

# *American Self-Storage*

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## CREDIT CARD REFUND POLICY

American Self-Storage will allow refunds on credit card payments under the following guidelines:

1. Refunds will be credited within 90 days of the payment transaction.
2. Proof of payment must be provided that is acceptable to American Self-Storage which will consist of bank records or some other form of legitimate proof that payment was processed, the date of payment, the date of processing by customer's financial institution.
3. Refunds will be issued as a credit to customer's credit card. No refunds shall be issued in the form of cash, check or exchange.
4. Refunds shall be given to the customer who has signed the Rental Agreement unless the customer gives American Self-Storage specific permission and direction to refund another individual(s) in writing.
5. