



The Storage Factory, LLC

1625 West Lincoln Road, Lakemoor, Illinois 60051

rent@thestoragefactoryllc.com | 224-564-1625

ILLINOIS SELF-STORAGE RENTAL AGREEMENT

DIGITAL MASTER TERMS

This Agreement applies to standard enclosed self-storage units, designated enclosed vehicle/boat/RV spaces, and assigned outdoor vehicle parking spaces. The electronic rental record completed during online enrollment identifies the Occupant, assigned Space, rental commencement date, monthly rent, applicable taxes, payment authorization, approved users, vehicle details (if applicable), and other account particulars. That electronic record is incorporated into this Agreement. The customer must be able to review, save, and receive a copy of the complete terms before electronic acceptance.

NOTICE OF LIEN: PROPERTY STORED AT THE FACILITY IS SUBJECT TO A LIEN UNDER THE ILLINOIS SELF-SERVICE STORAGE FACILITY ACT, 770 ILCS 95. UNPAID CHARGES MAY RESULT IN ACCESS RESTRICTIONS AND, FOLLOWING ALL REQUIRED STATUTORY PROCEDURES, SALE OR OTHER LAWFUL DISPOSITION OF PROPERTY.

1. Term: This Agreement is between The Storage Factory, LLC (“Owner”) and the customer identified in the Electronic Rental Record (“Occupant”). The rental of the Space identified in that record begins on its agreed commencement date and continues month-to-month until terminated under this Agreement. The minimum rental term is one month. The rental is for storage only and creates no residential tenancy or bailment.

2. Rent: The monthly rent and applicable taxes are shown in the Electronic Rental Record. Rent begins on the agreed commencement date; an initial partial calendar month is prorated, and recurring rent is due in advance on the first day of each month. Automatic electronic payment enrollment is required and governed by the separately presented payment authorization. A failed automatic charge does not excuse nonpayment. Payment allocations, partial payments, statutory cure rights, and lien enforcement are governed by this Agreement and applicable law; acceptance of a partial payment does not waive a default except as required by law.

3. Fees: A one-time \$100 MOVE-IN FEE is charged at reservation for every indoor or outdoor Space. It is separate from rent, is not credited to rent, and is nonrefundable except where required by law or where the owner cannot provide the reserved Space. Reservation alone does not grant access; the Occupant must complete electronic acceptance and pay amounts due before access. If rent remains unpaid more than seven (7) days after the first day of the month, a late fee of \$25 applies. A returned/NSF payment incurs a \$25 charge where lawful. A lost or unreturned facility lock or customer-requested lock-cut service incurs \$25; lawful lien-related lock removal may be treated as an allowable lien expense instead. Actual reasonable documented costs permitted by law may be charged for lien notices/sales, cleaning, disposal, and damage beyond ordinary wear and tear. No refundable cleaning fund or security deposit is collected. All applicable charges must be disclosed in the electronic checkout record.

4. Access: Ordinary access is daily from 7:00 a.m. to 9:00 p.m. Occupant and registered authorized family members, guests, or drivers must use individual credentials; credential sharing and gate tailgating are prohibited. The owner may restrict access after five days of delinquency as permitted by law and this Agreement. Owners may require identity verification, control access for safety and conduct, and temporarily close access for weather, emergencies, maintenance or equipment failures. Any statutory notice or remedy remains subject to its own legal requirements. Occupant is responsible for keeping the immediate access to the Space safe and reporting snow or ice hazards.

5. Use of storage space: Occupant may store lawful personal property only in the assigned Space and may store vehicles, boats, RVs, trailers and permitted commercial equipment only in expressly designated enclosed-vehicle or outdoor-vehicle Spaces in accordance with Sections 44–46. No living, sleeping, camping, habitation, cooking, pets residing in a Space, unlawful activity, workshops, sales operations, or hazardous storage. No perishable food, irreplaceable sentimental property, unapproved loose lithium batteries, charging devices, or other prohibited materials. Occupants must not create a nuisance or interfere with other occupants and must comply with applicable laws and fire codes.



