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Payment Policy

Storage is payable in advance monthly. No deposits. No add-ons.

Payment Terms

- Storage fees are payable in advance on a monthly basis.
- No deposits are required to commence storage services.
- There are no add-on charges or hidden fees beyond the agreed monthly storage and logistics rates.
- Invoices are issued monthly and must be settled before the next billing cycle begins.
- Failure to make timely payment may result in suspension of collection or dispatch services until the account is brought up to date.

Storage Services

- PalletStorage provides per-pallet racked storage for commercial, retail and industrial stock.
- Pallets are stored in our secure, monitored facility on labelled selective racking.
- The minimum billable storage period is one (1) month.
- The minimum billable quantity is thirty (30) pallets per month (R1,110/month at our standard R37 per pallet rate).
- Customers may request the dispatch of any or all stored pallets at any time, subject to reasonable notice.
- We reserve the right to refuse storage of hazardous, perishable, illegal or prohibited goods.

Collection & Dispatch

- Dock drop-off and booked transport collection and dispatch are available across Cape Town and surrounding areas.
- Transport fees are calculated based on the distance from our facility and are quoted in advance.
- Customers must ensure pallets are wrapped, labelled and accessible at the agreed collection time.
- Missed collection or dispatch appointments may incur a rebooking fee.
- Customers may drop off and collect pallets at our loading bay, but access to the internal warehouse and racking area is not permitted.

Liability & Insurance

- PalletStorage exercises reasonable care in handling and storing customer pallets.
- Customers are encouraged to maintain their own goods-in-storage insurance cover for high-value stock.



- Our liability for loss or damage is limited to the direct replacement value of the affected pallet(s), capped at the total storage fees paid in the preceding twelve (12) months.
- We are not liable for damage arising from pre-existing defects, inadequate packing or wrapping by the customer, or force majeure events.

Termination

- Either party may terminate the storage agreement with fourteen (14) days' written notice.
- Upon termination, the customer must arrange for the dispatch or disposal of stored pallets within thirty (30) days.
- Pallets not collected within thirty (30) days of termination may be disposed of at the customer's expense.

Privacy

- Personal information collected during quoting, receiving and storage is used solely for service delivery and billing.
- We do not sell or share customer data with third parties for marketing purposes.
- Contact details may be used to send service-related notifications and invoice reminders.

Governing Law

- These Terms & Conditions are governed by the laws of the Republic of South Africa.
- Any disputes shall first be attempted to be resolved through good-faith negotiation, and thereafter through mediation or arbitration in Cape Town.