

Online - Rental - New Customer

1 Left Green Arrow - Shows the Unit #, Unit Size, and Monthly Rent

Right Green Arrow - Shows amount due today to move in

Click "Add Insurance" here you will select the Monthly Protection Plan Option or Opt Out of the Protection Plan.

The screenshot shows the 'CUSTOMIZE YOUR UNIT' page. On the left, under 'Unit Details', 'Unit 155' is highlighted with a green arrow. Below it, the unit size is '10x10x10 Unit' and the monthly rent is '\$140/mo'. The address is 'Storage Towne of America - Germantown, 3131 Hacks Cross Rd, Memphis, TN 38125'. On the right, under 'Rental Information', the 'First Month's Rent' is '\$0.00'. There are buttons for '+ Add Insurance' and '+ Add Promo Code'. A summary box shows 'Subtotal \$0.00', 'Taxes \$0.00', and 'Balance \$0.00' (with a red arrow pointing to it). A 'Next' button is at the bottom right. A progress bar at the bottom shows five steps: '1 CUSTOMIZE YOUR UNIT', '2 ENTER YOUR CONTACT INFORMATION', '3 ADDITIONAL INFORMATION', '4 PAYMENT INFORMATION', and '5 FINISH MOVE IN'.

2

If you do not select a Plan or Opt Out, you understand you are declining our protection plan and will be responsible to provide your own coverage of insurance for your items stored with us. You will need to check with your homeowners or renter insurance to know if they cover your items stored in a storage facility.

1 CUSTOMIZE YOUR UNIT

Unit Details

Unit 155
10x10x10 Unit
\$140/mo

Storage Towne of America - Germantown
3131 Hacks Cross Rd
Memphis, TN 38125

Rental Information

First Month's Rent	\$0.00
--------------------	--------

[+ Add Insurance](#)

\$9/mo Protection Plan - \$2,000.00	\$0.00
\$10/mo Protection Plan - \$2,500.00	\$0.00
\$12/mo Protection Plan - \$3,000.00	\$0.00
\$20/mo Protection Plan - \$5,000.00	\$0.00
I choose to opt out of insurance	\$0.00

[Next](#)

2 ENTER YOUR CONTACT INFORMATION >

3 ADDITIONAL INFORMATION >

4 PAYMENT INFORMATION >

5 FINISH MOVE IN >

3 Click "Next"

1 CUSTOMIZE YOUR UNIT

Unit Details

Unit 155
10x10x10 Unit
\$140/mo

Storage Towne of America - Germantown
3131 Hacks Cross Rd
Memphis, TN 38125

Rental Information

First Month's Rent \$0.00

✕ Insurance: Opt Out \$0.00

⊕ Add Promo Code

Subtotal	\$0.00
Taxes	\$0.00
Balance	\$0.00

Next

2 ENTER YOUR CONTACT INFORMATION >

3 ADDITIONAL INFORMATION >

4 PAYMENT INFORMATION >

4

Here you will fill in all your personal information, Driver's License for identification purposes, Online Sign in, and Military Option. If you are Military we will need to get proof for your account.

<input type="text" value="Business Name (optional)"/>	<input type="text"/>
<input type="text" value="Additional Phone # (optional)"/>	<input type="text"/>
<input type="text" value="3131 Hacks Cross"/>	Enter Password Recovery Questions/Answers (e.g., "What is my favorite color?")
<input type="text" value="Address Line 2"/>	<input type="text" value="Question 1"/>
<input type="text" value="Memphis"/>	<input type="text" value="Answer"/>
<input type="text" value="United State"/> <input type="text" value="Tennessee"/> <input type="text" value="38125"/>	<input type="text" value="Question 2"/>
Driver's License Information	<input type="text" value="Answer"/>
<input type="text" value="License #"/>	Choose a Password (Minimum 8 characters)
<input type="text" value="Date of Birth (MM/DD/YYYY)"/>	<input type="text" value="Enter a Password"/>
<input type="text" value="Expiration Date (MM/DD/YYYY)"/>	<input type="text" value="Re-enter Password"/>
<input type="text" value="State"/>	
<input type="checkbox"/> Check here if you are Military	

5

Add Additional Contact - anyone who you list you give us permission to give out information about your account, including but not limited to unit number, gate access code, payment due information.