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6. Hazardous or toxic materials prohibited: Hazardous, toxic, explosive, corrosive, leaking or otherwise dangerous materials may not be stored or used in the Space or at the Facility. Firearms, ammunition, gunpowder, primers, propellants, and other weapons or explosive devices are prohibited and may not be stored in the Space or at the Facility. An exception applies solely to fuel in sound permanently installed vehicle fuel tanks and secured factory-installed propane systems to the extent expressly permitted by applicable fire codes and Owner's written vehicle rules; loose fuel and unsafe systems remain prohibited. Occupant is responsible for reasonable lawful cleanup, remediation, and damage costs caused by prohibited materials, subject to applicable law.

7. Limitation of value: For STANDARD ENCLOSED SELF-STORAGE UNITS not designated for vehicle storage, Occupant agrees not to store personal property with an aggregate value exceeding \$5,000, unless Owner expressly approves a different value in writing. This is a storage-eligibility/value limitation and not insurance. For DESIGNATED ENCLOSED VEHICLE/BOAT/RV SPACES and OUTDOOR VEHICLE SPACES, this \$5,000 standard-unit limit does not apply to an approved stored vehicle or watercraft. Occupant shall disclose an estimated vehicle/watercraft value in the Electronic Rental Record for identification and administration; disclosure is not an agreement that the owner insures, guarantees or will pay that amount. Owner's aggregate liability for loss of or damage to any stored vehicle or watercraft shall not exceed \$5,000, regardless of the declared or actual value of the vehicle or watercraft, unless Owner expressly agrees to a higher amount in writing. Any contractual limit on Owner's liability for vehicle/watercraft loss or damage, and enforceability of the standard-unit limit, shall be governed by applicable law.

8. Insurance: Owner does not provide insurance covering Occupant's personal property, RV, boat, trailer, vehicle or equipment. Insurance is OPTIONAL for all indoor and outdoor Spaces, and proof of coverage is not required. Occupant is encouraged to consider appropriate insurance and bears the ordinary risks of storage to the extent legally permitted. The decision not to insure does not enlarge Owner's legal duties or waive claims that cannot lawfully be waived. Any optional third-party protection or insurance product must be offered under separate disclosures and terms.

9. Release of liability for property damage: No bailment or warehouse relationship is intended. The occupant retains care, custody and control of property stored in the Space. The owner does not guarantee protection from theft, vandalism, fire, water, flood, storms, pests, mold, equipment failure, or other hazards. Occupant assumes the risks of storing property to the fullest extent enforceable under Illinois law. Nothing in this Agreement disclaims liability that cannot legally be disclaimed.

10. Rules and regulations: The integrated Facility Rules and Regulations in Section 46 are part of this Agreement. Occupant and authorized users shall follow them. The owner may reasonably amend operating rules with notice consistent with Section 18 and applicable law. Rules cannot override statutory protections.

11. Owner's right to enter: In cases where the Owner considers it necessary to enter the Space for purposes of examining the Space for violations of this Agreement or conditions in the Space, or for making repairs or alterations thereto, or to otherwise comply with this Agreement, the Occupant agrees that the Owner, or the Owner's representative, shall have the right, except where notice is required by applicable law, to enter into the Space and to remove contents to another Space, and continue to store such contents at the sole cost and expense of the Occupant. If an emergency occurs, the owner may enter the space without notice or consent from the occupant.

12. Notice of lien: Owner claims the lien available under the Illinois Self-Service Storage Facility Act, 770 ILCS 95, for lawful rent, charges and recoverable expenses. Property may be sold or otherwise lawfully disposed of only after all statutory notice, delivery, timing, advertisement, lienholder, sale and surplus requirements are satisfied. The five-day access restriction does not itself authorize a sale. Motor vehicles, trailers and watercraft may be towed only upon satisfaction of applicable statutory requirements, including any applicable 60-day default threshold. The owner will use legally required notice methods rather than relying solely on routine email consent.



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13. Condition and alteration of the space: Occupant assumes responsibility for having examined the Space and Facility and hereby accepts them as being in good order and condition. Occupant understands that all unit sizes are approximate and enters into this Agreement without reliance on the estimated size of the Space. Should Occupant damage or depreciate the Space and/or Facility, or make alterations or improvements without the prior consent of the Owner, then all costs necessary to restore the Space and/or Facility to its prior condition shall be borne by Occupant. The owner has the right to declare any such costs to repair as "rent" and non-payment of said costs to entitle the owner to deny Occupant access to the Space.

