

# CRATEHOUSE PROHIBITED ITEMS & ACCEPTABLE GOODS POLICY

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This Prohibited Items & Acceptable Goods Policy ("Policy") forms part of the Cratehouse Storage Services Agreement.

Failure to comply with this Policy is a material breach of the Agreement.

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## 1. Purpose

Cratehouse provides storage for customer-packed Crates. To ensure safety, legality, and operational integrity, certain goods are strictly prohibited from being stored in any Crate.

Customers are responsible for ensuring all stored goods comply with this Policy at all times.

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## 2. Prohibited Items (Strictly Not Permitted)

The following items must not be stored under any circumstances:

### 2.1 Dangerous, Hazardous, or Regulated Goods

- Flammable, explosive, or combustible materials
- Fuels, petrol, diesel, oils, gas bottles, propane
- Fireworks, explosives, ammunition
- Chemicals, acids, solvents, pesticides, fertilisers
  
- Lithium batteries not installed in devices

### 2.2 Illegal or Controlled Items

- Illegal drugs or substances
- Stolen goods
- Items obtained unlawfully
- Firearms, weapons, or weapon parts (including replicas)

### 2.3 Perishable or Organic Goods

- Food or drink of any kind
- Perishable items
- Plants, seeds, soil
- Animal products likely to attract pests

## 2.4 Living or Sentient Things

- Animals
- Insects
- Plants
- Any living organism

## 2.5 Items of Extreme Value or Irreplaceable Nature

The following items may not be stored without prior written approval from Cratehouse and appropriate independent insurance coverage confirmed in writing:

- Cash, negotiable instruments, or financial securities
- Deeds, wills, legal documents, or original certificates
- Irreplaceable items (including family heirlooms, original artworks, and one-of-a-kind items)

## 2.6 Items Creating Excessive Risk or Nuisance

- Items emitting odour, fumes, or leakage
- Items likely to attract vermin or mould
- Waste or refuse
- Wet or damp goods

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## 3. Restricted Items (Stored at Customer's Risk)

The following items may be stored but are stored entirely at the Customer's risk and without liability to Cratehouse:

- Electronics
- Appliances
- Furniture
- Tools
- Sporting, camping, or recreational equipment

Customers are strongly encouraged to insure all restricted items independently.

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## 4. Weight & Packing Requirements

Each Crate must not exceed

Goods must be packed securely and evenly.

Liquids must not be stored unless expressly approved in writing by Cratehouse.

Cratehouse is not responsible for damage caused by improper packing or overloading.

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## 5. Right to Inspect & Remove

5.1 Cratehouse does not routinely inspect Crate contents.

5.2 If Cratehouse reasonably suspects prohibited items are stored, it may refuse acceptance, isolate the Crate, or open, remove, or dispose of items where necessary for safety or legal compliance.

5.3 All costs associated with removal, disposal, or remediation will be charged to the Customer.

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## 6. Liability & Indemnity

The Customer indemnifies Cratehouse against arising from breach of this Policy.

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## 7. Policy Updates

Cratehouse may update this Policy from time to time.

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## Customer Acknowledgement

I confirm that I have read and understood this Prohibited Items & Acceptable Goods Policy and agree to comply with its terms. I acknowledge that failure to comply constitutes a material breach of the Cratehouse Storage Services Agreement.

Customer Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_