Store It Honeydew (Pty) Ltd
Reg. No. 2022/811823/07
164 South African Drive, Honeydew
Gauteng, 2170, South Africa
info@storeit.co.za

Terms and Conditions

These terms and conditions apply to everyone who uses our website, books a storage unit or enters our facility.

EFFECTIVE DATE	VERSION
2 November 2026	1.0

PART A

Website and online bookings

1. Definitions and interpretation

1.1 In these terms, unless the context indicates otherwise:

(a) **"Consumer Protection Act"** means the Consumer Protection Act 68 of 2008;

(b) **"ECTA"** means the Electronic Communications and Transactions Act 25 of 2002;

(c) **"facility"** means the Store it Honeydew self-storage facility at 164 South African Drive, Honeydew, Gauteng, including all units, gates, barriers, driveways, loading areas, common areas, trolleys, equipment and access systems;

(d) **"goods"** has the meaning given to it in the lease;

(e) **"lease"** means our Lease Agreement, as published on our website, which applies to every unit rented from us;

(f) **"Store it"**, **"we"**, **"us"** or **"our"** means Store It Honeydew (Pty) Ltd, registration number 2022/811823/07. Wherever these terms exclude or limit liability, give an indemnity or contain a waiver, these words also include Store it's owners, shareholders, directors, employees, agents, contractors and security service providers, each of whom may rely on those provisions;

(g) **"tenant"** means a person who has booked and paid for one or more units;

(h) **"trading day"** means Monday to Friday, excluding public holidays in South Africa;

(i) **"visitor"** means any person, other than a tenant, who enters the facility in connection with a tenant, including an authorised person in terms of the lease, a family member, friend, helper, driver, removal company, contractor and anyone working for them;

(j) **"website"** means storeit.co.za and all its pages, including the booking, checkout and transport booking pages;

(k) **"you"** means the person using our website, booking a unit or entering the facility, as the context requires.

1.2 Words defined in the lease have the same meaning in these terms. Headings are for convenience only and do not affect interpretation. The singular includes the plural and the other way around. A reference to a person includes a company, close corporation, trust, partnership or other entity. The word "including" does not limit the words before it. A reference to a law includes that law as amended or replaced. Periods expressed in days are calendar days, unless they are expressly stated to be trading days.

1.3 To the extent permitted by law, no provision of these terms will be interpreted against Store it only because Store it drafted it.

2. Acceptance and binding effect

2.1 These terms apply when you use our website, book a unit online, or enter or use the facility.

2.2 You accept these terms by using our website, by ticking the acceptance box at checkout, or by entering the facility, whichever happens first. Ticking the acceptance box is an electronic signature in terms of ECTA and has the same legal effect as signing these terms by hand.

2.3 You are bound by these terms whether or not you have read them, and you may not later rely on not having read or understood them (caveat subscriptor).

2.4 You acknowledge that you had an adequate opportunity to read these terms before accepting them, and that the provisions that limit our liability, place risk on you, require you to indemnify us or contain a waiver are written in plain language and were drawn to your attention in a conspicuous manner, as required by section 49 of the Consumer Protection Act.

2.5 The lease, our Privacy Policy and our Payment Terms, as published at storeit.co.za/legal, are incorporated into these terms by reference in terms of section 11 of ECTA.

2.6 If anything in these terms conflicts with the lease, the lease applies. These terms apply over any advert, website content, social media post, message or statement by any of our staff.

2.7 If you accept these terms on behalf of a company, close corporation, trust, partnership or other entity, you warrant that you are authorised to bind it. If you were not authorised, or the entity does not exist, you are personally bound by these terms.

2.8 Nothing in these terms limits any right we have under the lease or in law.

3. Information about us

3.1 In terms of section 43 of ECTA, we provide the following information:

Full name and legal status	Store It Honeydew (Pty) Ltd, a private company
Registration number and place of registration	2022/811823/07, registered in South Africa
Physical address and address for legal notices	164 South African Drive, Honeydew, Gauteng, 2170
Telephone and WhatsApp	063 701 4222
Bookings, notices and cancellations	sales@storeit.co.za
Privacy and general enquiries	info@storeit.co.za
Website	storeit.co.za
Facility access hours	08:00 to 17:00 every day, including weekends and public holidays

3.2 We are not a member of any self-regulatory body and do not subscribe to any code of conduct or alternative dispute resolution code.

