

S T O R A G E



C E N T E R

**STORAGE CENTER HAS AGAIN BEEN CHOSEN AS THE
BSA PREFERRED STORAGE PROVIDER.**

FREQUENTLY ASKED QUESTIONS

We will again setup three main locations for students to bring their items to us. These locations are as follows:

- Benevolent + Brown intersection (Keeney Quad)
- Meeting St (in front of Emery-Woolley Hall)
- Thayer and Charlesfield intersection (grad center dorms and new dorm A etc.)

Storage Center will be on campus May 9th, 10th, 11th, 12th and 14th to sell boxes and packing supplies and answer any questions you may have in person.

The Storage Center trucks will be on campus starting the week of May 15th through May 20th to collect your summer storage items and sell boxes and packing supplies. All reservations must be made on line at our website www.storagecenter.com.

On-line Registration: All students must reserve online his/her desired drop-off location from one of three locations and what time of the day is most convenient -- either morning or afternoon. Other drop-off locations are also listed on the website if needed.

Please go to www.storagecenter.com and go to the box labeled 'Students'. Then click on the Brown logo and complete the reservation form. Once complete you will be given an ID number. With this ID number you can make any changes to your reservation on line. Also, you will use this ID number when referencing your reservation with Storage Center.

PRIMARY POINTS

DO NOT STORE: Any food including dry, boxed or bagged food (canned items are ok) and liquid detergent!

DEFROST REFRIGERATORS!!! If you do not defrost your refrigerator you will be charged a \$25 fee.

LABEL EVERY BOX AND ITEM!!! You must put your name on every item stored.

Students storing together:

- Storage Center will only allow **one** pickup and one drop-off for **all** items.
- If there is more than one student storing together you must **all** bring your goods to the same drop off location at the same drop-off reservation time.
- If there is more than one student storing together there must be **one** primary point of contact. All items **must be labeled** with the name of the primary point of contact.
- If one of you forgets to bring a box to the drop-off location at the scheduled time, it will be an additional **\$15 charge for each item**.

Packing items: Storage Center strongly recommends students to pack all items in a box, plastic storage containers, suitcases, duffle bags, trunks, totes, and or other storage containers which can be taped and labeled. All items which are stored must be labeled with the name of the primary point of contact. **Storage Center will NOT accept loose items or goods in a trash bag. All refrigerators must be defrosted, no food is allowed to be stored, no detergents can be stored, and all boxes must be clearly marked. If you have an item which is significantly valuable we strongly recommend you store it an unmarked box.**

STORAGE PICKUP/DROPOFF

- Q. *If I am storing less than 15 items is the free pick-up and delivery included in the per box/item price?*
- A. Yes, free pick up and delivery is included in the three on-campus storage options. You must make a reservation on line and when it asks the size needed, please mark the 'items/boxes' section.
- Q. *I have already brought my goods to the drop-off location and I realize I have one or several additional item(s) I would like to store with my goods – what do I do?*

- A. You can bring the item or items to the original drop-off location and it must be clearly marked. The charge to store **each** additional item is \$15.
- Q. *I am storing with my roommate but we are not moving out on the same day?*
- A. We will suggest that you store your goods individually or you will have to coordinate and bring your goods on the same day during your reservation time to the same location.
- Q. *I am storing with my roommate but we are not coming back at the same time at the end of the summer – can you drop our goods off to us individually?*
- A. No, and we will suggest that you store your goods individually or you will have to coordinate and the person who comes back first will have to accept the goods for both people. However, you can call and make an appointment for one of you to individually pick up your goods at our off site storage location.
- Q. *I live in a location that is not easily accessible to one of your three drop-off locations – what do I do?*
- A. Please complete the reservation form on our website www.storagecenter.com and select from the specialty locations. If none of those locations can accommodate you or you are an off campus student please select 'Other' in the box and type in the Comment Section where you would like us to pick up your goods. We will call you back to coordinate the details and the Storage Center truck will come to your specific location. You must have everything packed and out on the curb ready to be loaded in the truck. **The pick-up in May will be free** and there is a **\$50 charge to bring your goods back to you at a location other than one of the three drop-off locations listed above at the end of the summer or in January if you are a long term student.** If you want moving help there is an additional charge.
- Q. *What do I do if I am leaving campus before the week of May 14th or after May 20th?*
- A. Please go to the Storage Center website www.storagecenter.com and complete the reservation form noting the specific day and time you would like your goods picked up. If your desired date is not listed, please mark 'Other' and put the date in the Comments section. **In May there will be no charge to pick up your goods early, but if you would like your goods delivered back at the end of the summer to a location other than one of the three drop-off locations listed above there will be a \$50 charge.**