1 CUSTOMIZE YOUR UNIT ✓

2 ENTER YOUR CONTACT INFORMATION ✓

3 ADDITIONAL INFORMATION ▼

Additional Contact(s) ⓘ

Add Additional Contact *Let us know who to contact if we cannot reach you about your account.**

Lienholders

Add Lienholder(s) *If a bank, lender or other party has a mortgage, lien or interest in any of your stored contents, please add them here.*

Stored Vehicles ⓘ

Are you storing a vehicle?*

Yes No

Back

Next

4 PAYMENT INFORMATION ➤

6 Enter their information and Click "Add"

The screenshot displays a mobile application interface with a modal window titled "Additional Contact". The modal contains three input fields: "First Name", "MI", and "Name". Below these is a phone number input field containing "(901) 979-9921". At the bottom right of the modal are "Cancel" and "Add" buttons, with the "Add" button circled in orange. The background shows a progress bar with steps: 1. CUSTOMIZE YOUR UNIT, 2. ENTER YOUR CONTACT INFORMATION, 3. ADDITIONAL INFORMATION (highlighted), 4. PAYMENT INFORMATION, and 5. FINISH MOVE IN. Other sections visible include "Additional Contact Information", "Lienholders", and "Stored Vehicles".

7

Green Arrow's show the contact you added and where to add another if needed.

Please Answer Vehicle Storage Question

2 ENTER YOUR CONTACT INFORMATION ✓

3 ADDITIONAL INFORMATION ∨

Additional Contact(s) ⓘ

Name, Mom Edit Delete

+ Add Additional Contact*

Lienholders

+ Add Lienholder(s) *If a bank, lender or other party has a mortgage, lien or interest in any of your stored contents, please add them here.*

Stored Vehicles ⓘ

Are you storing a vehicle?*

Yes No

Back

Next

4 PAYMENT INFORMATION >

5 FINISH MOVE IN >

8

If storing a vehicle please enter the information required and Click "add". Failure to provide this will result in termination of the lease.

NOTE: Occupant must provide proof of ownership before storing in the unit/parking space. Occupant may only use the space for vehicles and/or trailers that are listed in their name, up-to-date with all State and local registration. Vehicle MUST be running, can not be worked on ANYWHERE within the facility, and can not have any known leaks.

The screenshot displays a web application interface with a modal window titled "Stored Vehicle". The modal contains the following fields:

- Make: A text input field with an orange circle highlighting it.
- Model: A text input field.
- License Plate Number: A text input field.
- License Plate State: A dropdown menu.
- VIN: A text input field.
- Description: A text input field.

At the bottom of the modal are two buttons: "Cancel" (grey) and "Add" (blue). The background interface shows a progress bar with five steps: "1 CUSTOMIZE YOUR UNIT", "2 ENTER YOUR CO...", "3 ADDITIONAL INFO" (selected), "4 PAYMENT INFORMATION", and "5 FINISH MOVE IN". Below the progress bar, there are sections for "Additional Con...", "Lienholders", and "Stored Vehicles". The "Stored Vehicles" section includes a question "Are you storing a vehicle?*" with radio buttons for "Yes" (selected) and "No", and an "Add Stored Vehicle" button. "Back" and "Next" buttons are visible at the bottom right of the main form area.

