

## First for Self Storage in Berwick

Smales Secure Storage is a family run self storage business offering clean, dry and secure storage for Northumberland and the Scottish Borders. With over 16 years experience in self storage we were the first to open a purpose built storage facility in Berwick-upon-Tweed. Our facility has 24 hour CCTV in operation, high security padlocks and security lighting. We appreciate the importance of keeping your belongings safe and secure.

### How to contact us

*Tel* 01289 382223  
*Mobile* 07968 085260  
*Office* West Allerdean  
Berwick upon Tweed  
Northumberland  
TD15 2LP

## Frequently asked questions

### How do I pay?

*We invoice one month in advance and we accept payment by credit/debit card, cheque or standing order. We do not accept cash payment. A receipt will be given.*

### Is VAT included?

*All our prices include VAT and a VAT invoice will be given.*

### Do I have to sign a contract?

*We will ask you to sign a storage agreement and bring photo ID. These will be filed whilst you store with us and will be destroyed once the unit has been vacated.*

### What is the notice period?

*Our minimum term is one week and we ask for 14 days notice of vacation. Once the key has been returned, if applicable, a refund will be processed.*

### Do I bring my own padlock?

*Smales Secure Storage will provide you with a padlock and key. You are the key holder. Once the padlock and key have been returned our agreement will cease.*

### Do you provide insurance?

*Smales Secure Storage does not insist on proof of insurance whilst in storage. It is the customer's choice to insure their belongings. We can advise on self storage insurance providers.*

### Do you sell packing materials?

*We do not sell packing materials and cannot help you unload your belongings. In the event a removal company are undertaking your move Smales Secure Storage cannot take responsibility for the packing or storing of your belongings.*

### What are the opening hours?

*Our office hours are 8.30am till 6pm Monday to Friday, and 10am till 5pm Saturday and Sunday.*

*Storage containers in the yard and open ended warehouse have 24 hour 7 days a week access. Storage containers in the purpose built warehouse only have access during office hours. Access out with these times must be pre-arranged.*

### What items am I not allowed to store?

*Customers must not store dangerous, damaging or explosive items, anything perishable or unhygienic. We also ask you to empty and defrost refrigerators and freezers. All washing machines or petrol lawnmowers must be clean, dry and with no residual fluid in them.*

## How much storage space do I need?

2 Bed House/Flat

**HALF SIZE  
CONTAINER**

640 cubic feet



3 Bedroom House

**FULL SIZE  
CONTAINER**

1,280 cubic feet



4 Bedroom House

**LARGE  
TUNNELTAINER**

2,560 cubic feet



4/5 Bedroom House

**WAREHOUSE  
STORAGE ROOM**

3,960 cubic feet

