



Summer Storage Frequently Asked Questions

Packing Materials

- ❖ **Do all my belongings have to be packed using CBL materials?**
 - No. Please see website for details. You may order and choose to pack your belongings in trunks, suitcases, duffle bags, Rubbermaid tubs, etc.
- ❖ **What do CBL packing materials include?**
 - A CBL Box includes one (1) 18x18x24", 275 lb. crush rated corrugated box, a roll of packing tape and 18"x18" square sheets of bubble wrap. Other items, designated as "CBL provided" boxes (as shown on website order form), such as flat screen TV's will have a box and packing materials provided by CBL.
- ❖ **How does the customer obtain CBL packing materials?**
 - If you order a CBL Box, a Printer/Small Electronics Box, a TV Box, or a Wardrobe Box, there will be a set date, time, and location for students to pick up their packing materials. An email will be sent notifying student of this information closer to time. If you forget or cannot pick up your materials on the set date and time, you can have your supplies delivered to you for a forty-five (\$45) dollar delivery charge. Additional supplies can also be delivered at your place or residence if you find you need more after your initial order, for the \$45 Delivery Fee, in addition to the published cost of the boxes/materials requested.
- ❖ **How much do packing materials cost?**
 - They are included in the price of the service, depending on the service/item(s) selected.
- ❖ **Is there a weight limit per box?**
 - Yes. Any container, including, without limitation, any box, bag, tote, suitcase, or any other storage container or receptacle weighing in excess of fifty (50) pounds will be subject to a fifty dollar (\$50) Oversize Fee.

Pick-Up

- ❖ **Is my appointment for a specific pick-up time or a pick-up window?**
 - Pick-up times are scheduled in four (4) hour blocks (i.e. 8am-Noon) Pick-up times are approximate but we will call you when we are headed your way. We cannot guarantee a specific time within that four-hour period. If you have a flight on the same day as your scheduled pick-up, give yourself plenty of time for us to get your belongings, and get to the airport on time.
- ❖ **What happens if I miss my scheduled pick-up time, or I am not finished packing when CBL arrives to pick up my belongings?**
 - You will be charged a \$50 rescheduling fee will, and you will have to select another available time for us to pick up your belongings.



❖ **What happens if I need to reschedule my pick-up time?**

- If it is more than forty-eight (48) hours in advanced, send an email to customerservice@collegiatebedloftcompany.com and request a pick-up time change. If there are any available spots left, we will switch your time slot at no charge.
- If you need to reschedule your pick up time less than 48 hours in advance, you will be scheduled a \$50 rescheduling fee and asked to select another available pick-up window.

❖ **What if none of the scheduled pick-up dates/times work for me?**

- You can place an order for a Special Pick-Up Date. There is a \$100 charge, but you are able to pick the date and time of when you would like your belongings picked up. This cannot be during our already scheduled pick up times.

Packing

❖ **Will CBL pack my items for me?**

- No. Students will be expected to pack their own items completely before their scheduled pick-up time. Please see the packing guide on the Move-out/Summer Storage page.

❖ **What items are not allowed in storage?**

- CBL will not store the following items: valuables, including jewelry and collectibles; hazardous materials; firearms; perishable items; liquids, including alcohol; any electronics, not specifically provided for on CBL's website, including, without limitation, laptop and/or desktop computers; or Items that are prohibited by law or regulations of any federal, state or local government.
- We will not pick up a Mini Fridge that has not been defrosted and wiped out.
 - At least 48 hours in advance, you will want to remove all items from the Mini Fridge and unplug it. You may want to lay a towel in the bottom to catch any moisture while it is defrosting. Keep the door open so it can dry out. Once it has defrosted, wipe it out with a towel to ensure all moisture is gone. This can help prevent mold while in storage.
- We will not pick up and store headboards or other furniture that will not fit on the elevators.
- We will not pick up items that are not sturdy enough to be moved.
- Boxes must be taped shut. No bulging tops and bottoms. Boxes over 50 pounds will be charged a \$50 oversize fee.
- We reserve the right to refuse pick up and storage, if packing rules are not followed.



Access to Items

❖ **What do I do if I need to access something of mine that has been stored for the summer?**

- You can place an order online for Summer Storage Access. There is a \$50 charge to access your items while they are in storage. You must request access at least 2 business days in advance. All times must be scheduled during normal business hours.

❖ **Is ID required before accessing boxes still in storage?**

- Yes. Students must also provide email address used to place original order.

Early Delivery

❖ **Can I request delivery prior to the end of the storage term?**

- Yes. You will need to place an order for a Special Delivery Date (if that date you are wanting is not on our scheduled delivery times). The request must be made at least 48 hours in advance. On your order, please add the date and time you would like your belongings delivered to you. We will confirm with you once we have received the request.

❖ **Is there an additional fee required for early delivery?**

- Yes. A \$100 Special Delivery Date Fee will be charged.

