

## FREE MAN & VAN OFFER – JANUARY 2026



### TERMS & CONDITIONS – To be read in conjunction with Brown Box General terms & Conditions.

1. **Promoter:** Brown Box Self Storage ("Brown Box"), Tamworth. Phone: 01827 954 345. Website: [www.brownbox-storage.co.uk](http://www.brownbox-storage.co.uk)
2. **Offer:** Eligible new customers receive a **free man & van move-in service** to help move items into their Brown Box storage unit, subject to these terms.
3. **Eligibility:**
  - a) **New customers only** (first-time storage customers at Brown Box).
  - b) Customer must complete a new storage booking and agreement before scheduling the move.
  - c) **Minimum storage commitment:** minimum **8-week paid stay** (or agreed minimum spend). If cancelled/shortened below the minimum, Brown Box may charge for the move at a reasonable rate.
4. **Service area (strict):** Collection address must be within **5 miles** of Brown Box Self Storage (road route). Outside 5 miles is **not eligible** for the free service (see Upgrades in clause 11 where available).
5. **What's included (free standard service):**
  - a) **1 van + 1 operative (helper).**
  - b) **1 collection address** and **1 delivery address** (Brown Box site).
  - c) **Up to 2 hours total** on site (combined loading/unloading time).
  - d) **One trip only.**
  - e) Moving items from collection point to vehicle and from vehicle into the facility. Customer must have items ready.
6. **Booking & availability:**
  - a) Must be **pre-booked** and is subject to availability. Slots may be limited to weekdays and specific times.
- b) If customer is not ready at the agreed time, Brown Box may shorten the service window or rebook. Re-booking may incur a fee.
7. **Access & safe handling:**
  - a) Customer must ensure safe, legal access at the collection address (parking, permits, keys, lift access).
  - b) Brown Box may refuse to move items where safe handling cannot be achieved (manual handling limits, unsafe stairs, inadequate access, weather/ice, etc.).
8. **Stairs / long carries / specialist handling (not included unless agreed):** The free service assumes **reasonable ground-level access**. The following are excluded unless agreed as an Upgrade: multiple flights of stairs, long carries, dismantling/reassembly, specialist moves, exceptionally heavy/awkward items.
9. **Excluded items:** No hazardous/illegal goods, flammables, chemicals, gas bottles, weapons/ammunition, perishables, living items, or any item prohibited by Brown Box storage terms. Brown Box may also exclude exceptionally heavy/awkward items (e.g., pianos, safes) unless agreed in writing.
10. **Customer responsibilities:**
  - a) Items must be **packed and ready**.
  - b) Customer must accurately disclose volume and any heavy/special items when booking the move.
  - c) Customer (or a nominated responsible adult) must be present at

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collection and delivery to authorise loading/unloading.

11. **Optional Upgrades (paid add-ons, subject to availability):**

a) **Extra mileage:** where offered, collection beyond 5 miles may be available at an additional charge (quoted in advance).

b) **Extra time:** service beyond 2 hours may be available at an additional charge (quoted in advance, charged per additional time block).

c) **Second operative:** may be available for heavy/awkward loads at an additional charge.

d) **Second trip / additional stop:** may be available at an additional charge.

e) **Stairs / long carry / dismantling:** may be available at an additional charge where safe and agreed in advance.

f) All upgrades must be **agreed and priced in writing** before the move. If undisclosed conditions/items arise on arrival, Brown Box may refuse, rebook, or offer an upgrade price.

12. **No cash alternative / non-transferable:** No cash alternative. Offer is non-transferable and cannot be exchanged.

13. **Damage & liability:** Reasonable care will be taken, but this is not a full removals contract. Claims must be reported within **24 hours** of the move service with evidence. Nothing limits liability where it cannot legally be limited.

14. **Changes & cancellation:**

a) Customer cancellations within **24 hours** of the booked slot, or failure to be ready, may incur a cancellation/rebooking fee.

b) Brown Box may withdraw/amend the offer or substitute an equivalent benefit where necessary (e.g., breakdown, staff illness).

15. **Fair use:** Brown Box may refuse the offer where abuse, misrepresentation, or unsafe conditions are identified.

16. **Governing law:** UK law applies. Using the offer confirms acceptance of these terms and the Brown Box storage agreement.