



Agreement # _____

**The Ohio State University
Stores' Service Agreement – Storage
University / Research Foundation**

The Stores Department is committed to providing reliable, high-quality products and services to support teaching, research and patient care for The Ohio State University. The Stores Department also provides warehouse facilities to meet the short and long-term storage needs of the University. Space can be rented by the pallet or by the square foot.

University business purchases must conform to university, research and medical center internal controls. The following item(s) have been identified as purchase requirements for your business unit that are currently made with a 100W and not through the PeopleSoft workflow approval process. The following information must be provided to confirm that your business unit approves the purchase of the product or service listed below without going through the PeopleSoft workflow process.

By submitting an approved Storage Service Agreement, a Stores storage customer agrees to the following terms and conditions. Modifications to these terms and conditions are only valid if agreed to in writing by both parties and made an addendum to the Storage Service Agreement.

Term: July 1, 2009 through June 30, 2010

Product(s) provided: Storage

Estimated yearly spend:

ChartField:

Requestor

Senior Fiscal Officer

Date

Stores Storage Terms and Conditions

UPDATED 05-20-08

By submitting an approved Storage Service Agreement, a Stores storage customer agrees to the following terms and conditions. Modifications to these terms and conditions are only valid if agreed to in writing by both parties and made an addendum to the Storage Service Agreement.

Basic Storage Service

1. Customers are paying for storage only. Customers must describe the type of items that will be stored. Chemicals, compressed gases, or other hazardous materials are stored in a building designed for hazardous material storage and require special arrangements with Stores. Stores reserves the right to exclude items from storage that are deemed unsafe/inappropriate for the storage area.
2. Items should arrive on pallets and ready for storage. Items that require Stores staff to palletize, or otherwise prepare them for storage, are subject to a storage preparation fee of \$20.00 per pallet.
3. For customers storing items that are charged by the pallet: Access to stored items is available during normal Stores business hours. Stores personnel will label each pallet received, move palletized items from the dock area, and place them on a storage rack. When items are ready to be removed from storage, Stores personnel will remove the palletized items from the storage racks and stage them for pick-up by the customer on the loading dock. Customers should contact Stores at least one business day in advance of items arriving for storage or to have items removed from storage.
4. For customers storing items that are charged by the square foot (does not include customers who have unlimited access service): Access to storage is available during normal Stores business hours. Customers should contact Stores at least one business day in advance to arrange an appointment to access their storage area. A Stores staff member will ensure the storage area is ready for access and will secure the storage area after the customer leaves. Customers, or their agents, are responsible for moving their own items into or out of storage.
5. For customers storing items with unlimited access service: Customers are provided access to their stored items 24-hours a day, 7 days a week. Customers are responsible for accessing their area and their items without the assistance of Stores staff.
6. Customers agree to pay the rates published on the Storage section of the Stores web pages at osustores.osu.edu.
7. Only Stores personnel may operate power material handling equipment. Customers, or their delivery service, may borrow manually operated material handling equipment from Stores for use within the Stores storage area if arrangements have been made in advance. Customers, or their delivery service, must receive permission from Stores in advance of using non-Stores owned power material handling equipment in the storage areas.

Moving Items into Storage

1. It is the responsibility of the customer to make shipping arrangements for the items they will be sending to Stores for storage. Stores can arrange to have the items picked-up and brought to Stores. There is an additional charge for this service that varies by the size of the job.
2. Stores should be notified at least one business day in advance of storage deliveries if Stores staff will be needed to handle the delivery. Customers should inform Stores of the following: how items will be shipped (common carrier, moving company, etc.); name of carrier; how items will be identified; approximate arrival time; any additional instructions provided to the carrier; and the name and telephone number for Stores to contact for questions about the delivery. Stores will send e-mail to the customer to confirm the receipt of the delivery. For customers charged for storage by the pallet, the e-mail will also confirm the number of pallets moved into storage.
3. Items shipped to Stores for storage are the responsibility of the customer. Stores personnel will not inspect items for damage or open any items, but Stores will notify the customer if something is received that looks like it has been damaged during transit. It is the responsibility of the customer to inspect items for damage, to verify all items were received, to make claims for product shortage or damage with the carrier, etc.

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4. There is a \$10.00 per pallet charge if Stores staff must move items into storage areas for customers that are billed the square foot rate or the unlimited access service rate. There is not an additional charge to do this for customers who store items at the pallet rate.

Removing Items from Storage

1. It is suggested that customers visit the storage area and identify the specific items that Stores is to remove from storage. Customers that do not want to visit the storage area to identify items, and who request that Stores personnel remove items for them, do so at their own risk. If the customer chooses not to be present, Stores is not responsible for removing the wrong item or quantity.
2. Stores should be notified at least one business day in advance when items will be removed from storage if Stores staff will be needed to remove them.
3. The customer and Stores must agree upon a time for Stores to have the items ready for pick-up. The customer must make arrangements for the transport of the items removed from storage and must inform Stores of these arrangements. Alternatively, at customer request, Stores can arrange to have the items transported for the customer. There is an additional charge for this service that varies by the size of the job.
4. Stores will send an e-mail to the customer to confirm the items have been removed from storage. For customers charged for storage by the pallet, the e-mail will also confirm the number of pallets removed.
5. There is a \$10.00 per pallet charge if Stores staff must remove items from storage for customers that are billed the square foot rate or the unlimited access service rate. There is not an additional charge to do this for customers who store items at the pallet rate.

