

Trove Cancellation Policy

Last Updated: [April 20, 2018]

This Cancellation Policy (“**Policy**”) describes when and how you may cancel Storage Services via the Trove Service. Any capitalized terms not defined herein will have the meaning set forth in our Terms of Service, available at www.mytrove.com/terms. We reserve the right, at our discretion, to change this Policy on a going-forward basis at any time. Please check this Policy periodically for changes.

- 1. Generally.** You can cancel, terminate, or reschedule Storage Services, or request that we return your Items, at any time by contacting us at team@mytrove.com, subject to your payment of any applicable fees (as described below). Once Storage Services have been cancelled or terminated and you have paid any applicable fees, including any minimum fees as described in Section 3 below, we will stop billing you for Recurring Charges for the cancelled or terminated Storage Services. We do not offer refunds for any prepaid Recurring Charges. In the event that you cancel or terminate Storage Services in the middle of a billing term, you will not be entitled to a refund of a partial month of any Recurring Charges.
- 2. Before Your Items Are Picked Up.** You may be required to pay Trove a deposit when you reserve Storage Services through the Service (the “**Deposit**”). If you cancel Storage Services more than the cancellation fee period (“**Cancellation Fee Period**”) displayed in your Customer Agreement prior to the scheduled pick-up date for your Items, we will refund your Deposit. If you reschedule or cancel your Storage Services less than 72 hours prior to the scheduled pick-up of your Items, you will not receive a refund of your Deposit. If you cancel less than 24 hours to the scheduled pick-up of your items or if you are a no-show at the scheduled pickup time, we reserve the right to retain your deposit and charge an additional \$200 fee to cover the scheduled labor costs.
- 3. While Your Items Are in Storage.** When you initially book Storage Services, the Service will display the minimum term (“**Minimum Term**”) and minimum amount of cubic feet required for your requested Storage Services (“**Minimum Required Storage Space**”). If you terminate or cancel the Storage Services during the Minimum Term, or otherwise

request we return all of your Items during the Minimum Term, you will continue to be charged Recurring Fees based on the Minimum Required Storage Space for the remainder of the Minimum Required Term. In the event that you request that some (but not all) of your Items be returned before completion of the applicable Minimum Term, the Recurring Charges for the remainder of the Minimum Term will be adjusted based on the greater of (1) the actual amount of storage space used by your Items going forward, or (2) the Minimum Required Storage Space, whichever is greater. If you terminate or cancel the Storage Services after completion of the applicable Minimum Term, or otherwise request that we return all of your Items after completion of the Minimum Term, we will not charge you any fees for such cancellation or termination (provided, however, that you may be charged moving or delivery fees for the return of your Items).

4. **Canceling Pickup and Return Requests.** Your contract may contain additional terms with respect to canceling Item pickup requests or Item return requests that are scheduled via the Trove Service, including cancellation fees.