



FREQUENTLY ASKED QUESTIONS

How does 4.0 Storage work?

It's very simple! Just schedule your pickup or delivery online [here](#). You can create your own account through us and check the status of your appointment whenever you'd like. While scheduling for your pickup, you can request boxes and tape. These will be delivered to you during your school's Reading Period.

On pickup day, we ask that you are ready for us downstairs outside at the curb of your residence hall **10 minutes prior to the designated time**. Have your things brought down for us ([properly packed](#)). Alternatively, you can opt for our **Room Service** for \$30 and have us bring your things down for you instead! If it is raining, bring your things to the first floor lobby of your residence hall. We have a reputation for punctuality! Please be on time as we run a tight schedule to ensure we have enough time to work with all of our customers.

Once everything is loaded, we then assess what you have on our [inventory sheet](#) and send you a receipt electronically. We prefer cash as it is easiest for us to work with, but we can take checks or credit cards. Please note that customers paying with credit cards pay an additional 3.5% convenience fee.

Once you sign us off, we bring your things to our warehouse on Jefferson Road and store them there. We email [pictures](#) of all of your things to you so that you know that they've made it safely and will be secure while you're away. Look for these pictures a few days after your pickup date.

About three weeks prior to your expected return, we will contact you about specifics regarding when you will return to campus.

We then deliver back to you, have you sign off the inventory sheet, and wish you well for the school year. That's it!

How much will storage cost me?

4.0 Storage is a "pay per item stored" storage business. The prices for all of the items we store are listed on [our rates page](#). Prices are valid for either a semester abroad or for the summer. If something you'd like to store isn't listed on our page, let us know and we'll offer a reasonable price.



Though the prices on our sheet are for the most part flat rates, please be aware that they are subject to our discretion based on factors such as the item's weight.

If you will need storage for both the summer and during the fall semester abroad (i.e., storing with us for roughly 8 months instead of about 4), we just double the rates for everything you store with us.

On average, customers save **45 – 50%** compared to the big chain companies while storing with us for the summer or studying abroad. Savings are even more dramatic if a customer studies abroad and stores with us for the summer – many of our year round customers save up to **70%**!

Is there a pickup/delivery fee?

We have designated free pickup and delivery days for our summer season only. There is a **\$25 fee** for pickup dates and a **\$25 fee** for delivery dates other than the announced free dates.

How do I pay?

Payment is expected at time of pickup. We prefer cash, but can accept checks or credit cards. Please note that customers paying with credit cards pay an additional 3.5% convenience fee.

Where is all my stuff going to be stored while I'm gone?

Your belongings are stored in a secure warehouse only accessible by our staff. The warehouse is climate controlled; the temperature is about 65 degrees Fahrenheit and has a humidity of about 55% year round. Cameras and security officers are active 24/7.

Can I pick up my stuff from the warehouse?

In order to ensure our customers' possessions' security, we unfortunately cannot allow any of our clients on the premises.

Are there any discounts?

We offer several discounts for our customers. We are offering **10% off** for every new client you refer to us. Our [Facebook page](#) periodically offers exclusive discounts for our followers. We also have discounts specific to the schools we service – refer to your school's page for a



list of the discounts available. Lastly, we have a special discount for roommates only – refer to the question on group rates.

How does the referral process work?

When registering for your pickup, provide your friend's name when asked. When they register for their pickup, they just need to provide your name when asked. Discounts are honored at the time of pickup. Keep up the referrals and tell your friends about us; discounts do stack!

Do you offer group rates?

We do offer a special discount for roommates. If you and your roommate will be living together in the fall, you are eligible for our 10% off Roommate Discount. When registering for your pickup, provide your roommate's information when prompted, and then have him/her register for a pickup for the same date and time, also providing your information when prompted. You and your roommates must label all of your things with the letters "RD," in addition to your own name. Be aware that we will pick up and deliver to one location only.

This discount cannot be used in conjunction with the referral program, unless the referred customer in question is not your roommate.

What if I don't know exactly when I'm coming back to receive my things?

We will send you a reminder email in the middle of August, December, or April (based on when you requested storage) asking you where and when you plan to move into your new residency. At that point in time we will be able to provide you with our delivery dates.

Is there anything you won't store?

We will not store especially valuable things like jewelry, liquids like laundry detergent, any type of perishable food, explosives, drugs, and vehicles.

Can I store stuff that can't fit in a box?

Absolutely. We ask that smaller things like office supplies, books, and room decorations be stowed in boxes or plastic containers, but larger things like bicycles and rugs do not need to be stored inside anything. Refer to the prices on [our rates page](#) for objects not stored in boxes.



How do your provided boxes work?

If requested, the [boxes](#) we will provide to you are 17" long x 11" x 11." Each box that you request will cost \$15 to store. You are free to use your own boxes, but they will be priced accordingly. Be aware that boxes that are excessively large or cumbersome to move may be charged at a higher rate than listed on our inventory sheet.

Due to popular demand, we are now offering our own signature jumbo boxes! They are heavy duty 24" x 18" x 16", can be stored for \$30, and we are offering them for \$2 each. We are also selling rolls of packing tape for \$2 each.

Our boxes are distributed on one day per school, TBD based on the time of year. More information is available on your school's respective page. We do not provide more boxes after the day has ended.

We ask that ALL boxes that you use to store your belongings are labeled with your name and are securely sealed.

Do I have to be around when you come to pick up my stuff and drop it off?

No. However, a trusted friend or relative must be there and we will need to know that person's name and contact information. If you know that you will be unable to pick up your belongings, please contact us ahead of time.

How can I be sure you won't mix up my stuff with other people's?

We send all of our customers a detailed inventory list of all the items that were signed in on pickup at time of service. We also send a picture of what your things look like while in storage. When we deliver your belongings when you return, the inventory list is rechecked.

Can you ship my things to me if I end up changing schools or decide not to come back?

We can! We ship via FedEx. Shipping is handled on a case by case basis. We will bring all of your things to the FedEx facility, send you their quote, and then our quote including time and labor.

Payment is done via credit card over the phone after we have found out what it will cost to ship your things. Once it is processed, we will email you the tracking number. Please be



aware that we are not legally allowed to ship refrigerators, as the coolant within is considered hazardous.

Does 4.0 Storage offer insurance?

There is no insurance plan offered by our business. We have found out that most homeowner's insurance policies will automatically cover your possessions away from home at no/for a minimal charge. Please check with your parents' insurance agent or your own if you carry your own policy.

What is the packaging fee?

In order for us to present the most efficient service possible, we ask that you follow our [packing instructions](#). There will be a \$20 packaging fee added to your total if the 4.0 staff must package your belongings properly.

Can I reschedule my pickup time without penalty?

Yes, you may reschedule your appointment without any charge 24 hours before the allocated pickup/delivery time. There is a \$20 fee for changes made within 24 hours of your pickup/delivery.

If I have any more questions, where do I go from here?

You may email us at info@fourohstorage.com, or you may contact our office at (585) 210-0596. You may also contact us directly off your own account page.