

Store My Goods

(SMG Storage Private Limited)

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📍 A-23, Sector 83, Noida-201305

STORE MY GOODS™



Storage Solutions

ORDER ID	139663
QUOTE DATE	11/09/2025

CUSTOMER DETAILS	
Customer/Company Name	mohith kumar
Contact	7799444494
Pick-Up City	Bangalore
Pick-Up Address	Brigade Omega, 80 Feet Road, Banashankari 6th Stage 1st Block, Bharath Housing Society Layout, Subramanyapura, Bengaluru, Karnataka, India, Bangalore, 560061, Karnataka
Pick-Up Date	01/10/2025
Storage Package	3 Bedroom Hall Kitchen
Storage Duration	1 Months
Lift Service availability	Yes
Floor	13

TENTATIVE STORAGE CHARGES		
S.No.	Particulars	Amount
1	Tentative Monthly Storage Charges	₹7,500.00
2	Discount Offered	15%
3	Storage Charges (after discount)	₹6,375.00

	18 % GST	₹1,147.50
	GRAND TOTAL	₹7,522.50

TENTATIVE LOGISTICS CHARGES (PICKUP ONLY)		
S.No.	Particulars	Amount
1	Logistics Charges (Packaging, Goods Handling & Transportation)	₹16,000.00
	GRAND TOTAL	₹16,000.00

REFUNDABLE CHARGES		
S.No.	Particulars	Amount
1	Refundable Security Deposit	₹6,375.00

BOOKING AMOUNT	
Pay Booking Amount Now (Rs.1000.00) and reserve your slot today.	<div>₹1000.00</div> <div>Pay Now</div>

- **Disclaimer:** The Storage Facility is not temperature and humidity controlled. Natural degradation and deterioration of items may occur due to natural climate conditions and environmental factors

TERMS AND CONDITIONS

1. It is agreed that Company's Service Terms and Conditions shall govern the dealings between Company and Customer for all packing, moving and relocation related services and may be amended by Company from time to time, without notice. By availing services from the Company it is deemed that the customer has agreed to these Service Terms and Conditions.
2. **Definitions.**
 - a. "Company" means SMG Storage Private Limited. registered under the Company's Act 2013, providing storage services under the brand name Store My Goods.
 - b. "Customer/Consumer" means the person, company, firm or other entity for whom the

Goods are stored.

- c. "Goods" means the property tendered to Company by Customer for which Company has agreed to store/move subject to these terms and conditions.

3. Ownership of Goods.

- a. Customer warrants that it is the lawful owner and/or has lawful possession of the Goods tendered for storage/movement. Customer warrants that they have sole legal rights to store Goods tendered, to release Goods, and to instruct Company regarding delivery or disposition of the Goods. Customer agrees to notify all parties acquiring any interest in the Goods of these terms and conditions and further agrees to indemnify and hold Company harmless from any claim by third parties relating to the ownership, storage, handling or delivery of Goods, or from any other services provided by Company. Such indemnification shall include any legal fees or costs incurred from any claim by a third party, regardless of whether or not litigation is actually filed.
- b. Customer shall also provide all necessary documents to establish Ownership of Goods and documents required to verify customer identity.

4. Storage.

- a. Company at its own discretion agrees to receive, store, and release the Goods in accordance with Customer's reasonable instructions.
- b. If Company determines that the original palletization of Goods must be broken down for storage/movement purposes, Company shall break down the pallets at the cost of Customer. The Customer shall be responsible for getting the Goods reassembled in its original form or the Company may assist them subject to payment of additional charges.
- c. Company shall store the Goods at any of its storage facilities/warehouses at its own discretion at any one or more location. The identification of any specific location with the Company's Storage Facility does not guarantee that Goods shall be stored therein.
- d. Additional applicable handling charges (i.e. Rs.500 on invoice value below Rs.2000 and Rs.1000 on invoice value above Rs.2000) will be applicable whenever Goods are pulled for distribution or at the time of exit or whenever physical inventories are requested by Customer. Any additional services, if requested, that are not explicitly included in the monthly storage charge/ logistics charges quoted to Customer shall be provided on payment of additional charges to be invoices Customer separately.