Disposal of Stored Items

1. Stores will arrange for the disposal of items. The disposal request must be put in writing.
2. It is the responsibility of the customer to identify and clearly mark all items for disposal. Stores will not dispose of items unless the customer has done this.
3. Customer is responsible for any charges associated with the disposal of the items. This includes the cost of a dumpster, use of Stores personnel, disposal of abandoned items, etc.
4. The use of Stores personnel to assist in identifying items for disposal is not included in the rental rate.
5. Stores will contact OSU Recycling to dispose of those items identified as recyclable by the customer.

Billing

1. All charges for rental and additional services provided will be billed to the chartfield already on record for that account. Changes to this chartfield must be made by submitting a new Storage Service Agreement with the new chartfield and approved by your Senior Fiscal Officer.
2. Charges for items stored at the palletized rate are billed monthly. This charge is based upon the pallets on-hand on the first day of the month plus any other pallets that arrive during the month. Pallets removed from storage during the month are not subtracted from this total. (There are no monthly pro-rated charges. All pallets received after the first day of the month are treated as if they were in storage for the entire month.)
3. The pallet rate is based upon a pallet that is 4 foot by 4 foot and stacked no higher than 4 feet tall. Pallets larger than this, or equipment/furniture larger than this, will be charged as multiple units based upon this 4X4X4 size.
4. Pallet rate customers are not required to give written notice to stop their storage charges. Charges stop the month after the last pallet has been removed from storage.
5. Customers charged square foot rates (this includes unlimited access service customers) are billed rental quarterly in advance. Customers that begin square foot storage in the midst of a quarter are charged for the remainder of that quarter, plus the next quarter, on their first billing.

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6. Square foot rate customers are required to give 120 days notice of intent to vacate, in writing, for rental charges to stop. Rental charges will stop at the end of the 120 days providing the customer has vacated the space. The space is considered vacated when it is broom clean (all items and trash have been removed and the area has been swept) and all keys/keycards have been returned. If this 120-day period ends before the billing quarter ends, the advance rent for that quarter will be prorated so the customer is not charged for rent beyond the end of their 120-day notice period.
7. Square foot rate customers that vacate before submitting this written notice will continue to be billed quarterly rental until 120 days after Stores has received written notice of intent to vacate. Customers that vacate before the expiration of the 120 days will not be entitled a refund for the unused portion of the 120-day period.
8. Square foot rate customers that have not vacated their space at the end of their 120-day notice period will be charged rental on the space for another 30 days. Any unused portion of this additional rental will not be refunded. If the area is not vacated by the end of this 30-day extension, the original 120-day written notice of intent to vacate shall be voided. The customer will have to submit another 120-day notice of intent to vacate if they still intend to leave.
9. The written notice of intent to vacate must be dated by the customer and must be received by Stores within 3 business days of the date on the written notice. Notices may not be backdated. If the notice is received within 3 business days, the 120-day period begins with the date on the notice. If the notice takes longer than 3 business days to get to Stores, Stores has the option of beginning the 120-day period on the day the notice was received.
10. Stores will contact the customer to acknowledge the written notice to vacate has been received. It is the responsibility of the customer to ensure their written notice of intent to vacate is received and acknowledged by Stores. Stating that the notice will be sent, or was sent, does not start the 120-day period and does not serve as proof that a notice was sent.

Liability

1. All items are stored at the customer's risk. Stores is not responsible for any items damaged, destroyed, lost, or thought to be lost, while in storage.
2. Stores and Central Receiving are not responsible for items lost or damaged during delivery. All items will be shipped at the customer's risk.
3. Customer will be charged a minimum of \$25 to replace any lost key, keycard, or lock. Should the customer lose a key that requires locks to be re-keyed, customer is responsible for the re-key charge.
4. Unlimited access service customers are responsible for paying all false alarm charges they cause.

Special Needs

1. Stores can customize storage services to fit the needs of the customer. The published storage rates do not include providing Stores staff to inventory stored items for customers, to make shipping arrangements for stored items, to pick individual items from pallets for customers, or any other labor not specified in the preceding sections.
2. If the customer has service needs beyond the service described above, these needs should be identified before the rental period starts. Stores and the customer will agree upon the service to be provided and the price. A memorandum of understanding will be signed by both parties detailing the pricing and the modifications to Stores Storage Terms and Conditions.
3. Stores can also accommodate customers that develop additional service needs after their storage begins. As above, the needs will be identified, the services to be provided and pricing agreed upon, and a memorandum of understanding signed.