14. Locks: Owner provides locks for enclosed units and retains ownership of those locks. The occupant must secure the unit using the supplied lock and return the lock upon move-out. No unauthorized additional or substituted locks. The owner may verify identity before cutting a lock and may charge \$25 for a lost/unreturned lock or customer-requested lock cut, subject to applicable law. The owner may take lawful steps to secure an unsecured space without creating a bailment. Lock removal for lien enforcement follows statutory procedures.

15. Military: In order to comply with Service Members Civil Relief Act, it is Occupant's obligation to notify the Owner in writing that Occupant and any Occupant family member storing goods at the Facility are in active military service in order to determine Occupant's qualifications under this act. If Occupant's military status or Occupant's family member's military status changes, Occupant is required to notify the Owner in writing of this change immediately.

16. Notices from Owner: Routine billing and contract notices may be sent to the email address maintained in Occupant's Electronic Rental Record. Occupant consents to receiving electronic records and must maintain a valid address. Any lien, towing, termination, nonrenewal or other notice for which law requires a specific method, content, receipt, or delivery confirmation shall be sent using that legally required procedure. The owner's notice email is rent@thestoragefactoryllc.com. Marketing consent is not implied by this section.

17. Notices from Occupant: Occupant must promptly update name, postal address, email, phone, vehicle ownership, registration and lienholder information in the online account or by written email to rent@thestoragefactoryllc.com. Occupant may submit move-out notice in the online portal or, if unavailable, by email; Occupant should retain confirmation. Where law prescribes a different method, the statutory method controls.

18. Changes: All terms of this Agreement, including, but without limitation, monthly rental rate, conditions of occupancy and other charges, are subject to change upon thirty (30) days' prior written notice to Occupant. If changed, the Occupant may terminate this Agreement on the effective date of the change by giving the Owner ten (10) days' prior written notice to terminate after receiving notice of the change. If the Occupant does not give such notice, this Agreement shall be thereby amended and the change shall become effective on the date stated in the Owner's notice and shall thereafter apply to the occupancy hereunder, whether or not Occupant has agreed to the change in writing.

19. Termination: Occupant must give written notice at least five days before the end of the then-current monthly rental period, through the online account or by email if the portal is unavailable. No refund is owed for unused portions of an already paid rental month, except as required by law. At move-out, Occupant must remove all belongings and vehicles, leave the Space broom-clean, remove trash, return Owner's lock, and surrender access. Owner termination or nonrenewal, including removal deadlines, must comply with Illinois law, including any applicable requirement to provide at least 14 days after delivery of written notice for removal of property. The owner may act promptly to address imminent hazards only as permitted by law. Abandoned property and lien property remain subject to applicable statutory procedures.

20. Abandonment: This Agreement shall automatically terminate if the Occupant abandons the Space. The Occupant shall be deemed to have abandoned the Space if the Occupant has removed the contents of the Space and/or has removed the Occupant's locking device from the Space and is not current in all obligations hereunder. Abandonment shall allow the Owner to remove all contents of the Space for disposal. Occupant hereby waives and releases any claims or actions against Owner for disposal of personal property resulting from Occupant's abandonment. Rent prepaid for any period in which the Occupant moves out early shall not be refunded.



