

Refund Policy

Thank you for choosing Roomia Self Storage as your preferred storage solution. This refund policy outlines the terms and conditions under which refunds are granted for merchandise and unused storage space.

1. Purpose

Roomia will provide a refund to a customer for merchandise purchased at a Roomia facility that has not been used and is not required and / or is excess to the customers' needs.

Approved refunds will be issued for a full month's rental. We encourage you to provide a month's notice when deciding to vacate your storage unit to enable termination at the beginning of a new billing cycle.

To assist us in accommodating our customer's needs, refunds to storage customers can also be completed in store, at the Manager's discretion.

2. Commencement of Policy

This Policy will commence from 1st April 2023 in line with the opening of the first Roomia Store.

3. Application of Policy

1. This Policy applies to any boxes and/or packaging purchase made by a customer at any Roomia Store and online purchases via a Roomia Store. This policy will apply to any merchandise purchase made within 14 days of the requested refund date.
2. This Policy also applies to customers who are vacating their storage unit whilst there is still a credit on the account and the customer is entitled to a refund of unused rent.
3. This policy does not supersede or affect any statutory rights you may have as a consumer.

4. Refund Process

To initiate a refund request, please contact your facility, considering the following criteria.

1. Where a merchandise purchase is made by a person, they will be entitled to return any unused products within 14 days of the purchase date. The customer will be entitled to a full refund of the actual price paid for the returned goods. Care needs to be taken where items have been purchased as part of a pack or any discounts that had been applied to the original purchase.
2. This refund will be conditional on the state of the goods; they must be in 'as new' condition and have not been used by anyone. The goods must still be in the original packaging where applicable.
3. There is no provision for any type of refund for cash or used merchandise products.
4. Any rental fees paid in advance at the time of vacate is to be refunded to the customer at the discretion of the store manager.
5. The actual purchase receipt must be presented together with government issued photographic ID. A refund request form will need to be completed and attached to the refund documents.
6. The refund limit can be no more than the original purchase amount.

Related Documents: Roomia Refunds Procedure