4. Using our website

4.1 You may use our website only for lawful purposes, to find out about our services and to book units.

4.2 You may not:

(a) copy, reproduce, scrape, sell or use any photos, videos, text, logos or designs from our website without our prior written consent;

(b) try to gain unauthorised access to our website or systems, interfere with them, overload them or introduce any virus or harmful code;

(c) make a false booking, or book using another person's details or payment card without their authority; or

(d) use our website in any way that may harm us, our tenants or anyone else.

4.3 All content on our website is owned by or licensed to us. The Store it Honeydew name and logo belong to us.

4.4 We work to keep our website accurate and available, but it is provided as it is. It may be unavailable from time to time for maintenance or for reasons beyond our control. We may change or remove any content or page at any time.

4.5 Our website uses third-party services, including PayFast for payments, Google Maps and WhatsApp. Those services are governed by their own terms, and we are not responsible for them.

4.6 You indemnify us and hold us harmless against all claims, losses, damages and costs arising from any breach of this clause 4 by you.

5. Information, photos and advice

5.1 Photos, videos and descriptions on our website and in our adverts show our units and facility in general. Your unit may differ slightly in appearance or finish. Unit sizes are approximate.

5.2 If you ask, our team will estimate the unit size you need, based on what you tell us about your goods. This is an estimate only. You are responsible for choosing a unit that suits your goods.

5.3 Answers given by our WhatsApp menu, and information given by our team by phone, email or WhatsApp, are general information only. They do not change these terms or the lease.

5.4 To the extent permitted by law, you confirm that you did not rely on any statement, representation, promise or warranty, whether made in an advert, on our website, on social media, by WhatsApp or by any of our staff, that is not recorded in these terms or the lease.

6. Booking a unit online

6.1 To book, you choose your unit size and quantity, enter your details, choose your move-in date within the period shown, review your basket and the amount due today, tick the acceptance box and pay through PayFast. Until you pay, you can review your booking, correct your details, change quantities, remove units or leave the checkout.

6.2 Only units that are available at the time of booking can be booked. Availability is checked before payment. If a unit is no longer available, the booking stops before you reach PayFast and nothing is charged.

6.3 Your booking is concluded when your payment is successful. We then email you your invoice, which records your unit number or numbers and your booking reference.

6.4 You must be 18 years or older to book. The details you give us must be true, correct and complete.

6.5 We may cancel any booking made with false details, or with a payment card used without its holder's authority.

6.6 You can view and download these terms, the lease and our Privacy Policy at any time at storeit.co.za/legal. Your invoice is your record of your booking.

7. Prices and payment

7.1 All prices are in South African Rand and are the prices shown on our website and at checkout at the time of your booking.

7.2 The amount due today is shown at checkout before you pay. Monthly rent is then charged as set out in the lease and our Payment Terms.

7.3 All payments are processed by PayFast on its secure payment page. We never see, receive or store your card details.

7.4 No deposit, admin fee or sign-up fee is payable.

8. Your rental starts immediately

8.1 By paying for your booking, you ask us to start our service immediately. Your unit is reserved for you alone and taken off sale from the moment your payment is successful.

8.2 Because the service starts with your consent, the 7-day cooling-off right in section 44 of ECTA does not apply to your booking, as provided in section 42(2)(d) of ECTA. This does not affect the cancellation right we give you in clause 9.

9. 7-day cancellation and full refund

9.1 You may cancel your booking within 7 days after your booking date and receive a **full refund of everything you paid**, provided that you have not moved in.

9.2 You have **moved in** once any of your goods have been placed in your unit, whether by you, a visitor or our move-in transport team.

9.3 To cancel, email sales@storeit.co.za from the email address you used for your booking, stating your full name and your booking reference or unit number. Your email must reach us by 23:59 on the 7th day after your booking date.

9.4 We will confirm your cancellation by email, cancel your PayFast subscription and refund everything you paid, including any move-in transport fee, to the card you paid with, within 7 trading days after we receive your cancellation.

9.5 Once your booking is cancelled, your unit, your access and any move-in transport booking end immediately. You must return any centre-lock keys we gave you.

9.6 After the 7-day period, or once you have moved in, you may only end your rental by giving notice in terms of clause 22 of the lease. No rent is refunded for any part of a month.

10. Security measures at the facility

10.1 The security features described on our website, in our adverts and on our signs, such as barriers, patrols, monitoring, CCTV and access control, describe the measures we have in place or plan to introduce. They are there to deter crime. They are not a guarantee that no loss, theft, damage or injury will happen.