9

Once finished with this information Click "Next"

1	CUSTOMIZE YOUR UNIT	✓
2	ENTER YOUR CONTACT INFORMATION	✓
3	ADDITIONAL INFORMATION	▼

Additional Contact(s) ⓘ

Name, Mom Edit Delete

➕ Add Additional Contact*

Lienholders

➕ Add Lienholder(s) *If a bank, lender or other party has a mortgage, lien or interest in any of your stored contents, please add them here.*

Stored Vehicles ⓘ

Are you storing a vehicle?*

Yes No

1 1, 1 Edit Delete

➕ Add Stored Vehicle

Back **Next**

4	PAYMENT INFORMATION	>
5	FINISH MOVE IN	>

10

Click "Add Payment Method" to set up payment for the rent using a Check/Debit Card or ACH/eCheck (Checking Account)

OF AMERICA

- 1 CUSTOMIZE YOUR UNIT ✓
- 2 ENTER YOUR CONTACT INFORMATION ✓
- 3 ADDITIONAL INFORMATION ✓
- 4 PAYMENT INFORMATION ▼

Select Payment Method

+ Add Payment Method

Rental Information

First Month's Rent	\$0.00
x Insurance: Opt Out	\$0.00

Subtotal	\$0.00
Taxes	\$0.00
Balance	\$0.00

[Back](#) [Review Lease](#)

11 Click " ACH/eCheck" to use your bank account information then Click "add" Or

Payment Method [Close]

Type: Credit/Debit Card **ACH/eCheck**

Name: First Name Last Name

Bank Name:

Account Type: [v]

Account Number:

Routing Number:

Billing address is the same as my account address

Address 1:

Address 2:

City:

Postal:

Country: Countries [v]

The cardholder/account holder authorizes to charge any amounts due per the terms of the agreement for each period during the term of occupancy or until the cardholder/account

Background text: 1 CUSTOMIZE YOUR... 2 ENTER YOUR CO... 3 ADDITIONAL INFO... 4 PAYMENT INFO... Select Payment Method... Add Payment Method... \$0.00 \$0.00 \$0.00 \$0.00 Review Lease

12 Click "Credit/Debit Card" enter card information and Click "Add"

Type: **Credit/Debit Card** ACH/eCheck

Name:

Card Number: VISA ✓

Security Code:

Expiration Date:

Billing address is the same as my account address

Address 1:

Address 2:

City:

State:

Postal:

Country: United States

The cardholder/account holder authorizes to charge any amounts due per the terms of the agreement for each period during the term of occupancy or until the cardholder/account holder cancels this authorization.

Cancel **Add**


13

Verify your payment information. If you want to set up for Autopay on the 1st of every month check the box by the Green Arrow. Click "Review Lease"

- 1 CUSTOMIZE YOUR UNIT ✓
- 2 ENTER YOUR CONTACT INFORMATION ✓
- 3 ADDITIONAL INFORMATION ✓
- 4 PAYMENT INFORMATION** ▼

Select Payment Method

Verify Card Info here 

 Add Payment Method

Automatically pay for my unit each month

Autopay date is set to due date

Rental Information

First Month's Rent \$0.00

Insurance: Opt Out \$0.00

Subtotal	\$0.00
Taxes	\$0.00
Balance	\$0.00

Back

Review Lease

- 5 FINISH MOVE IN ➤

14 Click "Get Started"

⋮
Get started

Storage Towne of America – Germantown Rental Agreement for **Unit 155**
 3131 Hacks Cross Rd, Memphis, TN 38125 901-979-9921 www.StorageTowne.com
 A Self Service Storage Facility

This Rental Agreement/Lease (Lease) is executed on **9/20/2023** (the Execution Date), by and between these parties:

Facility Details Owner and/or Owner Employee hereinafter called "Owner"		Occupant identified below, (hereinafter called "Occupant"),
Storage Towne of America	Name	[REDACTED]
Storage Towne of America- Germantown	d.b.a.	
3131 Hacks Cross Rd Memphis, TN 38125	Address	3131 Hacks Cross, Memphis, TN 38125
901-979-9921	Primary Phone	(901) 979-9921
germantown@storagetowne.com	Email	[REDACTED]
www.storagetowne.com	Tenants ID	[REDACTED]

Click to initial * By INITIALING HERE. Occupant acknowledges the above information is correct. Occupant agrees that all notice's, including but not limited to; invoices, late notices, fee's added, changes, lien notice, auction notice, etc. may be given via electronic email notification first, with a letter notification for lien, auction and changes sent only if email fails. Occupant is responsible for providing Owner notice, in writing, online, or by email, of any change to Occupant's contact information above, including change of address, telephone number, or email address.