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- 21. Attorney's fees:** In the event the Owner retains the services of an attorney to recover any sums due under this Agreement for any unlawful detainer, for the breach of any covenant or conditions hereof, or in defense of any demand claim or action brought by the Occupant, the Occupant agrees to pay to the Owner the reasonable costs, expenses, and attorney's fees incurred in any such action.
- 22. Personal and Financial information:** Owner does not warrant or guarantee that any personal information (address, phone number, e-mail address, social security number) or financial information (credit card, bank account information) will not be stolen or otherwise compromised. Occupant waives and releases any and all claims or actions against Owner and its respective agents, employees and affiliates for damages arising from the use of said information by others.
- 23. Permission to Communicate:** Occupant authorizes transactional communications reasonably necessary for the rental relationship, including billing, security, access and service notices, at contact details provided in the Electronic Rental Record, subject to applicable law and opt-out rights. Consent to marketing emails, promotional texts, autodialed calls or prerecorded messages is NOT a condition of rental and must be separately obtained through compliant affirmative opt-in procedures. Reply STOP to eligible texts or email rent@thestoragefactoryllc.com to request cessation of nonessential communications.
- 24. Personal injury.** Owner and Owner's agents and employees shall not be liable whatsoever to any extent to Occupant or Occupant's invitees, family, employees, agents or servants for any personal injury or death arising from Occupant's use of the Space or the Facility from any cause whatsoever including, but not limited to, the active or passive acts or omissions or negligence of the Owner, Owner's agents, or employees.
- 25. Release of information.** Occupant hereby authorizes Owner to release any information regarding Occupant and Occupant's occupancy as may be required by law or requested by governmental authorities or agencies, law enforcement agencies or courts.
- 26. Occupant's liability.** In the event of a foreclosure of the Occupant's interest in the Space, it is understood and agreed that the liability of the Occupant for the rents, charges, costs and expenses provided for in this Agreement shall not be relinquished, diminished or extinguished prior to payment in full. The Owner may use a collection agency thereafter to secure any remaining balance owed by the Occupant after the application of sale proceeds, if any.
- 27. Assignment and subletting.** The Occupant shall not assign this Agreement or sublet the Space without the written permission of the Owner.
- 28. Waiver/enforceability.** In the event any part of this Agreement shall be held invalid or unenforceable, the remaining parts of this Agreement shall remain in full force and effect as though any invalid or unenforceable part or parts were not written into this Agreement. No waiver by the Owner of any provision hereof shall be deemed a waiver of any of the other provisions hereof or of any subsequent default or breach by the Occupant. To the extent any release, waiver, limitation of liability, or indemnity in this Agreement is held to exceed what applicable Illinois law permits, that provision shall be enforced to the maximum extent lawful and the remainder of this Agreement shall remain in full force and effect; nothing in this Agreement disclaims or limits any liability that cannot lawfully be disclaimed or limited.
- 29. Waiver of jury trial.** The Owner and the Occupant agree that, by entering into this Agreement, both Occupant and Owner agree that any claim, dispute or lawsuit is subject to binding arbitration upon either party's request as provided in Section 36, and both Occupant and Owner expressly waive any right to a jury or non-jury trial, and waive the right to seek, defend, or otherwise litigate before a jury any claim or counterclaim involving legal or monetary damages in any state or federal court; provided, however, that Occupant may assert a claim not to exceed \$5,000.00 in small claims court as provided in this Agreement and that such right to file a claim in small claims court not exceeding \$5,000.00 shall be the sole and limited exception to Occupant's waiver of all of Occupant's rights to a jury or non-jury trial. In the event of any conflict between this Section and Section 36, Section 36 controls.



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30. Disclaimer of Warranties; No Security Duty. This Agreement contains the entire agreement of the parties and no representation or agreements, oral, or otherwise, between the parties not embodied herein shall be of any force or effect. Occupant understands and agrees that this Agreement may be modified only in writing. No expressed or implied warranties, guarantees, or representations are given by Owner, Owner's agents or employees as to the suitability of the Space for Occupant's intended use or the nature, condition, safety, or security of the Facility, the Space, and/or the property in the Space. Owner disclaims and Occupant waives any implied warranties of suitability or fitness for a particular use. The agents and employees of the Owner are not authorized or permitted to make any warranties about the Space, the property, or any facilities referred to in this Agreement. The Owner's agents' and employees' oral statements do not constitute warranties and shall not be relied upon by the Occupant. The entire agreement and understanding of the parties hereto are embodied in this writing and NO OTHER WARRANTIES are given. Occupant acknowledges that neither Owner nor Owner's agents or employees have made any representations or warranties, either express or implied, as to the safety of the Space, the Facility, or property stored in the Space and/or Facility, or otherwise and that neither Owner nor Owner's agents or employees shall be required to provide any security protection to Occupant or the Occupant's property stored in the Space and/or at the Facility. Any security which the owner maintains is for Owner's sole use and convenience and may be discontinued by Owner at any time without liability or notice to Occupant or any other party. No promises or representations of safety or security have been made to Occupant by Owner or Owner's agents. There shall be no liability to Owner, Owner's employees or agents in the event alarm, video system or sprinkler system, or any components thereof, shall fail or malfunction. Any video recording devices are not monitored. The parties hereto agree that all warranties, express or implied, are excluded from this transaction and shall not apply to the Space, premises, and Facility referred to herein. It is further understood and agreed that Occupant has been given an opportunity to inspect, and has inspected this Space, premises, and Facility, and that Occupant accepts such Space, premises, and Facility AS IS and WITH ALL FAULTS.

