



859-253-4707

502-968-4408

www.storeroom.us

Frequently Asked Questions:

How does THE STOREROOM's mobile storage work? We deliver clean attractive "Yellow Box(s)" to your location. You pack the Yellow Box(s). Place a lock of your choice on each box and only you have the key or combination. Your Yellow Box(s) is picked up on your scheduled pick-up date. Then they are picked up and taken either to your next location or to our climate-controlled facility here in Lexington. When needed we return the Yellow Box(s) to your home, apartment, dorm or business!

What are the dimensions of each Yellow Box? Each Yellow Box is 5' wide x 8' long x 7' high with a large swing door. The door clearance is 3'11" wide x 6'2" high. Interior dimensions are: 4'9 1/2" wide x 7'8" deep x 6'4 1/4" high. Stop by & see one in person – they will hold a lot!

How many Yellow Boxes will I need? Just give us a call and a Storage Consultant will assist you in determining how many Yellow Boxes you will need. Each Yellow Box holds up to 1500 lbs., that's 280 cubic feet of storage space. Don't worry if you order an extra Yellow Box and don't use it, you are only charged for what you use! **Rule of thumb:** One Yellow Box for every 1-1 1/2 rooms of furniture needed to store or 4 SpaceCubes hold approx. 2,000 sq. ft. of household items.

What are the Yellow Boxes made of? Built with an exterior plywood construction, single hinged door opening, with a heavy-duty latch system for your lock. They sit on pressure treated skids for ground contact and are covered by vinyl covers to make weather proof. Wood construction allows belongings to breathe better in climate control compared to other types of storage boxes.

How long do I have to load the Yellow Box(s) before you pick them up? **NO NEED TO RUSH!** To help ease the stress of moving we can leave the Yellow Box(s) at your location for up to 10 days. Please note: Yellow Boxes are not intended for long term on site storage. Call us for other options.

How soon should I schedule delivery / pick-up of my Yellow Box(s)? Give as much notice as possible will allow us to schedule your delivery and make it as convenient as possible for you. We deliver and pick-up Monday thru Friday from 8:00am – 5:00pm and Saturday from 8:00 am - 5:00 pm. someone only needs to be there for delivery NOT pick up. **Rule of thumb:** Schedule ahead 1 week for delivery or pick-up

Do you offer locks or packing materials? YES! We offer locks, and expandable post for hanging clothes, dollies, and packing blankets. Items may be viewed on our web site www.storeroom.us with pricing information.

Where are the Yellow Boxes placed on my property? It is our primary goal to place the Yellow Box(s) wherever it is most convenient for you to load them. The truck is capable of delivering or picking up up to 4 Yellow Boxes at one time. Our trained & professional driver off loads each Yellow Box with a forklift, allowing placement other trucks cannot get to. Most times a driveway or in a parking space is the best placement. You must find a space on your property or get permission to leave the Yellow Boxes. Find a fairly level surface to place the Yellow Boxes on and there should not be a problem. Usually two Yellow Boxes will fit in a standard parking spot. Also ask permission before having Yellow Boxes delivered if you are renting or Yellow Boxes will be on someone else's property.

Are there any items prohibited to be stored in your Yellow Boxes? Yes, **DO NOT** store the following items in the Yellow Box: flammable or hazardous materials, weapons, explosive devices, illegal substances, perishables and no liquids!

What if I am worried about items shifting around? Please be sure you read "Yellow Box Loading & Packing Suggestions". Use common sense and you should not have any problems. Each Yellow Box has 4 places to attach straps or ropes to secure items. Heavy items on the bottom and lighter items on top, use strong moving boxes in uniform sizes, break down items with removable legs. Do not place breakables by the door on the Yellow Box.

How much does THE STOREROOM service cost? The price will depend on how much you are storing and for how long you will need storage. Just give us a quick call at (859) 253-4707 or (502) 968-4408 and we can discuss your storage needs.

How do I pay my monthly STOREROOM bill? We offer **E-Z Pay with two different options:** Charge your credit/debit card or debit your checking account monthly on your anniversary date. Your first charge/debit would be for the delivery, first month rent and any locks/packing materials. Your anniversary date is your original delivery date (I.e.: Delivered on November 12th – the 12th of each month is your anniversary date). Any days not used at the end of your storage period will be credited/refunded back to you! It is that easy, no bill to keep up with and you're not paying for days of storage you haven't used!

Do you offer insurance? THE STOREROOM is so confident about the safe & secure storage of your property we insure the contents of each Yellow Box up to \$2,000.00. You may purchase additional insurance for a minimal price and it is added monthly with your rent. Please call to speak to a storage consultant for more information.

How accessible am I to my storage items once in your storage facility? Simply call us with a 24-hour notice of when you needing access and we'll have your specified Yellow Box brought down to our customer viewing area at no charge. Once your Yellow Box is in our viewing area access to your Yellow Box is during regular business hours on that day. This service is available Monday-Friday, 9:00am – 4:00pm.

How safe is THE STOREROOM's storage center? Our warehouses are equipped with a 24-hour security system and sprinkler & fire protection system. Your belongings are stored in a climate-controlled environment (50-80 degrees). You will always find our storage center to be kept clean, dry, safe and secure.

How long has THE STOREROOM been in business? THE STOREROOM, a new moving concept was started spring of 2004. We are managed by A-1 Portable Buildings Inc., which has been supplying quality portable offices and storage containers to Kentucky for over 30 years and members of the Better Business Bureau, Commerce Lexington and the Mobile Self-Storage Association. Providing excellent customer care has always been our number one goal!

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