Contract Details							
Rental Date	Unit	Unit Size	Due Date	Monthly	Protection Plan	Gate Access	Gate Access Code

15 Read over each section of the lease. Click "Add your initials"

Storage Towne of America – Germantown Rental Agreement for **Unit 155**
 3131 Hacks Cross Rd, Memphis, TN 38125 901-979-9921 www.StorageTowne.com
 A Self Service Storage Facility

This Rental Agreement/Lease (Lease) is executed on **9/20/2023** (the Execution Date), by and between these parties:

Facility Details Owner and/or Owner Employee hereinafter called "Owner"		Occupant identified below, (hereinafter called "Occupant"),
Storage Towne of America	Name	
Storage Towne of America- Germantown	d.b.a.	
3131 Hacks Cross Rd Memphis, TN 38125	Address	3131 Hacks Cross, Memphis, TN 38125
901-979-9921	Primary Phone	(901) 979-9921
germantown@storagetowne.com	Email	
www.storagetowne.com	Tenants ID	

Click to initial * By INITIALING HERE, Occupant acknowledges the above information is correct. Occupant agrees that all notice's, including but not limited to; invoices, late notices, fee's added, changes, lien notice, auction notice, etc. may be given via electronic email notification first, with a letter notification for lien, auction and changes sent only if email fails. Occupant is responsible for providing Owner notice, in writing, online, or by email, of any change to Occupant's contact information above, including change of address, telephone number, or email address.

Contract Details							
Rental Date	Unit Number	Unit Size	Due Date	Monthly Rent	Protection Plan	Gate Access Hours	Gate Access Code
9/20/2023	155	10x10x10	1st of the Month	\$0.00	\$0.00	5:00am – 10:00pm	#

Gate Access Hours: **TENANT &/or GUEST MUST LEAVE THE FACILITY BEFORE 10PM DAILY NO EXCEPTIONS.**


16 Draw your initials then Click "Insert"

Storage Towne of America – Germantown Rental Agreement for **Unit 155**

✕

Add your initials

Draw Type



✕

I understand this is a legal representation of my initials.

Insert
Insert everywhere

17

If you select a Protection Plan it will show the option here, if you Opted out you will need to checkmark the No Rental Protection Upgrade. If you did not select a Plan on the first step, you understand you are declining our protection plan and will be responsible to provide your own coverage of insurance for your items stored with us. You will need to check with your homeowners or renter insurance to know if they cover your items stored in a storage facility.

There will also be a Military option that needs to be answered in the next part of the lease.

sovereign or other authority using military personnel or naval or other agents; insurrection, rebellion, revolution, usurped power, or action taken by governmental authority in hindering, or defending against any of these; nuclear reaction or radiation, or radioactive contamination, however caused; intentional loss (that is, any loss arising out of any act that Occupant commits or Occupant conspires to commit with the intent to cause a loss); seizure or destruction of insured property by order of governmental authority; smoke from cigarettes, cigars, pipes, or other smoking products; Occupant's neglect in using all reasonable means to save and preserve the property from further damage at and after the time of loss; contaminants or hazardous materials; mysterious disappearance of property; accidental discharge of substances from within plumbing, heating, air conditioning or fire protective systems; mechanical breakdown, short circuiting, blowout, or other electrical disturbance to the property; or earth movement including earthquake, landslide, and sinkhole collapse.

If taking the below protection plan you must secure the unit with a round disc type lock for the Protection Plan to be valid. A regular padlock is not approved for the Protection Plan, and we do not recommend them from a security stand point.