31. Climate control (as applicable): If the Facility offers "climate controlled" or "temperature controlled" spaces, the spaces are heated or cooled depending on outside temperature. These spaces do not provide constant internal temperature control and the owner does not warrant or guarantee temperature or humidity due to changes in outside temperature and humidity. Occupant releases the owner from all liability for damage to stored property from fluctuations in temperature or humidity from any cause whatsoever, including mold or mildew, even if such damage is caused by the active or passive acts or omissions or negligence of the owner. Systems that are used to provide heating and cooling do not have backup power sources. Under certain circumstances, including, but not limited to, mechanical failure of heating and/or cooling systems, electrical blackouts and acts of God, the Space may not be heated or cooled at all. Occupants shall store their property within the Space solely at their own risk.

32. Mold/Mildew: Mold and mildew are naturally occurring substances and it is possible to appear or grow on Occupant's stored property. The owner does not represent that the Space is humidity controlled and does not warrant or represent that a minimum or maximum humidity will be maintained at any time during the term. Occupant understands that there is a risk of the growth of mold and/or mildew on Occupant's stored property in any Space. The owner does not warrant the Space to be water-tight or dry. Occupant is solely responsible for preventing mold and/or mildew on Occupant's stored property in the Space. Occupant hereby releases Owner from any liability for mold and/or mildew on Occupant's stored property from whatever source and no matter how it occurs. Occupants shall take whatever steps necessary to protect against and prevent mold in their stored property. Occupant understands that any personal property brought into the Space that is damp or wet will likely grow mold and/or mildew. Occupant shall periodically inspect the Space and the personal property stored in the Space and take any and all actions necessary to protect Occupant's stored property from mold and/or mildew.

33. Indemnity: Occupant agrees to indemnify, hold harmless, and defend Owner from all claims and lawsuits (including attorneys' fees and all costs) that are hereinafter brought by others arising out of Occupant's use of the Space, the Facility, and common areas. Occupant's indemnity obligation includes allegations that Owner or Owner's employees or agents acted in negligent manner.



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34. Vehicles: Owner expressly permits approved vehicles, RVs, boats, trailers, motorcycles and commercial equipment in assigned numbered indoor vehicle-storage or outdoor parking Spaces, subject to Sections 44–46. Semi-tractors, semi-trucks and semi-trailers are prohibited. Registration and plates must be current where legally required, with documented exceptions for vehicles not legally required to register. Vehicles must be operable, free of active leaks and safely secured. Storage is not a license to camp, live in or service a vehicle. Vehicle removal and towing for default or termination must comply with applicable Illinois statutes and lienholder requirements; no immediate tow is authorized merely by contractual termination.

35. Cross-Collateralization of Storage Spaces: When Occupant rents more than one Space at this Facility, the rent is secured by Occupant's property in all the Spaces rented. A default by Occupant on any Space shall be considered a default on all Spaces rented. The owner may exercise all remedies available to it including denial of access to the Space and the Facility and sale of the stored property if all rent and other charges on all Spaces are not paid when due. Any sale or other disposition of property remains subject to all applicable requirements of the Illinois Self-Service Storage Facility Act, 770 ILCS 95, as to each Space.

36. Arbitration: In the event of any claim, dispute or lawsuit by Occupant against Owner (or Owner against Occupant) arising from Occupant's rental or use of the Space or this Agreement, the claim or lawsuit shall be submitted to binding arbitration upon the request of either party and the service of that request on the other party. The parties agree that the arbitration shall be conducted and heard by a single arbitrator to resolve the claim, dispute or lawsuit. THE ARBITRATION MUST BE CONDUCTED ON AN INDIVIDUAL BASIS AND OCCUPANT AND OWNER AGREE NOT TO ACT AS A CLASS-REPRESENTATIVE OR IN A PRIVATE ATTORNEY GENERAL CAPACITY IN ANY CLAIM, DISPUTE OR LAWSUIT. The owner will not request to arbitrate any claim, dispute or lawsuit that Occupant brings in small claims court. However, if such a claim is transferred, removed or appealed to a different court, the owner may then choose to arbitrate. The Federal Arbitration Act (FAA) shall govern this arbitration agreement. The Arbitration shall be conducted by National Arbitration and Mediation (NAM) under its Comprehensive Dispute Resolution Rules and Procedures for the Self-Storage Industry. The NAM arbitration rules and procedures may be found at www.namadr.com. Occupant understands that Occupant is entitled to a judicial adjudication of disputes with the Owner with respect to this Agreement and is waiving that right. The parties are aware of the limited circumstances under which a challenge to an arbitration award may be made and agree to those limitations. Owner and Occupant stipulate and agree that they have had sufficient time and opportunity to consider the implications of their decision to arbitrate and that this addendum concerning arbitration represents a voluntary choice after due consideration of the consequences of entering into this addendum. IF OWNER CHOOSES ARBITRATION, OCCUPANT SHALL NOT HAVE THE RIGHT TO LITIGATE SUCH CLAIM OR LAWSUIT IN COURT OR TO HAVE A JURY TRIAL. OCCUPANT IS ALSO GIVING UP OCCUPANT'S RIGHT TO PARTICIPATE IN A CLASS ACTION OR OTHER COLLECTIVE ACTION LAWSUIT OR ARBITRATION.