5. Termination of Storage/Logistics Services

- a. Company reserves the right to terminate storage and to require the removal of the Goods, or any portion thereof, by giving Customer fifteen (15) days advance written notice. Customer shall be responsible for payment of all charges attributable to said Goods within the stated period and for removing the Goods from the Storage upon payment of all charges. The balance amount if any paid as advance shall be refunded to the customer after deducting necessary charges. If the Goods are not so removed, Company may exercise its rights under applicable law including but not limited to selling the Goods. The Company also reserves its right to deny logistics services to any Customer as per its discretion. SMG shall not be liable for any delay in pick-up / delivery of goods caused due to factors beyond its control like natural calamities, strikes, accidents, third party vendors inability to provide vehicle, delays due to No Entry Hours in specific cities, restricted movement, festival days, or peak days etc.

- b. SMG shall not be liable for any delay in pick-up / delivery of goods caused due to factors beyond its control like natural calamities, strikes, accidents, third party vendors inability to provide vehicle, delays due to No Entry Hours in specific cities, restricted movement, festival days, or peak days etc.
- c. The vehicle type sent to customers on the movement date is dependent solely on the third party logistics vendor.
- d. The Company reserved the right to cancel any services due to non-availability of Labourers or Vehicle or for any other unforeseeable reason beyond the Company's Control. In such cases, Company shall not be liable for any loss or damage or inconvenience caused to the Customer.
- e. In case of four-wheeler storage, the fuel tank shall contain fuel sufficient only for loading and unloading of the vehicle. In case of two-wheeler, the fuel tank shall be completely emptied. Also, in both cases, the customer shall provide a copy of the RC and a valid comprehensive vehicle insurance. Claims for only exterior damage shall be entertained in case of vehicles, no claims for damage to interiors or mechanical fault shall be entertained.
- f. Company reserves the right to deny services to any Customer as per its discretion.
- g. In case the Customer wants to terminate the agreement before agreed tenure, storage charges already paid for the remaining period shall not be refunded. The interest free security deposit shall be refunded subject to deduction of applicable charges, if any. The customer shall be liable to give 01 month advance notice in writing for terminating the services of storage with the Company.
- h. Further, in case the Customer has taken any registrations on the storage premises, the amount shall be refunded only once the customer provides documented proof that the Registration taken on the demised premises has been cancelled and the TDS Certificates (if any) are shared with Company.
- i. In case the Customer has booked the services by paying the token amount and later decides to cancel the booking, then token/booking amount paid shall be completely non-refundable. Any advance payments made against logistics charges shall be refunded only if such cancellation request is raised at least 48 hours before the pick-up time. In case the request is raised less than 48 hours before the pick-up time, the complete amount paid by the customer shall be non-refundable.

6. Customer's obligations for storage/movement.

- a. Customer warrants that the Goods are fit for storage and transportation as may be required. Company will not accept Goods that are not suitable for movement or storage within the Storage Facility.
- b. Unless otherwise made known to Company in writing and accepted by Company, Customer warrants that the Goods are not considered hazardous materials and/or dangerous goods at the time the Goods are tendered to Company. Customer warrants that the Goods shall be limited to the permissible materials and quantities in the then current regulations, and agrees to properly classify the Goods, to accurately describe the Goods, and to provide Company with all necessary or useful information for the safe storage and handling of the Goods. If Customer breaches any of the foregoing warranties related to tender of hazardous materials or dangerous goods, or otherwise delivers any such unfit Goods to Company, Company shall be entitled to exercise all

available remedies including the immediate destruction or removal of the Goods from the Storage Facility without notice to Customer. In the event of the foregoing breach of Customer warranties, Customer shall be liable for all expenses costs, losses, damages, fines, penalties or other expenses of any sort incurred by Company in connection with the storage, removal, or destruction, or handling of the Goods and shall indemnify Company against all amounts, liabilities, claims, or damages/losses arising in connection with the Goods.