Coverage:	<input type="checkbox"/> \$2,000.00	<input type="checkbox"/> \$2,500.00	<input type="checkbox"/> \$3,000.00	<input type="checkbox"/> \$5,000.00
Total Monthly Cost:	\$9.00	\$10.00	\$12.00	\$20.00

No Rental Protection Upgrade: ***if you are declining our protection plan, you understand you are declining our protection plan and will be responsible to provide your own coverage of insurance for your items stored with us. You will need to check with your homeowners or renter insurance to know if they cover your items stored in a storage facility.

16.1. To file a claim against selected coverage in Section 15,

- 16.1.1.** Occupant must provide written notice to Owner within thirty (30) days of a Covered Loss or prior to the termination of this Lease, whichever occurs first.
- 16.1.2.** The written notice must describe with specificity the property damaged and the cause of the Covered Loss, and it must provide documentation establishing the value of the property damaged.
- 16.1.3.** The filing of a claim authorizes Owner and its agents to enter the Unit to photograph or otherwise document the alleged loss.
- 16.1.4.** Occupant expressly waives any rights to recover from Owner for a Covered Loss pursuant to this Section 15 if Occupant fails to provide written notice to Owner or if Occupant seeks to recover from Owner in Court or Arbitration.
- 16.1.5.** Do Not Throw damaged items away until Owner reviews damage.
- 16.1.6.** Owner assumes no responsibility for a Covered Loss should Occupant use the Unit in violation of Section 4 of this Lease, fail to comply with the Rules and Regulations, or if Occupant, at the time of the Covered Loss or at the time Occupant delivers notice of a Covered Loss, is in default of Occupant's obligations under this Lease, including, but not limited Occupant's obligations pursuant to Section 8 of this Lease; or should the Covered Loss be the result, either directly or indirectly, of Occupant's negligence or willful misconduct. Owner assumes no responsibility for loss of or damage to Occupant's property not enclosed within the storage Unit at the time of the loss. On payment of a claim, Occupant subrogates to



Remember! If you have any questions or concerns about the terms please do not finalize the rental until you contact our staff to answer your questions. Once you sign the lease and make the payment the lease is finalized.

18

Once you have read and agree to the terms of the lease Click "Sign".

Remember, if you have any questions or concerns about the terms please do not finalize the rental until you contact our staff to answer your questions. Once you sign the lease and make the payment the lease is finalized.

out. It is your responsibility to remove your unwanted items. If items are left you are responsible for cleaning charge and/or monthly rent.
6) Please make sure you understand what to put and not put into the unit, see our website blog <https://www.storagetowne.com/blog> helpful tips.
7) A Copy of this Agreement along with facility map and rules have been digitally sent to the email you verified on the first page of this lease.
IN WITNESS WHEREOF, the parties have executed this Lease as of the date first above written.

Occupant hereby acknowledges by signing this agreement that Occupant has Read, Understood and Accepts all the terms of this Multi-Page Agreement.

OCCUPANT:

Occupant Brianna Newman [Click to sign](#)

MANAGER: Storage Towne of America - Germantown _____ Sep 20, 2020

Storage Towne of America, G.P. d/b/a Storage Towne of America - Germantown

Rent is Non-Refundable. All sales are final.
Tenant Portal: <https://www.storagetowne.com/payonline>
Email Office: germantown@storagetowne.com Call Office: 901-979-9921

<p>Office Hours: Monday – Friday 8am-5pm Saturday 8am-2pm Closed Sundays and all major holidays</p>	<p>Gate Access Hours 5am-10pm TENANT &/or GUEST MUST LEAVE THE FACILITY BEFORE 10PM DAILY gates will not allow entrance or exit</p>
---	--

19 Draw your Signature and Click "Insert"

The screenshot shows a digital document viewer with a signature modal open. The modal is titled "Add your signature" and has two options: "Draw" (selected) and "Type". The "Draw" option is active, showing a large orange circle on a white canvas. Below the canvas is a horizontal line with a small 'x' icon on the left. At the bottom of the modal, there is a checkbox labeled "I understand this is a legal representation of my signature." and an "Insert" button. The background document is partially visible, showing a list of items and a "Next Req" button.

