



Free Removals Into Storage: Terms and Conditions

Participating sites: Giant Storage Frome and Giant Storage Salisbury

In short

Take a 20ft or 40ft storage container at Frome or Salisbury for at least three months, and we will move your belongings free of charge from an address within fifteen miles. A full crew, as many journeys as it takes. Packing, materials and furniture dismantling are not included. If you leave before the three months are up, the remaining months become payable.

The full terms below take precedence over this summary.

1. Who these terms are between

1.1 The storage agreement is between you and **Giant Storage** (Giant Storage Ltd, company number 11718601).

1.2 The removal is provided by **Giant Transport** (Giant Transport Ltd, company number 15365746), and is subject to Giant Transport's standard removals terms and conditions except where these offer terms say otherwise.

1.3 These offer terms sit alongside both agreements. Where there is a conflict about the offer itself, these terms apply.

2. The offer

2.1 New customers who take a 20ft or 40ft storage container at a participating site, on a minimum term of three consecutive months, receive one free local removal into that container.



2.2 The offer is available at Giant Storage Frome and Giant Storage Salisbury. Participating sites are listed on our website and may change.

2.3 The offer applies to the move into storage only. It does not apply to the move out.

3. Who can use the offer

3.1 The offer is available to new storage customers only. Existing customers, transfers between units and renewals are excluded.

3.2 The offer applies to 20ft and 40ft containers only. The 8ft container is not included.

3.3 One offer per customer and per container.

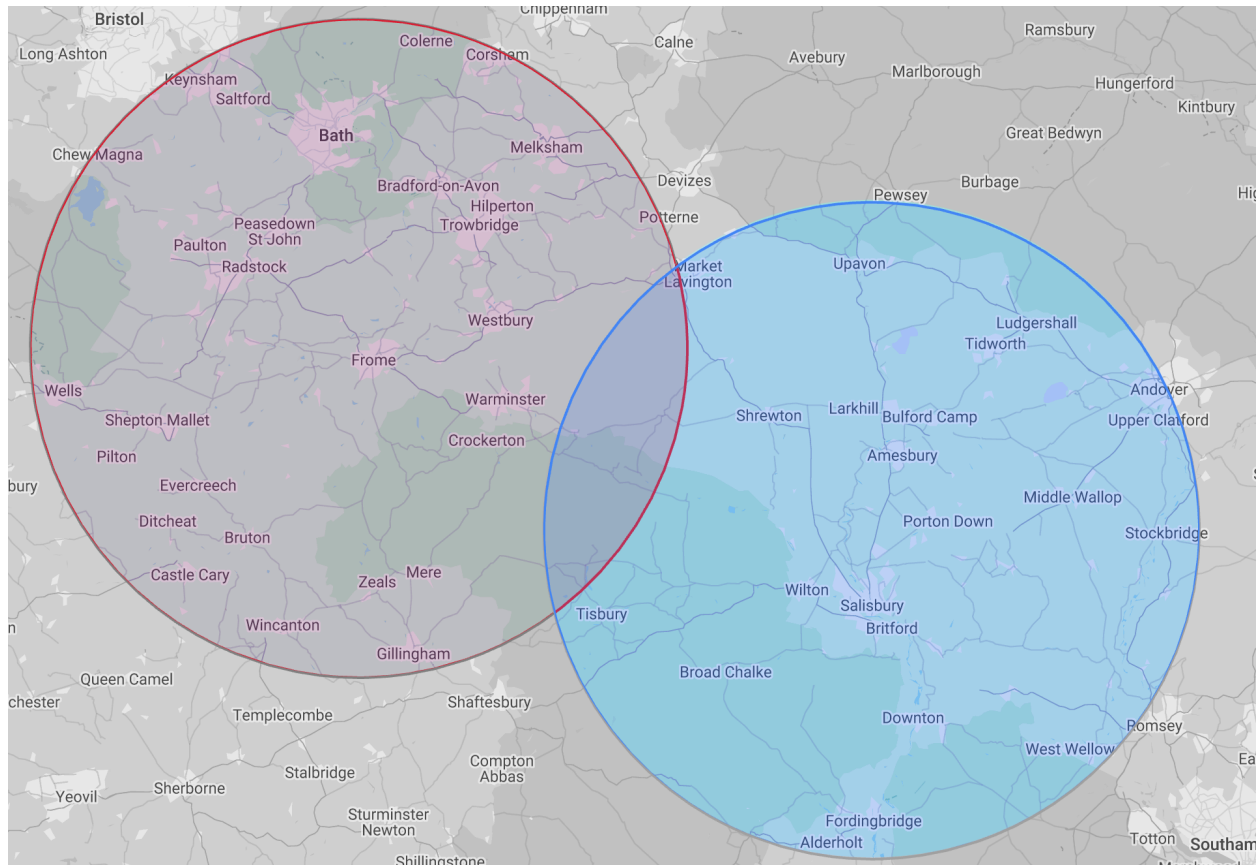
3.4 The offer cannot be combined with any other discount, promotion or introductory rate. Where a customer would otherwise qualify for more than one, only one applies.

