



## FAILURE TO PAY PROCEDURE

**DUE DATE:** Customers will be advised to make their payment on time to ensure they do not incur a late fee of \$15.00. Be advised to contact the facility by 5pm on the appropriate due date if a delayed payment is expected at (08) 8384 4384.

**ONE DAY OVERDUE:** The customer's account at this point would be considered overdue and a late fee applied to the account. Access to the facility will also be suspended at this time.

**7 DAYS:** After a week of delinquency, the customer's storage space will be over-locked and a late fee will be applied.

**14 DAYS:** After two weeks overdue, the customer's storage space will remain over-locked.

**21 DAYS:** After 3 weeks overdue, Storage Boss will initiate default procedures, which include preparing to access the customer's space to arrange disposal of goods.

**28 DAYS:** After a month of delinquency the customer is in default of the Storage contract. A grace period of 14 days will be given to rectify the default and pay all outstanding fees. Storage Boss retains the right to take default action, enter the storage space and dispose of goods after 14 days if the account is still outstanding. Please note that another late fee will be applied to the account if payment is not made within the following 2 days.

**40 DAYS:** Continued notices will be sent to the customer and if after 40 days there has been no response, Storage Boss Self Storage Pty Ltd will take default action and enter the space in the following 48 hours. Storage Boss retains legal rights to dispose of goods. To prevent the impending disposal of goods the customer must pay the full outstanding amount of the account.

**43 DAYS:** After 42 days in arrears Storage Boss Self Storage Pty Ltd management will enter the storage space for the purposes of disposing of or selling the delinquent customer's goods. It is critical that the customer contacts Storage Boss Self Storage Pty Ltd to avoid disposal of goods.

**DAY OF ENTRY:** On the day of entry, the customer will be sent notification and a photograph of goods remaining in the space intended for disposal. If the customer wants to avoid having the goods disposed of they will need to contact Storage Boss Self Storage Pty Ltd management **IMMEDIATELY**.