REQ* FIELD LEFT 1 Next Req>

you will not get any money back.

3) When Vacating 10-day written notice is required, must be out by end of month and lock removed. Failure to give vacating notice in time to remove autopay and/or failure to remove lock will result in non-refundable rent being charged for the next month.

4) A lock on the unit is required once items are placed in the unit, if not storing yet please make sure a lock is placed on the unit before the end of the month to avoid being out for

5) MUS out. It is your responsibility to move

6) Please helpful tips. for

7) A Co

1

2

3

4

5

IN WITNE

Occupant

Multi-Page

OCCUPAN

Occupant

MANAGER

Storage Tow

Rent is Non

Tenant Port

Email Office

Close

Online Rentals are subject to approval. We reserve the right to refuse service, rental and/or access to the facility. .

Continue

✔ You have completed all required fields. Please click 'Continue'. ✕

4) A lock on the unit is required once items are placed in the unit, if not storing yet please make sure a lock is placed on the unit before the end of the month to avoid being moved out of unit. Once unit is vacated, empty and lock removed you will be moved out of system, if you are planning on keeping unit after removing items or if renting a parking spot and vehicle going to be removed for a period of time, please inform us so we will not consider the unit/spot vacated. If moved out for no lock securing empty unit you will be required to re-rent the unit.

5) MUST vacate by 10pm on the last day of the month, if items and/or lock are on unit on the 1st FULL MONTH RENT IS DUE. We DO NOT PRORATE on move out. It is your responsibility to remove your unwanted items. If items are left you are responsible for cleaning charge and/or monthly rent.

6) Please make sure you understand what to put and not put into the unit, see our website blog <https://www.storagetowne.com/blog/climate-vs-non-climate> for helpful tips.

7) A Copy of this Agreement along with facility map and rules have been digitally sent to the email you verified on the first page of this agreement.

IN WITNESS WHEREOF, the parties have executed this Lease as of the date first above written.

Occupant hereby acknowledges by signing this agreement that Occupant has Read, Understood and Accepts all the terms and conditions in this Multi-Page Agreement.

OCCUPANT: Edit Clear

Occupant Brianna Newman *

MANAGER: Storage Towne of America - Germantown Sep 20, 2023 8:31 AM

Storage Towne of America, G.P. d/b/a Storage Towne of America - Germantown

Rent is Non-Refundable. All sales are final.
 Tenant Portal: <https://www.storagetowne.com/payonline>
 Email Office: germantown@storagetowne.com Call Office: 901-979-9921

Office Hours: Monday – Friday 8am-5pm Saturday 8am-2pm Closed Sundays and all major holidays.	Gate Access Hours 5am-10pm TENANT &/or GUEST MUST LEAVE THE FACILITY BEFORE 10PM DAILY NO EXCEPTIONS, at 10pm the gates will not allow entrance or exit.
Hours subject to change without limited or no notice <small>3.29.23</small> Online Rentals are subject to approval. We reserve the right to refuse service, rental and/or access to the facility.	

21 Click "I Agree"

Almost done.

Almost done. By clicking 'I Agree' you are legally signing this document and agreeing to the eSignature [Terms of Service](#).

Edit

I agree

Storage Towne of America – Germantown Rental Agreement for **Unit 155**
 3131 Hacks Cross Rd, Memphis, TN 38125 901-979-9921 www.StorageTowne.com
 A Self Service Storage Facility

This Rental Agreement/Lease (Lease) is executed on **9/20/2023** (the Execution Date), by and between these parties:

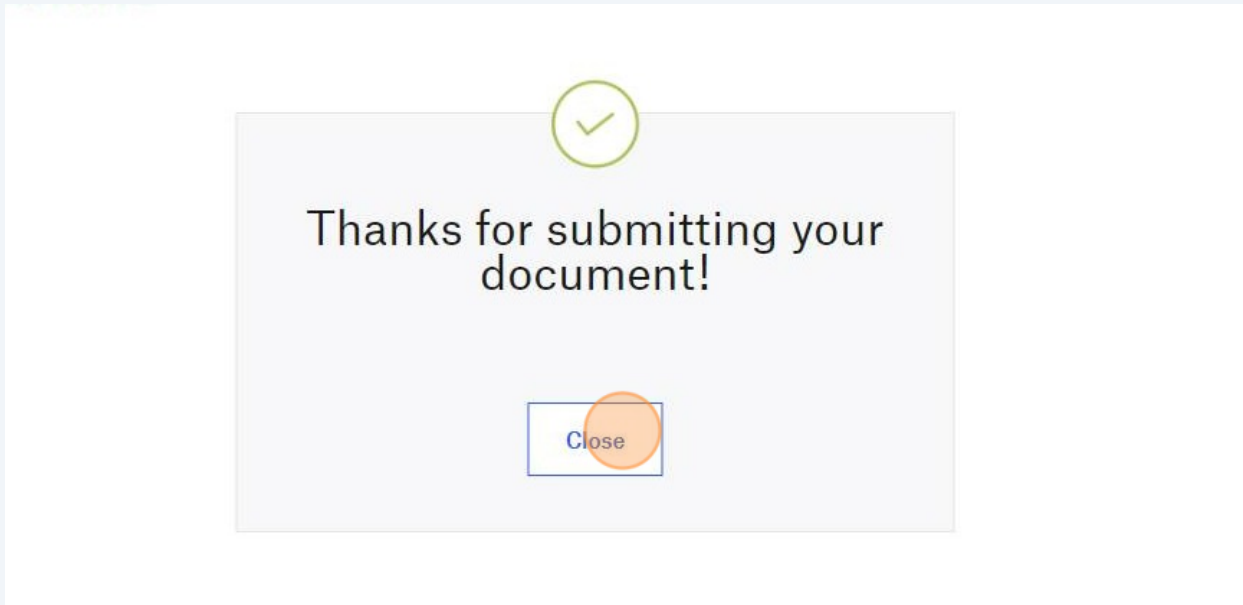
Facility Details Owner and/or Owner Employee hereinafter called "Owner"		Occupant identified below, (hereinafter called "Occupant"),
Storage Towne of America	Name	
Storage Towne of America- Germantown	d.b.a.	
3131 Hacks Cross Rd Memphis, TN 38125	Address	3131 Hacks Cross, Memphis, TN 38125
901-979-9921	Primary Phone	(901) 979-9921
germantown@storagetowne.com	Email	
www.storagetowne.com	Tenants ID	

* By INITIALING HERE, Occupant acknowledges the above information is correct. Occupant agrees that all notice's, including but not limited to; invoices, late notices, fee's added, changes, lien notice, auction notice, etc. may be given via electronic email notification first, with a letter notification for lien, auction and changes sent only if email fails. Occupant is responsible for providing Owner notice, in writing, online, or by email, of any change to Occupant's contact information above, including change of address, telephone number, or email address.