Drop-Off

❖ **When can I schedule a fall delivery time?**

- A fall delivery time can be selected during the order process. You will have the option to choose your date and time before you check out. Please note that we have a limited number of spaces for each time slot and they fill up quickly.

❖ **What if I don't know my address or apartment number or when I am returning for the fall? Can I still place my order?**

- Yes, we encourage you to order early, even if you are missing some information. If you don't know your new address or apartment number, or when you are returning in the fall, please write in or select unknown. Once you receive that information over the summer, send an email to customerservice@collegiatebedloftcompany.com and include your full name, order number, drop-off address, and the date and time you would like your belongings dropped off. We will receive a confirmation that we received your updated information.



- ❖ **Is my appointment for a specific drop-off time or a drop-off window?**
 - Drop-off times are scheduled in four (4) hour time slots (i.e. 8AM-Noon). Drop-off times are an approximate window, but we will call you when we are headed your way. We cannot guarantee any specific time besides the 4-hour window. If you have a flight or are driving back to school on the same day as your scheduled drop-off, give yourself plenty of time for you to get back in time to meet us when we come to bring your belongings back.
- ❖ **Do I have to show ID to obtain a drop-off?**
 - Yes, you must show your ID and sign that we have returned all of your belongings.
- ❖ **Can someone else sign for my belongings if I am not back in time for my scheduled drop-off?**
 - Yes. If something comes up and for some reason you need someone besides you (i.e. roommate, friend, family member, etc.) to sign for you, please send an email to customerservice@collegiatebedloftcompany.com and include your full name, order number, order email address, and the name and phone number of the person who will meet us to get your belongings. We will reach out to you via telephone to confirm.
- ❖ **What do I need to do if I need to reschedule my drop-off time or if I miss my drop-off time slot?**
 - If you need to change your drop-off time more than 48 hours in advance, all you have to do is send an email to customerservice@collegiatebedloftcompany.com and include your full name, order number, the new drop-off time slot you would like. If there are any spots available on the new requested date/time, we will switch your time slot at no charge.
 - If you need to reschedule your drop-off time less than 48 hours in advance OR if you miss your drop-off time slot, there is a \$50 rescheduling fee. You can place that order online and we will confirm with you as soon as we have it.
- ❖ **What if none of the drop-off dates/times work for me?**
 - You can place an order for a Special Drop-Off Date. There is a \$100 charge, but you are able to pick the date and time of when you would like your belongings delivered to you. This cannot be during our already scheduled drop-off times.

Self-Pick-Up/Delivery

- ❖ **Can I drop off boxes at CBL's storage unit instead of CBL picking them up?**
 - No. Our service is for pick-up only.
- ❖ **Can I pick up boxes/items at CBL's storage unit instead of having CBL deliver the items?**
 - Yes. A \$50 Access Fee will be charged to access boxes in storage.



❖ **What notice would be required?**

- 48 hours' notice is required. The requested time to access and get your belongings must be during normal business hours.

Cancellation/Change Order

❖ **How can I cancel an order?**

- To cancel an order, please email customerservice@collegiatebedloftcompany.com with your order number and your full name stating that you would like to cancel your order. We must have it in writing before we will cancel the order.

❖ **Will I get my money back if I cancel my order?**

- If you cancel your order before April 20, 2017, AND you have not picked up or had your boxes or packing materials delivered, a fifty dollar (\$50.00) cancellation fee will be charged. A refund of the remaining order balance will be issued.
- If you cancel on or after April 20, 2017 or have received your boxes and packing materials, NO REFUNDS will be given, as we have reserved a spot for your order.

❖ **How do I change my order?**

- If you wish to reduce your order before April 20, 2017, there will be a \$30 change order fee. Please send an email to Customer Service at customerservice@collegiatebedloftcompany.com with your order number, full name, and the items you are requesting to remove or change from your order. We must have this in writing before we can process this. **Remember there is a \$100 minimum order requirement.
- If you wish to reduce your order on or after April 20, 2017 there will be no refunds given.
- If you want to add to your order, all you have to do is place another order online with the additional items you are needing to store. Please include your original order number in the comments of your second order. If it is before boxes and packing materials have been picked up, you can any additional items when you pick up your items from your first order. If box pick-up day has passed and you need the boxes delivered to you, be sure and add the Box Delivery to your new order. Once we have your new order, we will schedule a time to bring you the needed materials.



Shipping

- ❖ **If I am not returning to school, will CBL ship my belongings to me?**
 - Yes. A Thirty Dollar (\$35.00) Handling Fee per parcel, along with any and all applicable packing and carrier charges, will be assessed.
 - If you do not return to school, you have 30 days from the last scheduled delivery date offered, to contact us and make arrangements for your belongings to be shipped. If you have not done so within 30 days, your belongings will be considered abandoned and will be disposed of as allowed by applicable Alabama state law.