10.2 We may introduce, change, upgrade, reduce, replace or suspend any security measure at any time. A security measure may not be operating at all times, including during installation, maintenance, power failure or a system fault.

10.3 Our security measures do not make us a bailee or custodian of your goods, and do not make us responsible for your goods, your vehicle or your safety. Your goods are stored at your own risk, as set out in the lease. You should insure your goods.

10.4 You confirm that you did not rent a unit or enter the facility in reliance on any particular security measure being in place or operating.

11. Communication

11.1 We communicate with you by email, SMS, WhatsApp and phone about your booking, your rental and your account.

11.2 If you start a booking but do not complete your payment, we may send you up to two reminder emails about that booking. Each reminder includes a link to unsubscribe.

12. Notices, domicilium and records

12.1 For the service of legal process and notices, Store it chooses 164 South African Drive, Honeydew, Gauteng, 2170 and info@storeit.co.za as its domicilium citandi et executandi.

12.2 A tenant's domicilium is set out in clause 24.5 of the lease. Any other person chooses as their domicilium the physical address and email address they most recently gave us, to the extent permitted by law.

12.3 Notices to us must be sent by email to sales@storeit.co.za. Notices may not be sent by post.

12.4 Our electronic records, including booking and payment records, emails, WhatsApp messages, system logs and camera recordings, are admissible in evidence and are sufficient proof of their contents unless the contrary is proved.

13. Limitation of our liability

13.1 To the fullest extent permitted by law, we are not liable for any loss or damage arising from:

(a) your use of, or inability to use, our website;

(b) our website being unavailable, or any error or delay on it;

(c) any virus or harmful code that reaches your device through our website;

(d) any third-party service or website; or

(e) your reliance on any information or estimate referred to in clause 5.

13.2 To the fullest extent permitted by law, we are not liable for any indirect, special or consequential loss, including loss of profit, income, business, data or opportunity, however caused.

13.3 Our liability for your goods and your rental is dealt with in the lease.

13.4 If, despite these terms and the lease, we are held liable to any person for anything arising from our website, a booking or the facility, our total liability is limited to an amount equal to three months' monthly rent for the unit concerned or, where no unit is concerned, the amount that person paid us in the three months before the claim arose.

13.5 Where you are a juristic person to whom the Consumer Protection Act does not apply, the exclusions and limitations of liability in these terms and the lease also apply to loss caused by the negligence, including the gross negligence, of Store it or of anyone for whom Store it is responsible.

13.6 To the extent permitted by law, any claim against us must be notified to us in writing at sales@storeit.co.za within 14 days after the event giving rise to the claim, with reasonable details of the claim.

13.7 Any help, assistance, payment or other step we take in connection with an incident is not an admission of liability.

14. Events beyond our control

14.1 We are not liable for any failure or delay in performing our obligations that is caused by an event beyond our reasonable control, including fire, flood, storms, hail, lightning or any other natural disaster; power or grid failure; failure of any internet, banking, payment or telecommunications service; riot, civil unrest, strikes, war or terrorism; epidemic; theft or crime by third parties; and any law, order or instruction of any authority.

15. Breach

15.1 If you breach these terms, we may, without limiting any of our other rights, refuse you access to our website or the facility, remove you from the facility, claim damages and, where you are a tenant, exercise our rights under the lease.

15.2 You must pay all legal costs we incur in enforcing these terms, including costs on the scale as between attorney and own client, and all tracing and collection costs, to the extent permitted by law.

16. Changes to these terms

16.1 We may change these terms at any time by publishing an updated version, with its effective date, on our website. The version published on the day you use our website or enter the facility applies.

16.2 Where a change affects a tenant's rental, we will give notice of it in terms of clause 26 of the lease.

17. General

17.1 This clause 17 applies to these terms as a whole, including Part B.

17.2 Nothing in these terms excludes or limits any liability that may not be excluded or limited by law, including under the Consumer Protection Act. Every provision of these terms that limits our liability applies only to the extent permitted by law.

17.3 **Severability.** If any provision of these terms, or any part of a provision, is found to be invalid or unenforceable, it is severed or read down to the extent necessary, and the rest of these terms remains in full force.

17.4 **Whole agreement.** These terms, read with the documents referred to in clause 2.5, are the whole agreement between you and us about their subject matter.