- c. For all Goods tendered for storage/movement, Customer shall supply such information and documents as are necessary to comply with all laws, rules and regulations. For all Goods, Customer shall provide to Company all documents or information necessary or useful for the safe and proper storage, handling and transportation of the Goods. If all such information and documents are not fully, accurately and timely provided to Company, Customer shall indemnify Company for all consequences of such failure.
- d. Customer warrants its compliance with all applicable laws, rules, and regulations.
- e. Customer to ensure that the logistics vendor have such access (including free parking facilities or elevators, necessary society permission) as may be reasonably required to carry out the storage, pick-up & delivery services. Any local building/society/misc charges at customer premises to be borne by the customer.
- f. Lift to loading/unloading area distance shall not be more than 100 meters else additional labour charges may be applicable.
- g. KYC (Copy of PAN, Aadhaar Card/Passport) and Self Declaration is mandatory to be completed before the goods are loaded for transportation. Customer shall sign all/any declarations required under the applicable laws and/or as per Store My Goods (SMG) policies. The Customer shall declare individual values of all items in case the declared value of a single box is above Rs. 3500/- (names of all items with their individual values shall be mentioned in the description and total value of the box may be mentioned in the Amount column). The Company shall not be liable in case of damage/loss/theft of any high value items which is not specifically declared in the self-declaration by the customer along with its individual value (especially in case of items stored in the boxes as mentioned above). High value items include but are not limited to expensive/designer clothing, shoes, paintings, watches, laptops and other electronic items etc. Any other item that is not specifically declared in the self-declaration form shall be deemed to have not been stored with the Company and no claims for damage/loss/theft of such items shall be entertained by the Company.
- h. Submitting the all necessary documentations required for availing storage services is the responsibility of the Customer. In case such documentation is not completed by the customer for any reason whatsoever, no claims for and damage/loss/theft etc. shall be entertained by the Company.
- i. Any claims for loss/damage/theft to be reported by the customer at the time of handover of the goods to the customer. No such claims shall be entertained after acknowledgement of proper handover is provided by the customer.
- j. Proper value of all goods should be declared for insurance purpose.
- k. Taking Transit Risk Coverage is mandatory for Inter-City and Intra-city movement of goods. The Customer shall be required to pay additional charges towards Transit Risk Coverage i.e. 3%+GST of the total declared value of the goods at the time of pick-up of goods. In case customer denies taking Transit Risk Coverage in case of Inter-City

movement of goods, SMG reserves the right to cancel the services at its own discretion. In case of both Intra-City and Inter-City movement of goods if the customer chooses not to take Risk Coverage then SMG shall not be liable in case of any damage/loss/theft of goods during transit as the customer shall have been deemed to provide a waiver against such losses in favour of SMG. In case the customer does not wish to take the transit risk coverage through SMG, they may choose to take the same from their own preferred insurance provider and provide a copy of the policy to SMG for its record. In such a case, the customer shall be solely responsible for claim settlement process in case of any damage or loss.

- l. All loose items shall be packed in the specified box/es.
- m. Item such as refrigerators should be emptied and defrosted atleast 24 hours prior to the pick-up time.
- n. If the customer chooses to pack items on their own the Company shall not be liable for any damage caused to such goods during transit. In case of storage plus logistics services if the customer chooses to pre-pack some of items the packing standard shall fit for storage & transportation as per SMG standard of packing, else SMG may repack these items as per SMG standard at the customer's cost. SMG shall also have the right to open the packaging and verify the contents of the packages at customer's cost.
- o. An additional convenience fee shall be charged separately every time if the customer opts to self-drop the goods at the storage facility or self-pickup the goods from our warehouse.

7. Payment Terms & Collection Expenses.

- a. All estimates are based on the initial list of items provided by the customer. In case there is any change in the number/nature of items/pick-up or drop location, the cost shall be revised accordingly at the then prevailing rates for final invoicing
- b. Storage charges are payable in advance along with one-month interest fee refundable security deposit of the monthly storage value. The invoice for the first transaction shall be sent to the customer after payment is received. Reoccurring storage charge payments shall be made by the customer to the Company within 7 days of the invoice date unless otherwise agreed by the Parties in writing. All invoices not paid within the due date will be subject to an additional late fee of 5% per month of the amount due. If it becomes necessary for Company to utilize a collection agency and/or an attorney to collect any unpaid amount owed or to assist in effectuating the lien provisions herein, Customer shall be obligated to pay the collection agency fees and/or attorney fees, and expenses including court costs incurred, regardless of whether litigation is actually filed.
- c. Logistics charges are payable in advance atleast 24 hours before the pick up time. In case the charges is not paid, the Company reserves the right to deny service to the Customer. The Vehicle shall leave the pick - up location only once all payments have been received by the Company. If the total amount payable is not paid by the customer within 30 minutes of goods being loaded into the transportation vehicle, the Company may cancel the order and the vehicle shall be unloaded.
- d. The discount on monthly storage and logistics charges provided in the Final Quotation is not applicable to any additional items (not specified in the Quotation) that may be added on the day of pick-up.
- e. The storage charges shall be subject to an Half-yearly escalation @ 10% above the

