



Secure-Rite Mobile Storage – Frequently Asked Questions

Key Rental Terms and Payment

What are my key responsibilities during the rental period?

- Ensuring we have sufficient access for delivery and pick up
- Providing insurance for the contents during storage
- Packing the container properly
- Securely locking the container

Is there a minimum rental period?

There is a one-month minimum rental period. Outside the one-month minimum, part months are pro-rated by the day.

When is payment due?

The delivery charges and first month pro-rated rent are due before, or upon, delivery. Thereafter rent is due on the 1st day of each subsequent month.

Are my belongings insured by Secure-Rite when they are stored in the containers?

Secure-Rite Mobile Storage DOES NOT insure your contents during storage or while being transported. You are responsible for insuring your belongings. We suggest you check with your current home or business policy provider.

Delivery

How much notice is needed for delivery of a rental container?

We request a minimum 1 - 2 days notice for both delivery and pickup of your container.

Is there any site preparation required?

The only thing you need to worry about is that the surface is fairly level and firm. We can deliver on:

- Cement
- Pavement
- Asphalt
- Gravel, Dirt or Grass (as long as it is not too soft)

How much space is required for delivery?

The amount of space required is minimal. For a 20ft storage container, you will need approximately 60 feet of straight clearance. For a 40ft container, you will need approximately 120 feet of straight clearance. The width requirement is approximately 10 feet. Up to 15 feet of overhead clearance is necessary; please ensure there are no overhead wires or branches that may obstruct during delivery.

How is the container delivered?

The driver will back into your site, raise the truck or trailer tilt-deck up, and gently lower one end of the container to the ground. The truck then slides out from under the container while using the tilt-deck to carefully lower the container to the ground.

Will the container damage my driveway?

Secure-Rite cannot guarantee that your driveway will not sustain any damage. However we make every



effort to minimize the risk of any damage while delivering or picking up. In order to protect your driveway, our driver will place wood pads under the corners of the unit while offloading takes place.

Is it okay to place my storage unit on the street?

Our policy is to locate the unit on private property whenever possible. Occasionally, due to access restrictions for our delivery vehicle or at the request of a client, we will locate the unit on a city street or lane. It is the responsibility of the renter to obtain a permit from the applicable city or municipality. Any cost involved in obtaining a permit is the renter's responsibility.

Packing and Locking

How is my lock protected?

Our rental containers come equipped with a steel lock box attached to the outside of the unit. The lock box conceals and protects your lock from being tampered with. To optimize security, Secure-Rite Mobile Storage strongly recommends that you place an appropriate high security lock within the lock box provided. Lock shackles that hang exposed below the lock box, or locks fitted only to the container handles can compromise security and may place your valuables at risk.

What is the maximum weight of contents I can store?

This depends on the container size and if you require the container to be relocated once loaded.

- 20ft Container maximum content load (NO RELOCATION) = 62,500 Lbs
- 20ft Container maximum content load (WITH RELOCATION*) =5,000 Lbs
- 40ft Container maximum content load (NO RELOCATION) = 59,200 Lbs
- 40ft Container maximum content load (WITH RELOCATION*) = 15,000 Lbs

*Relocation of containers with loads in excess of these weights is possible with additional heavy lift equipment; additional charges would apply.

Is there anything inside the container to keep my belongings from shifting?

There are tie down hooks on both-sides, top and bottom, on the inside of the container to secure your belongings during transit.

Is there anything that I cannot pack in the container?

Do not pack any hazardous, illegal, explosive or flammable materials. Propane tanks should not be stored. Gasoline and oil should be drained from any equipment before storage.

Containers

Are the containers weatherproof?

Yes. We inspect all of our storage containers before they leave our delivery yard to ensure they do not leak. They also have ventilation with a minimum of two vents in each container.

What color and condition are the containers?

Rental units are generally painted a beige color to blend in with your surroundings. They are all new "one trip" containers at the time they are added to our fleet, and are maintained to a high standard.

If you have any other questions regarding our products, services, or policies, please call our customer service team at **1.888.861.3955**. Thank you for your business!