

QUESTIONS ABOUT PACKING AND PICKUP OF MY STORAGE ITEMS

1. What do I do once my items are packed and ready for storage?

The UPS Store will pick up your items on campus at designated times and locations. Once your items are packed, bring them to one of the designated on-campus stations. A member of our team will label your items, assist you with completing your contract and take payment for your storage.

2. What if I need assistance getting items from my room to The UPS Store on-campus station?

We can do an in-room pickup for \$45. Once your items are packed, visit one of our stations to check in. If a member of our team is available to do the pickup immediately, they'll go back to your room with you to complete the pickup. If no one is available at the time you check in, we will add you to our pickup list and we'll meet you in front of your building as soon as we're free. Although pickup times can not be pre-scheduled, it is always a good idea to email us ahead of time to request an in-room pickup as we will have limited pickups available during the peak move out days.

3. What if I need to ship some items home?

You can ship via UPS from our on-campus stations. Just bring your items to our station and we'll create UPS labels and take payment for your shipments.

4. What if I need boxes or packing material?

We will have boxes, bubble wrap and tape available for purchase at our on-campus stations. We'll have three standard box sizes as well as many other custom boxes for odd shaped items such as televisions, tall lamps, sports equipment, instruments, etc..

5. What items should I NOT put in my storage?

A detailed list of restricted items is in the storage contract. In general, you should not include liquids, potentially hazardous items(including loose batteries) or food. You should also avoid putting any high value or fragile items unless they are very well packed.

6. How do I insure my storage in case something gets lost or damaged during storage?

We include \$300 of coverage for loss/damage in every storage contract. In addition, you may purchase additional coverage(up to \$2500 total) if the value of your items is more than \$300. The cost is \$3 for each additional \$100 of coverage needed.

Details about our coverage is included in the contract. In order for you to be reimbursed damage, your items must be properly packed. Fragile items should be bubble wrapped and kept away from the side walls of your box. Also, we cannot reimburse for minor

damage to totes, plastic drawers, suitcases, etc. that are put into storage without a box. If you're concerned about scratches, cracks, minor stains/scuffs to these types of items then they should be packed in a box.

7. What if I'm moving out on a day other than the designated on-campus days?

We have limited availability for pickups on days other than our scheduled on-campus days. Email us at college@theupsstoreri.com and we will try our best to schedule a pickup for you. Pickups on days other than our scheduled on-campus days are \$50.

8. What if I live off campus? Can I still put my items in storage?

Yes. We can schedule a pickup at your off-campus housing location. Off-campus pickups are \$50 in addition to standard storage costs. We can not do off-campus pickups on our peak on-campus days.

9. Do I have to defrost my refrigerator prior to putting it into storage?

Yes, refrigerators must be defrosted. If a fridge is not defrosted, not only will it leak on our employees and floors, it will also be moldy and smelly when you open it up in the fall. There will be a \$25 fee for any fridge that isn't thawed at time of storage.

10. How do I pay for my storage or shipping?

We accept cash, Venmo and all major credit cards. Payment must be completed in full at the time of storage or shipping pickup.

QUESTIONS ABOUT DELIVERY OF MY ITEMS WHEN I RETURN TO SCHOOL

1. How do I get my items when I come back for the fall semester?

A great service we offer due to our close relationship with PC is **FREE IN-ROOM DELIVERY**. If you're in on-campus housing in the fall, your items will be waiting for you in your room when you return.

2. What if I am living in off campus housing in the fall?

We can deliver directly to your off-campus housing for \$50. Off-campus deliveries are curbside deliveries, so you may want to have a friend available to help get things to your room if needed.

You can also pick up your items at our store in Warwick RI. We are open seven days/week. We just need 24 hours notice to pull your items from our warehouse.

3. What if I'm returning to school earlier than the regular start date for the fall semester?

If you're arriving before our scheduled delivery to campus, we can deliver to you early for \$50 or you can pick up your items at our store in Warwick RI. We are open seven days/week. We just need 24 hours notice to pull your items from our warehouse.

4. What if I choose not to return for the fall semester?

If you choose to go virtual for the fall semester or not return to school for any other reason, we can extend your storage contract for an additional semester(through January 2022) or ship your items to you. If you choose to extend your storage for an additional semester, the cost would be 75% of the amount you paid for summer storage. If you choose to have your items shipped, we simply charge you for standard UPS shipping and any packing needed.