last paid storage charges for the preceding month.

- f. TDS if any, on the invoice raised by the Company is deductible under section 194C of Income Tax Act, 1961.
- g. The Company is not selling insurance but only facilitating, from a third party insurance provider. The Customer shall be purchasing the insurance policy directly from the insurance provider. (Subject to the terms and conditions mentioned in the policy document). In any case if the Insurance premiums remain unpaid, the Company shall have the right to deposit the same to the insurance company, on behalf of the customer and adjust the same from the security deposit paid by the Customer. Insurance claims, if any, shall be made by the customer, directly to the insurance provider and the Company shall have no role to play whatsoever in the settlement process. KYC documents to be directly provided by the Customer to the insurance provider as per IRDA guidelines. Customers may chose to purchase the insurance policy through SMG preferred insurance provider or may purchase the same from their own vendor and share a copy with SMG. Customer shall be responsible for renewal of the policy on time so that it may not lapse during the entire storage period.
- h. GSTIN details, if any, should be shared in advance as no changes shall be made to final invoice once generated.
- i. If logistics services taken through SMG, it shall be noted by the Customer that SMG have taken registration under the CGST Act, 2017 and have exercised the option to pay tax on services of GTA in relation to transport of goods supplied by SMG under forward charge.
- j. Any additional services, if requested, that are not explicitly included in the charges quoted to Customer shall be provided on payment of additional charges to be invoiced separately.
- k. Any local building/society/union/no-entry/misc. charges at customer premises or otherwise to be borne by the customer.
- l. Below services are excluded from the scope of work and may be provided on payment of additional charges at SMG's discretion:
 - i. Any professional third party services such as electrician, plumber, carpenter, storage, overtime beyond normal working hours, handling of items which cannot be handled through normal door, elevator, charges for carrying any items via stairs if the customer has not previously informed the SMG regarding the non-availability of service lift.
 - ii. Any unforeseeable cost which is incurred for carrying out the services.
 - iii. In case the packing and loading cannot be completed on the same day within the normal working hours, labour charges for additional days required shall be charged separately.

8. **Lien Rights.** Company shall have a lien on the Goods tendered by Customer and upon any and all property belonging to Customer in Company's possession, custody or control for all charges, advances or amounts of any kind due to Company under these Service Terms and Conditions or under any prior or subsequent invoices issued to Customer by Company (including charges for storage, handling, transportation, demurrage, terminal charges, insurance, labor, and any other charges incurred). Company shall have a lien on the Goods and may refuse to surrender possession of the Goods until all charges or debts are paid in

full. If such amounts remain unpaid for 30 days after Company's demand for payment, Company may sell the Goods at public auction or private sale or in any other manner reasonable, and shall apply the proceeds of such sale to the amounts owed including the legal or other costs incurred for carrying out the sale of Goods at public auction or private sale or in any other manner reasonable. Customer remains responsible for any deficiency outstanding to Company.