37. Exceptions to Arbitration: Both parties retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction. Both parties also retain the right to pursue any eviction, action to enforce a lien, and/or unlawful detainer remedies or defenses in any court. The owner retains the right to conduct a lien sale under applicable state law. However, any other claims, such as claims for violations of self-storage lien laws, derivative claims (including, but not limited to, claims under state or federal consumer protection statutes), conversion, negligence, breach of contract, or other violations of state or federal law, must be brought in arbitration.

38. Succession: All provisions of this Agreement shall apply to and be binding upon all heirs, successors in interest, assigns, or representatives of the parties hereto.

39. State Law to Apply: This Agreement and any action arising between the parties shall be construed under and in accordance with the substantive laws of the State where the Facility is located.

40. Access to Space and Facility Due to Emergencies/Weather: Owner reserves the right to deny access to the Space and/or the Facility to all occupants due to federal, state, or local emergencies or due to inclement weather. Owner shall incur no liability to Occupant for the denial of Occupant's access to the Space and/or Facility due to federal, state, or local emergencies or inclement weather.



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41. Conduct: Occupant and Occupant's guests and invitees shall behave, conduct themselves, and communicate with Owner, Owner's employees and agents, and other occupants in a professional, businesslike manner while at the Facility. Abusive or harassing language or conduct by Occupant or Occupant's guests or invitees is a breach of this Agreement. If any provision of this paragraph is violated, Owner shall have the right to immediately terminate this Agreement (including denial of vehicle gate access to the Facility and denial of access to the Space) and to exercise any other remedies provided at law or in equity, including immediate removal of Occupant's property from the Space and the Facility. If Occupant or Occupant's guests or invitees are in violation of this paragraph, the owner has the right to control Occupant's access on the Facility, including, but not limited to, requiring Occupant to be escorted by Owner's agents or employees while at the Facility.

42. Owner's Employees: Should any of Owner's employees perform any services for Occupant at Occupant's request, such employees shall be deemed to be the agent of the Occupant, regardless of whether payment for such services is made or not, and Occupant agrees to indemnify and hold Owner harmless from all costs, expenses or liability in connection with or arising, directly or indirectly, from such services performed by employee of Owner. Notwithstanding that Owner shall not be liable for such occurrences; Occupant agrees to notify Owner immediately upon the occurrence of any injury, damage or loss suffered by the Occupant or other persons on or within the Facility.

43. Electronic Signature: This Agreement is delivered and accepted electronically. By affirmatively selecting the online acceptance control after an opportunity to review and save the terms, Occupant agrees to be legally bound. The Electronic Rental Record and applicable electronic signature/audit trail identify the accepting customer, Space, price, agreement version and acceptance timestamp. Occupant certifies being at least 18 years old and having authority to enter this Agreement. The owner will provide an accessible copy of the accepted Agreement and associated transaction records. Applicable electronic signature and consumer-consent laws control.

44. Vehicle Storage Conditions — Indoor and Outdoor

Only Owner-approved RVs, motorhomes, camper vans, fifth wheels, travel trailers, boats, watercraft, cars, pickup trucks, motorcycles, utility/cargo trailers, and approved commercial equipment may be stored. Semi-tractors, semi-trucks and semi-trailers are prohibited, subject to applicable zoning definitions and additional Facility restrictions.