SPACE SIZES, WHAT DO THEY FIT?

- Q. *What is the best storage option for me?*
A. Storage Center's experience has been that most students choose the 5x5 space option.
- Q. *How big is a 5x5 space?*
A. The size of a 5x5 space is the equivalent of a large closet. A 5x5 space equals a total of 15 items.
- Q. *How big is a 5x10 space?*
A. The size of a 5x10 space is the equivalent of a walk-in closet. A 5x10 space equals a total of 30 items.
- Q. *What is the definition of an item?*
A. An item is one box, one plastic storage container, one suitcase, one duffle bag, a trunk, a tote, a lamp, a piece of furniture, a bike, a desk chair, etc. An item is something one person can pick up and move alone.
- Q. *If I have an item which cannot be stored in a box, suitcase, etc. such as a lamp, bike, etc. what do I need to do?*
A. Please make sure the item is clearly marked with the primary contact's information.

VOUCHER USAGE

- Q. *What can I use my voucher for?*
A. You can use your voucher to buy boxes, packing supplies and/or use towards your summer storage rental.
- Q. *Can two or more students combine vouchers on one rental?*
A. Yes, students can combine vouchers.

SHORT TERM/LONG TERM STORAGE

- Q. *I am going abroad for the Fall Semester – is there a different process?*
A. No, we just need to know and clearly mark it on your contact sheet that you are a long-term student.
- Q. *I need storage for about a month – do you have options available?*

- A. Yes, the cost for storage for up to 30 days is \$80 for a 5x5 space and \$150 for a 5x10 space. Please clearly mark it on your contact sheet that you are a short-term student. Drop-off at one of the three locations is included in the price and there is an additional \$25 charge for delivery at the end of the month. However, you can call and make an appointment for one of you to individually pick up your goods at the end of June at our off site storage location.

PAYMENT AND RESERVATIONS

- Q. *How can I pay for my storage?*
A. Storage Center accepts a Brown voucher, checks and Visa, MasterCard, American Express and Discover credit cards. No cash will be accepted for payment of your summer storage rental.
- Q. *If I buy boxes and moving supplies can I pay with cash?*
A. Yes, cash will be accepted for the purchase of boxes and moving supplies only. All credit card charges must be a minimum of \$15. Also, you may use your Brown voucher for the purchase of boxes and moving supplies.
- Q. *If I make a reservation on line and need to make a change with either the day and/or the time, what do I do?*
A. Please go the Storage Center website and using your ID number make the changes as needed resubmit the reservation.
- Q. *I made a reservation online through the Storage Center website—will I receive a confirmation email?*
A. Yes, you will receive a confirmation email which gives you your ID number.

MOVING MY THINGS

- Q. *I need helping moving my goods from my dorm room to an on-campus drop-off location – is there moving help available?*
A. Yes, there will be several people at each location who will be available to help for an additional charge of \$20 an hour for 2 men. Please indicate you would like this service when making your reservation online.
- Q. *Will there be carts and dollies that I can borrow to move my goods?*
A. Yes, there will carts and dollies at each location and they will available on a first come, first serve basis. You must leave a form of ID with the Storage Center representative to borrow the cart or dolly.

- Q. *Do I have access to my goods during the summer?*
 A. Yes, but you need to access your goods during business hours (M-F - 10:00 a.m. to 4:00 p.m. and Sat - 10:00 a.m. to 2:00 p.m.).
- Q. *Do I have to use Storage Center boxes?*
 A. No, but we strongly recommend the large, double walled, reusable box with handles Storage Center will have for sale.
- Q. *Does Storage Center ship boxes?*
 A. YES...please see the Storage Center section for Shipping for specific details.