9. Liability.

- a. The Company shall exercise such care in regard to the handling of Goods stored as a reasonably careful person would exercise in like circumstances. Company shall not be liable for any loss or destruction of or damage to the Goods, however caused, unless such loss, damage or destruction resulted from Company's failure to exercise such care in regard to the Goods as a reasonably careful person would exercise under like circumstances. Company is not liable for damages which could not have been avoided by the exercise of such care. Company's liability, if any, for loss, damage, or destruction, however caused, to part or all of the Goods stored hereunder shall be limited to Rs.100/- (Rupees One Hundred Only) per box/item. If the Company is unable to provide any service herein contemplated because of acts of God or public enemy, seizure or legal process, strikes, lockouts, riots and civil commotions, or other reason beyond the Company's control, or because of loss or destruction of goods for which the Company is not liable, or because of any other reason provided by law, the Company shall not be liable for failure to carry out such instructions or services.
- b. In no event shall Company be liable for any loss or damage caused by:
 - i. acts of God; public authorities acting with actual or apparent authority; strikes; labour disputes; weather; mechanical or equipment
 - ii. failures; cyber-attacks; civil commotions; hazards incident to a state of war; acts of terrorism; acts or omissions of customs or quarantine
 - iii. officials; acts of carriers related to security; the nature of the freight or any defects thereof; inherent vice of the goods; perishable
 - iv. Any damage caused to internal contents of the boxes which cannot be caused without causing damage to the outer packaging layers
 - v. qualities of the merchandise; fire; frost or change of weather; sprinkler leakage; floods; wind; storm; moths; public enemies; or other
 - vi. causes beyond its control;
 - a. fragile articles injured or broken.
 - b. pilferage or theft, unless such loss or damage is caused by the failure of Company to exercise such ordinary care required by law; and
 - c. Remote damages, or for losses incurred due to damage of the Goods.
 - d. Any loss or damage caused to the goods during packaging and while in transit.
 - e. In no event shall Company be responsible for loss or damage to books, documents, stamps, securities, artwork, paintings, heirlooms, jewellery or other articles of high and unusual value.
 - f. No Consequential Damages. In no event, whether as a result of breach of

Company's duties, negligence liability without fault or any other legal theory or basis, shall company be liable for any special, incidental, consequential, statutory or punitive damages, including but not limited to, loss of profits or loss of market, loss of income, damages arising from loss, attorneys fees or punitive damages, wrong delivery, or damage to property, loss of use of goods, cost of substituted good, delayed delivery or failure to attempt delivery, whether or not company had knowledge that such damages or losses might occur.

- g. If there is a need to transfer goods using ropes, the decision to proceed with this method lies solely with the customer subject to availability. Company will not be responsible for any damage to the goods in such cases.
10. Unless specifically agreed to in writing, Company shall not be responsible for storage/movement of the Goods in a temperature or humidity controlled environment. Customer knowingly accepts that the Goods will be stored/moved in a non-temperature/humidity controlled environment. Company will not be responsible for any loss or damage to the Goods that result from fluctuations in temperature range or in humidity levels of the Store facility/Vehicle. Company will furthermore not be responsible for losses or damages incurred to documents, books and Perishable Goods, unless otherwise agreed to in writing prior to tender of the Goods for storage. Company shall not be liable for any damage or loss caused due to natural degradation of goods. Company shall not be liable for damage/loss caused to any item mentioned in the prohibited list of items.
11. SMG takes all necessary precautions while handling goods to ensure their safety and security, despite the same, given the diverse geographical terrains in our country, breakage of items or scratches on the surface of the goods are sometimes inevitable when goods are transported in large quantities. In such a case, SMG at its discretion shall get the goods repaired by its authorised vendor to total repair value of Rs. 10000/- only (it may be noted that customer shall not have the right to get the goods repaired on their own and ask SMG to reimburse the cost up to the said amount or claim cash compensation up to the said amount. Also, replacement of any item shall not be done only repair if possible). For any repair cost that is beyond the above mentioned amount, SMG shall not be responsible. SMG will under no circumstances whatsoever be liable, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the entire transaction beyond Rs. 10000/-
12. **Inspection & Security.**
 - a. The Customer may visit and inspect their Goods at the Storage Facility subject to prior notice of 2 working days to the Company.
13. **Nominee.** The Customer shall nominate one person as his Nominee. In case the Customer is unreachable or unavailable/absent, the Company shall act as per the Nominee's instructions related to Storage/movement of goods including but not limited to disposal of goods in case on non-payment of charges.
14. **Notices.** All written notices herein may be transmitted by any commercially reasonable means of communication providing delivery receipt to the sender, and shall be directed to Company Corporate Office and to Customer at the address provided by the Customer to the Company, unless otherwise instructed by either party in writing. Lien notices shall be deemed to have been properly served if sent to the address provided by the Customer in the self – declaration form even if it is returned unserved.