3.5 The offer is for domestic moves. Business and commercial moves are quoted separately.



4. Where we will collect from

4.1 The collection address must be within fifteen miles as the crow flies from the relevant participating site where the container is located.



4.2 Collections beyond fifteen miles may be accepted at our discretion, and will be quoted separately.

4.3 We collect from one address only, and deliver into one container only. Additional collection points are chargeable.



5. What is included

5.1 A removal crew and the vehicles required for the job.

5.2 Collection from your address, transport to the storage site, and unloading into your container.

5.3 We will move the contents that fit within the container you have booked. **The container is the limit, not the number of journeys.**

5.4 Standard protective equipment including blankets, straps and trolleys.

6. What is not included

6.1 Packing, unpacking, and packing materials. These can be quoted separately.

6.2 Dismantling or reassembly of furniture. Beds, wardrobes and flat pack items should be taken apart before we arrive.

6.3 Disconnection or reconnection of appliances. Washing machines and fridges must be disconnected, drained and defrosted before collection.

6.4 Pianos, safes, garden machinery, and any item requiring specialist handling or more than the standard crew. These will be quoted separately.

6.5 Hazardous, perishable, illegal or living items, which we will not transport in any circumstances.

6.6 Parking suspensions, permits or dispensations, which remain your responsibility to arrange and pay for.

6.7 Removal of your belongings out of storage at the end of your term.

7. Access

7.1 Our vehicles must be able to park lawfully within reasonable reach of the property entrance.



7.2 Properties above the second floor must have working lift access on the day.

7.3 Where access is materially more difficult than described when the job was booked, and this significantly extends the time required, we will discuss any additional charge with you before continuing.

8. Booking your move

8.1 All bookings are subject to crew and vehicle availability.

8.2 We require a minimum of five working days' notice.

8.3 Moves run on weekdays, starting between 8am and 4pm.

8.4 Cancellation charges: No charge if cancelled at least 10 working days before, 30% of the quoted value if cancelled 5-10 working days before, and 60% of the quoted value if cancelled with less than 5 working days' notice.

8.5 If your belongings do not fit within the container booked, you may upgrade to a larger container at the prevailing rate, or we will leave the surplus at the collection address.

9. What the removal is worth

9.1 For the purposes of these terms, the standard price of a local removal into storage is £500 for a 20ft container and £800 for a 40ft container.

9.2 Where a move falls outside the standard terms above, the quoted price applies instead.

10. Minimum term and leaving early

10.1 You agree to a minimum term of three consecutive months of storage, running from the date of the removal.

10.2 Payment must be by direct debit, set up and active before the removal takes place.



10.3 If you end your storage agreement before the minimum term expires, the storage charges for the remaining months of that term become payable in full, and will be collected by direct debit or invoiced.

10.4 After the minimum term, your storage agreement continues on the standard terms, and you may leave at any time by giving seven days' notice.

10.5 For clarity, we do not charge you retrospectively for the removal itself. Clause 10.3 relates to the storage you committed to, not to the move.

11. Insurance and your belongings

11.1 Your belongings are covered by our goods in transit insurance while they are in our care during the move, up to £25,000. Please refer to Giant Transport's terms and conditions for full policy details.

11.2 You must tell us in writing, before the collection date, about any single item valued at more than £1,000, so that it can be properly covered.

11.3 Once your belongings are inside your container, they are covered by the terms of your Giant Storage agreement, and the goods in transit cover no longer applies.

11.4 You are responsible for arranging your own contents insurance for the period your belongings are in storage, unless you have taken cover through us.

12. If something goes wrong

12.1 If you are unhappy with any part of your move, please tell us as soon as possible so we can put it right. [Contact details are on our website.](#)

12.2 Any claim for loss or damage during the move must be notified to us in writing within seven days of the delivery date.

12.3 Nothing in these terms limits your statutory rights as a consumer.



13. Changes to the offer

13.1 We may amend or withdraw this offer at any time. Any booking already confirmed in writing will be honoured on the terms that applied when it was confirmed.

13.2 We may limit the number of free removals available at each site in any given period.

13.3 These terms are governed by the law of England and Wales.