17.5 **Variation.** Except as set out in clause 16, no change to these terms is valid unless it is in writing and confirmed by an authorised representative of Store it.

17.6 **No waiver.** No indulgence, extension of time or relaxation that we allow you is a waiver of any of our rights, and it does not prevent us from enforcing those rights in the future.

17.7 **Cession.** We may cede, assign or delegate any of our rights and obligations under these terms. You may not do so.

17.8 **Survival.** Every provision of these terms that excludes or limits liability, gives an indemnity or contains a waiver continues to apply after you stop using our website or the facility, and after any lease ends.

17.9 **Law and courts.** These terms are governed by the law of South Africa. You consent, in terms of section 45 of the Magistrates' Courts Act 32 of 1944, to the jurisdiction of the Magistrate's Court that has jurisdiction over you, even if the amount claimed exceeds its jurisdiction. We may instead choose to bring proceedings in any other competent court.

PART B

Facility rules and site entry

IMPORTANT: YOU ENTER AT YOUR OWN RISK

Everyone who enters the facility does so **entirely at their own risk** and voluntarily accepts the risks of doing so (volenti non fit injuria). To the fullest extent permitted by law, Store it, its owners, shareholders, directors, employees and agents are **not liable for any injury, death, loss or damage** to any person, vehicle or property at the facility, however caused.

Every tenant is **fully responsible and liable for every person they bring onto the facility**, including removal companies, drivers and helpers.

18. Who this Part B applies to

18.1 This Part B applies to everyone who enters the facility, including tenants and visitors.

18.2 Entry to the facility is a privilege and not a right, and the right of admission is reserved. By entering the facility, you agree to follow these rules, all signs and the instructions of our staff and security personnel.

18.3 A tenant accepts this Part B for themselves and for their visitors. Before any visitor enters, the tenant must tell them about this Part B. The tenant warrants that every visitor has accepted it.

19. Entry at your own risk

19.1 Everyone enters, moves about and uses the facility, including its driveways, loading areas, trolleys and units, entirely at their own risk.

19.2 You acknowledge that a storage facility carries risks, including moving vehicles, heavy and stacked goods, roller doors, lifting and carrying, uneven surfaces and weather, and that you may be injured or your property may be damaged. You enter with full knowledge of these risks, and you voluntarily accept and consent to them (volenti non fit injuria).

19.3 To the fullest extent permitted by law, we are not liable for:

(a) the injury, illness or death of any person;

(b) the loss or theft of, or damage to, any vehicle, its contents or any other property brought onto the facility;

(c) anything caused by another tenant, a visitor or any other person;

(d) any slip, trip or fall, any lifting, loading or offloading, any falling goods, any roller door or any moving vehicle; or

(e) weather, power failure, or any closure or restriction of access,

however caused, including by the negligence of Store it or of anyone for whom Store it is responsible.

19.4 To the fullest extent permitted by law, you waive every claim you may have against us for any injury, death, loss or damage referred to in clause 19.3. You indemnify us against any such claim brought by your dependants, heirs, executors or anyone else claiming through you.

20. Tenants are responsible for their visitors

20.1 A tenant is fully responsible and liable for every act and omission of every visitor they bring, allow or arrange to enter the facility, as if it were the tenant's own. This includes any removal company, driver, helper or contractor the tenant hires or uses.

20.2 A tenant must pay for all damage that their visitors cause to the facility, including its gates, barriers, driveways, units and equipment, and to any other tenant's unit or goods.

20.3 A tenant indemnifies us and holds us harmless against all claims, losses, damages and costs, including legal costs on the scale as between attorney and own client, arising from:

(a) the presence, acts or omissions of any of their visitors at the facility;

(b) any injury, death, loss or damage suffered or caused by any of their visitors at the facility; and

(c) any claim made against us by any of their visitors, including any removal company or contractor.

20.4 A removal company, driver or contractor hired by a tenant works for the tenant, not for us. We are not responsible for their work, conduct, insurance or price.

20.5 A visitor may only enter the facility together with the tenant, or as an authorised person nominated in terms of the lease.

21. Access hours

21.1 The facility is open from **08:00 to 17:00 every day**, including weekends and public holidays. Everyone must have left the facility by 17:00.

21.2 We may close or restrict access to the facility, or any part of it, at any time for maintenance, repairs, safety, security, power failure, an emergency or the instruction of any authority.