We have tried to anticipate as many questions as we could in writing this document. If you have a question which was not answered above, please email us at providence@storagecenter.com.

SHIPPING SERVICES – STORAGE CENTER

Storage Center is excited about the opportunity to offer you expanded Shipping Services this year. Storage Center offers two primary programs:

A. SHIP BOXES TO A DESIRED LOCATION:

We will again offer you the opportunity for Storage Center to ship your boxes anywhere within the United States or internationally.

Storage Center will ship your boxes within two business of receipt.

Storage Center will not pack the boxes to be shipped. The student must pack his/her own goods in a box. Storage Center recommends using either the medium or large double walled white SC box to ship your goods.

Pricing:

Actual cost from UPS/Fed Ex to ship the box
 \$5 handling charge to ship each box

Process:

1. The student packs his/her boxes, includes the destination address on the box and writes the word 'ship' on the box.
2. The student downloads the shipping form from the Storage Center website.
3. The student drops off the boxes to one of the 3 main locations (Charlesfield & Thayer, Meeting Street or Brown & Benevolent) with the completed the shipping form.
4. If the student is having his/her goods picked up at an off campus location then process is the same.
5. Storage Center will process the boxes and send a detailed email confirming the price, tracking number and estimated arrival.
6. Storage Center will charge the student for the boxes shipped.

Q. *Why would I ship my boxes with Storage Center?*

A. Storage Center offers you the convenience to bring all your boxes you either want to store or ship to one location.

Q. *How will I know the cost of box to ship?*

A. Your box will be measured and weighed. This information will be entered with the shipping destination and the price will be determined. Once this information is determined you will receive an email.

Q. *Will I receive a receipt of the shipping costs?*

A. You will receive an email detailing all the information about each box shipped, the tracking number, the cost and the estimated date of delivery.

B. SHIP BOXES TO STORAGE CENTER – 35 Oxford Street

As a new feature, Storage Center will offer ALL students including incoming freshman the opportunity to ship packages to our main location at 35 Oxford Street in Providence. Storage Center will receive packages for any student from any shipper which includes but is not limited to any retailer, UPS, USPS, FedEx and DHL.

Pricing:

The fee for Storage Center to receive, store and deliver each package is \$10.
Oversized box is additional \$5 charge.

Process:

1. The student completes the form on line detailing the number of boxes being shipped and when they are expected to arrive. The student will also mark whether they have storage with us currently.
2. The student keeps a record of the tracking number in the event the boxes are not received.
3. Once the boxes are received, Storage Center will send an email confirmation and request payment.
4. If the student has storage with us over the summer, Storage Center will merge these boxes with your stored items.
5. If the student does not have storage with us currently, Storage Center will store the shipped boxes for up to 20 days free of charge. If the boxes will be stored more than 20 days then the fee will be \$25 for up to 5 boxes and \$45 for up to 10 boxes.
6. If the student does not have storage with us, Storage Center will deliver those boxes to one of the 3 main locations free of charge. The student must complete the reservation form at the end of the summer to have his/her goods delivered on the desired day and time.

Q. *I shipped several boxes to you over the summer do I have to pick them up?*

A. No you do not need to pick up your boxes unless you want to. If you have summer storage with us currently, we will merge the boxes shipped with the stored goods and deliver to you all at once.

Q. I am a freshman and do not have summer storage with you nor do I have a car, how can I get my boxes?

A. Storage Center will deliver your shipped boxes to one of the 3 main locations (Charlesfield & Thayer, Meeting Street or Brown & Benevolent) on campus free of charge. You must go our website and complete the reservation and your goods will be delivered at your desired time and location..

Q. What size boxes will Storage Center accept? For example, can I ship my bike?

A. Storage Center will accept any size box that can be handled by one person. If it requires two people there will be an extra charge of \$5 for an oversized box..

Thank you and we look forward to working with the Brown community!