Occupant must disclose vehicle category, year, make, model, plate/state, VIN/HIN, approximate dimensions, registered owner, known lienholders and their contact details, and estimated declared value in the Electronic Rental Record. Vehicle changes require prior approval and updated details. The occupant must have lawful authority to store the property.

Vehicles must fit entirely in assigned boundaries, including hitch and accessories, without blocking aisles, doors, gates or emergency access. Registration/plates must be current where required by law; lawful unregistered categories require prior approval. Vehicles must be operable, with safe tires/supports, and free of active fluid leaks or unsafe conditions.

No repairs, fluid changes, washing, welding, painting, fuel transfer, commercial servicing, overnight occupancy, sleeping, camping, or generator use. Minor nonhazardous maintenance only with prior approval and no disruption or waste. No electricity, shore power, extension cords or battery charging.

Fuel may remain in intact installed vehicle tanks and propane in secured factory-installed systems only to the extent allowed by fire rules and Owner's safety instructions. No loose fuel, leaking systems, open flames or hazardous cargo. Indoor vehicle storage may require additional fire, ventilation, battery, propane shutoff, and engine-idling restrictions; applicable fire authority requirements always control.

Occupant is responsible for approved drivers, vehicle movement, and safe loading and unloading. The owner is not providing valet, vehicle maintenance, winterization, battery tending or periodic condition inspections. Insurance remains optional and declared values are not insurance coverage or guaranteed recovery amounts.

45. Online Reservation, Billing and Move-Out Process

At online reservation, the owner discloses the assigned or reserved Space category, price, one-time \$100 nonrefundable Move-In Fee, and any taxes or other mandatory charges. If the owner cannot provide the reserved Space, the Move-In Fee is refunded or another arrangement is made with Occupant's affirmative agreement.



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Before access begins, Occupant accepts this complete Agreement electronically, completes autopay authorization, provides required contact and vehicle/lienholder details, and pays initial charges. Rent starts on the agreed commencement date, not automatically when the reservation fee is paid.

Occupants must submit five days' notice before the end of the rental period through the account portal or by written email fallback. Occupant must fully vacate and return facility-owned locks; Owner confirms move-out and assesses only lawful outstanding charges.

46. Facility Rules and Regulations

Hours: Access daily 7:00 a.m.–9:00 p.m.; temporary lawful restrictions may apply.

Credentials: Individual codes/app credentials for Occupant and registered approved users; no sharing or tailgating.

Speed: Maximum 5 MPH; yield to pedestrians and keep lanes and fire access clear.

Assigned spaces: Use only the designated Space; do not obstruct doors, gates, aisles or other customers.

Locks: Use the facility-provided lock for enclosed units and return it at move-out; \$25 charge for lost/unreturned lock or customer-requested cut.

No habitation: No sleeping, camping, overnight occupancy, cooking or residential use anywhere on site.

No power: No customer electricity, charging, shore-power hookups, extension cords or generators.

Waste: No trash dumping, sewage, wastewater, fluids or abandoned property; remove all waste.

Hazards: No loose fuel, hazardous materials, fireworks, open flames, smoking in prohibited areas, leaks or unsafe conditions.

Firearms: No firearms, ammunition, gunpowder, primers, propellants, or other weapons or explosive devices may be stored anywhere on site.

Maintenance: Minor approved maintenance only; no mechanical repairs, fluid changes, welding, painting or washing.

Security: Cameras may record but are not continuously monitored; gates, fencing and lighting do not guarantee protection.

Conduct: No threats, harassment, unsafe driving, illegal activity, unauthorized commercial operations or nuisance.

Move-out: Leave Space empty and broom-clean, remove all property, return lock and obtain confirmation.

Changes: Reasonable updates may be provided with notice, subject to applicable law.

47. Integrated Electronic Acknowledgment

By accepting this Agreement online, Occupant acknowledges review of all 47 numbered sections, including the Notice of Lien, fee disclosures, optional-insurance provisions, Vehicle Storage Conditions when applicable, and Facility Rules and Regulations. This document and the Electronic Rental Record together constitute the rental agreement, subject to



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enforceability and applicable law. No handwritten signature or customer-completed fields are required in this master terms document.

Original ILSSA Form L001 (Rev. 1/20) used as the customer-provided drafting source; portions retained and other portions customized for The Storage Factory, LLC. © 2020 Illinois Self Storage Association. All rights reserved. Use subject to the purchaser's applicable ILSSA license.