

# **ELLIOT & PRICE MINI STORAGE**

## **REFUND POLICY**

### **RENTALS**

All rental transactions are final. If you rent a storage unit/space, you are **not entitled to a refund** for any current unused portion of the rental period for which you have paid. Elliot & Price Mini Storage does not prorate rent. Customers rent storage unit(s)/space(s) on a monthly basis. The rental period begins on the day the lease is signed and continues up to the anniversary date the following month. Refunds will be issued for prepaid periods only if you move out of your unit before the rental period begins for the prepaid period.

### **MERCHANDISE SALES**

All merchandise retail sales are final. However, Customers who purchase more than Fifty Dollars (\$50.00) of merchandise may return the unused items. These Customers are entitled to a refund less a restocking charge equal to the greater of Fifteen percent (15%) of the value of the items returned or Twenty Dollars (\$20.00). All returned items must be undamaged, unused and in their original unopened package. All refunds will be provided in the form of a check issued by Elliot & Price Mini Storage's main office within fifteen (15) business days upon receipt of the refund request.

## **ELLIOT & PRICE MINI STORAGE PRIVACY POLICY**

1. We do not share information provided by you. We do not sell or share individual personal information with anyone. We do not sell your information to unrelated third parties.
2. If you process an online reservation or payment, we ask you to provide us with information necessary to process your request, which may include name, address, telephone number, e-mail address, credit card number, expiration date, storage unit number and gate code.
3. Credit card information may be encrypted and stored in our web-based software with your rental information/lease for future payments. All credit card transactions are transmitted to a financial gateway using secure technology.
4. Elliot & Price Mini Storage reserves the right, at its sole discretion, to modify or change portions of this Online Privacy Policy at any time. Your continued use of the web site following any changes indicates your acceptance of the changes.
5. Account information is password protected. Please keep your password safe.