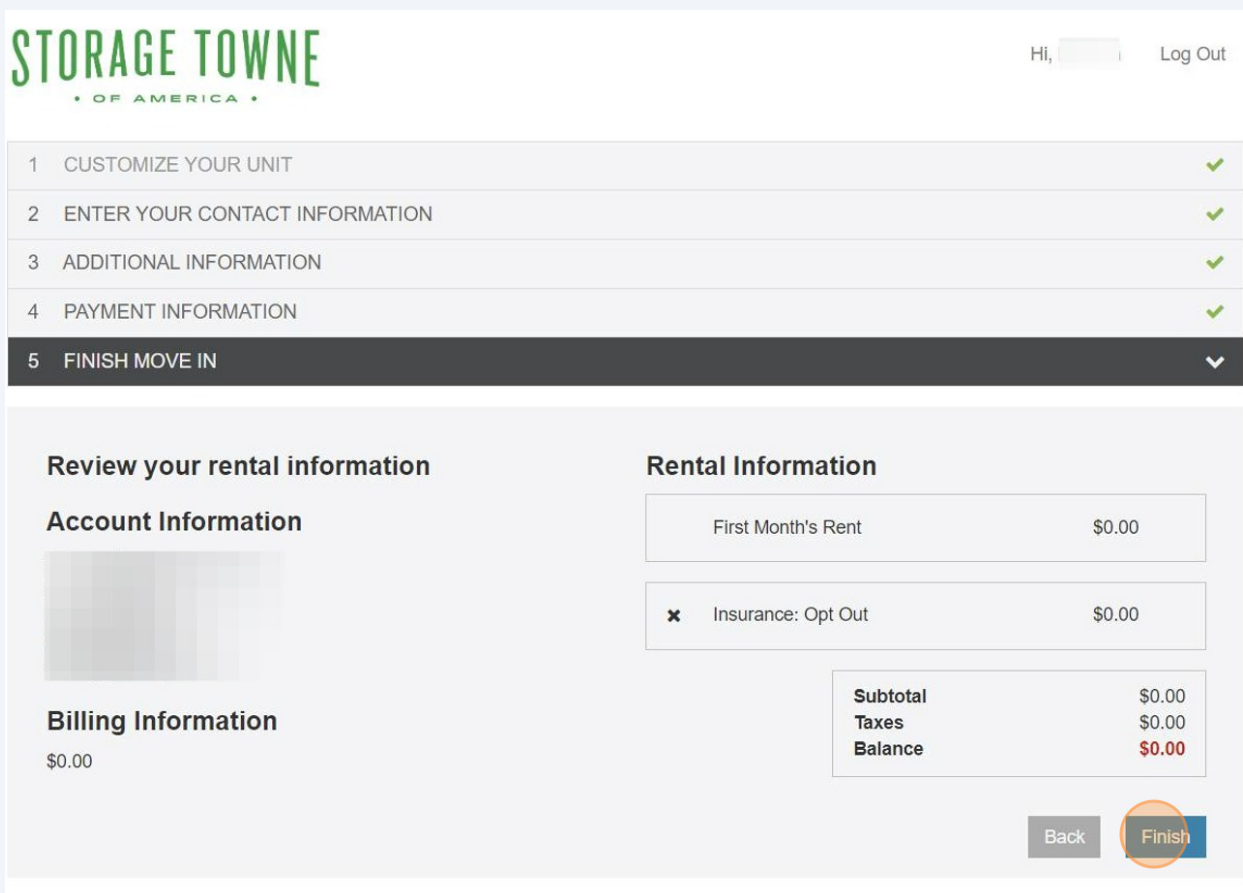


Important after Clicking "Close" closes the Lease, you still HAVE to finalize the payment in the next step.

22 Click "Close" to close the lease and move to the payment processing.



23 Click "Finish"



24

Click "Complete Move-In" To finalize the rental.

You will receive a copy of the receipt, lease agreement, and facility map. The facility map will contain your unit number, gate access code and highlight your unit within the facility.

If you do not receive this email, you either put in the wrong email or you did not finalize the payment.

STORAGE TOWN
OF AMERICA

Hi, [User] Log Out

Move In [Close]

Final step to move in!

This is the last step of the move-in process. Your card will now be charged the full amount and your unit will be ready for move-in. Are you ready to continue?

[Complete Move-In](#)

1 CUSTOMIZE YOUR RENTAL ✓
2 ENTER YOUR CONTACT INFORMATION ✓
3 ADDITIONAL INFORMATION ✓
4 PAYMENT INFORMATION ✓
5 FINISH MOVE IN

Review your rental information

Account Information

Billing Information
\$0.00

Rental Information

First Month's Rent	\$0.00
✕ Insurance: Opt Out	\$0.00
Subtotal	\$0.00
Taxes	\$0.00
Balance	\$0.00

[Back](#) [Finish](#)