22. Driving and vehicles

22.1 The speed limit everywhere on the facility is **10 km/h**. You must obey all road signs, markings and the instructions of our staff.

22.2 You must drive with care and look out for people, children, other vehicles, gates and barriers.

22.3 A vehicle may stand at a unit only while it is being loaded or offloaded. It must be moved as soon as loading or offloading is finished.

22.4 You may not block any driveway, gate, barrier, unit or vehicle, leave a vehicle unattended, or leave a vehicle at the facility after 17:00.

22.5 Every driver must hold a valid driver's licence. The driver is responsible for making sure their vehicle fits through the gates and barriers, and does not leak fuel or oil.

22.6 Vehicles and their contents are at the facility at their owner's risk. The tenant is liable for all damage caused by their own vehicle or a visitor's vehicle.

23. Children

23.1 Children must be supervised by a responsible adult at all times while at the facility.

23.2 Children may not play in driveways or loading areas, operate roller doors or trolleys, or be left unattended anywhere at the facility.

23.3 The supervising adult and the tenant are responsible for the safety of their children and for any damage their children cause.

24. Not allowed at the facility

24.1 The following are not allowed at the facility:

(a) smoking, vaping or any open flame;

(b) alcohol, or being under the influence of alcohol;

(c) illegal drugs, or being under the influence of drugs;

(d) weapons of any kind, including firearms, ammunition and explosives, other than those carried by our appointed security personnel;

(e) animals;

(f) abusive, threatening, violent or unlawful behaviour;

(g) dumping any waste or refuse; and

(h) loitering, or entering or interfering with any unit other than your own.

24.2 Anyone who breaks this clause may be refused entry or removed from the facility immediately. A breach by a tenant or their visitor may lead to the lease being ended in terms of clause 23 of the lease.

25. Trolleys and help from our team

25.1 We make trolleys available for your convenience. You use them at your own risk, only to move goods between your vehicle and your unit, and must return them after use. You must pay for any trolley you damage or lose.

25.2 Our team may help you load or offload, as a free courtesy and at their discretion. This is not a removal service, and we cannot guarantee that someone will be available to help.

25.3 When our team helps you, you remain responsible for your goods, for packing them properly and for telling us about anything fragile, heavy or valuable. To the fullest extent permitted by law, any help is given at your own risk, and we are not liable for any loss of or damage to your goods, or any injury, while it is given.

26. Loading and safe use

26.1 You must load and offload safely, lift only what you can lift safely, and get help with heavy items.

26.2 You must stack your goods safely so that nothing can fall when the roller door is opened.

26.3 You must open and close roller doors carefully by hand, never force them, and report any fault to us.

26.4 You must keep driveways, passages and common areas clear at all times.

27. Items left outside a unit

27.1 Anything left in a driveway, passage or other common area may be removed by us immediately and without notice, at its owner's risk and cost.

27.2 Anything removed in terms of clause 27.1 that is not collected within 14 days is deemed to be abandoned, and we may keep, discard, destroy, recycle or donate it, without any liability to anyone.

28. Accidents, damage and incidents

28.1 You must report any accident, injury, damage, spill, break-in, suspicious person or safety hazard immediately to our staff on site or on 063 701 4222.

28.2 A tenant must pay the reasonable cost of repairing any damage to the facility caused by them, their visitors or their vehicles.

28.3 We may, but are not obliged to, call emergency services in the event of an incident, at the cost of the person concerned. Any assistance we give is given in good faith and is not an admission of liability.

29. Cameras and monitoring

29.1 We may use CCTV cameras and other monitoring at the facility, now or in the future, including at the entrance, driveways and units. By entering the facility, you consent to being recorded.

29.2 Recordings are handled in terms of our Privacy Policy, and may be given to the South African Police Service, insurers or our attorneys where needed.

30. Staff instructions and removal

30.1 You must follow the reasonable instructions of our staff and security personnel, and all signs at the facility.

30.2 We may refuse entry to, or remove from the facility, any person who breaks these rules, acts unsafely, abusively or unlawfully, or whose identity or authority we cannot confirm.

30.3 In an emergency, you must follow our staff's instructions and leave the facility when asked.

Concluded electronically. These terms are accepted by using our website, by ticking the acceptance box at checkout, or by entering the facility, and bind Store It Honeydew (Pty) Ltd and every person who accepts them. Questions about these terms may be sent to sales@storeit.co.za.