk warning does not excuse failure to maintain equipment reasonably.

13. Arrears, breach and lawful remedies

We will notify you of a material breach, the remedy required and the applicable time to remedy before cancellation or enforcement, except where law permits urgent protective action. Any mandatory notice or remedy period prevails. Interest, collection or administrative charges apply only if specifically disclosed, agreed and lawful; no interest rate, collection scale or re-entry fee is implied where none has been lawfully disclosed and agreed. We will consider a genuine dispute and provide an account. Access restrictions, any claimed lien and recovery proceedings must follow applicable law. There is no waiver of protection against unlawful dispossession or permission for unlawful self-help.

14. Uncollected goods

Non-payment or failure to collect does not automatically transfer ownership of your goods to us. We will make reasonable attempts to contact you using recorded contact details and give notices required by law before seeking any lawful remedy. Sale or disposal requires a lawful basis and applicable notice or court process; there is no automatic right to dispose of goods merely because 60 days have elapsed. Where a lawful sale takes place, we will account for proceeds, lawful costs and the balance, and explain any claimed shortfall. Urgent handling of dangerous goods remains subject to the proportionate safety provisions above.

15. 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.

16. 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.

17. Personal information and verification

We use relevant customer, contact, booking and payment-status information to administer storage, communicate service matters, verify authority, protect safety and meet legal obligations. Identity documents or biometric data should be requested only where justified, with the purpose and safeguards explained. We use appropriate service providers under confidentiality and security arrangements and retain information only for legitimate operational or legal periods. You may request access or correction and raise a privacy concern

through our contact page; you may also complain to the Information Regulator. Marketing consent is separate and optional. This agreement does not give blanket irrevocable consent for credit-bureau reporting, unrelated marketing or unrestricted sharing. Any lawful credit reporting requires its own applicable notices and process.

18. Notices, complaints and disputes

Keep your recorded email, telephone and service address current. Send notices or complaints through the facility contact details or the website contact page, quoting your booking reference; keep a copy. We will acknowledge them and seek a fair resolution. Electronic notices must be capable of being retained and should not be treated as received where delivery is known to have failed. Nothing prevents you approaching a competent court, the National Consumer Commission, an applicable ombud or other competent authority. South African law applies without excluding mandatory consumer protections or lawful jurisdiction.

19. Changes, transfers and severability

Agreed changes must be recorded in a durable form identifying what changed and when; electronic agreement may be used where lawful. We will not rewrite your previously accepted document when website wording changes. You may not transfer the unit or agreement without consent, which will not be unreasonably withheld where appropriate. Any operator transfer must be lawful, communicated and preserve your accrued rights. Failure to enforce a right immediately is not a permanent waiver. If a provision is unenforceable, the remaining lawful provisions continue so far as they can operate fairly.

20. Electronic acceptance and retained copy

Before signing, read the personalised schedule, summary acknowledgements, important risk notices and this exact terms edition. You may ask questions and correct details before accepting. Acceptance requires your positive action; checkboxes are not preselected. The system retains the accepted text, its version and fingerprint, clause acknowledgements, signer name and signing time with the signed PDF. Download and retain your copy. A storage signature is separate from a bank mandate and is not proof of payment, insurance, stock fulfilment or access activation. The edition incorporated into your accepted agreement governs that transaction, subject to mandatory law and any subsequent lawful agreement.

21. 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.

22. 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.

23. 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.

24. 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.

25. 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.

26. Promotions and competitions

A promotion applies only on the eligibility, facility, dates, products, availability and redemption conditions disclosed with that offer. Its price, duration, treatment of the deposit and 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.

27. 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.

28. 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.