15. **Governing Law.** Any dispute related to the Storage/movement of Goods under these Service terms and conditions shall be governed by the laws of India and shall be subject to the jurisdictions of Courts in Delhi.
16. **Waiver; Severability, etc.** These Service terms and conditions constitute the entire understanding between Customer and Company regarding the Storage/movement of the Goods and services provided. These Service terms and conditions supersede all prior or contemporaneous verbal or written negotiations, statements, representations, or agreements. If any section or portion of these Service terms and conditions is held by any court to be illegal or unenforceable it shall not affect the legality or enforceability of the remaining provisions or terms and conditions herein. Company's failure to insist upon strict compliance with any provision of these Service terms and conditions shall not constitute a waiver or estoppel to later demand strict compliance thereof and shall not constitute a waiver of or estoppel to insist upon strict compliance with all other provisions of these Service terms and conditions.
17. **Headings Not Binding.** The use of headings in these Service terms and conditions are for ease of reference only. Headings shall have no effect and are not considered to be part of or a term of these Service Terms and Conditions.
18. **Prohibited List of Items :** Alcohol or any other forms of liquid, Drugs and illegal goods: Firearms, Explosive substances, such as fireworks, ammunition and gas cylinders, Gasoline, batteries, oil, grease, fuel or other flammable substances (gas must be completely drained from cylinders, mowers and motorcycles, for example.), Plants, firewood and other forms of flora, Food and perishables, Odorous materials, Animal carcasses or live animals, Chemicals such as paint and cleaning solvents, Tires, Garbage and refuse, Jewellery, High Value Items, cash, diamond , Precious stone, silver, expensive paintings, antiques, hazardous goods of Category I, II, III, Coir waste, coir fibre and Caddies or any stolen items. The Company reserve the right to dispose of such goods/items, in case there is a breach of above terms and conditions without notice to the customer or if the goods fall under illegal or prohibited category under any applicable laws. The Company also reserved the right to alert the concerned authorities and share the details of the customer without the customer's consent. Further, the Company shall not have any responsibility/ liability in case any such item is found in the customer's goods by any authority, the Customer shall solely be responsible/liable for such items.
19. The packaging and transportation is being carried out by third party with whom SMG Storage Private Limited (Store My Goods) shares a principal to principal relationship. SMG Storage Private Limited (Store My Goods) is not liable for any damage caused to the goods while packaging or transportation due to the negligence of the third party vendor. The customer may either choose to avail logistics services from the third party vendor suggested by SMG Storage Private Limited (Store My Goods) or may choose to hire their own logistics vendor at their own risks and cost
20. In case the customer does not avail the services for packing and transportation for their goods/items from the Company and have either engaged the services of an independent third party logistics vendor or have chosen to pack and transport the goods/items on their own from the pick-up location to the SMG warehouse, the Company shall not be liable for any damage, breakage and in transit losses to the goods/items as the packing and transportation is not being done by the Company but through a third party vendor of the customer's choice. All responsibility for any sort of damage, breakage and in transit losses in such cases shall be borne by the customer both at the time of dropping the goods at the warehouse and at the time of exit of the goods/items from the warehouse (even if transportation services are taken from SMG at the time of exit). The Company will not have

any liability/responsibility in this regard as all the goods/items were already packed at the time of dropping off at the warehouse and it was not possible to ascertain any damage caused by the third party vendor while the goods/items were in transit and in the possession of that vendor. It is expressly understood by the customer that in case of self-drop or drop through an third party logistics vendor to the Company warehouse, all goods/items agreed for providing storage service by SMG are on "SAID TO CONTAIN BASIS" i.e. SMG shall be under no obligation to verify the description and contents of the goods/items stored by the customer. SMG shall also not be obligated to the customer to assess and report any damages caused by the independent logistics vendor hired by the customer while taking handover of the goods/items.

21. All claims of loss/damage caused shall only be recoverable under the insurance cover taken by the Company and shall be subject to the terms and conditions of the insurance provider. The Customer shall be required to produce all documents required by the insurance company for filing a valid claim in case of any loss or damage. In case the claim gets rejected due to absence of any documents as required by the insurance company or lack of proper documents, then SMG shall not be responsible to cover such losses.