

Refund Policy

Storage Outlet will allow refunds on credit card payments under the following guidelines:

The use of the storage space is on a month to month basis with automatic renewal until terminated. All rent is due on the 1st of each month. If you have not vacated the storage unit or parking space or there is still a lock on your unit as of the first of the month, full rent is due for that month. Rent will be pro-rated for move-outs up to the fifth day of the month only if notice is given at the time rent is paid in advance of the due date. If the tenant moves out after the fifth of the month without giving that prior notice, the tenant agrees to pay a full month's rent.

In the event of proper notification of termination and vacation as described above, all pre-paid full months rent will be refunded (in full) with the exception of reversing (and collecting out of the prepaid funds) any discount(s) that the tenant received the benefit of for conditions that were not met by tenant.

In the event your account is overcharged due to an inputting entry error, Storage Outlet will refund your account within 24 hours of being notified of the discrepancy and proof of the error made.

Storage Outlet is without liability and/or responsibility and is held harmless by tenants making credit card payments through the company's web site in case of any interruption to the web site for any reason that may cause tenant's payment not to be credited in a timely manner. It is the responsibility of the tenant to verify payment transaction made via the internet is credited to their account.

To be honored, all refund requests require proof of payment- which is legitimate proof that payment was processed to the credit of Storage Outlet and the date of processing by tenant's financial institution.

Allowable refunds will be credited within 30 days of request for the refund being made and provision of proof of payment.

Refunds will be issued as a credit to customer's credit card. No refunds shall be issued in the form of cash, check or exchange. Refunds will be issued against the original credit card used in transaction.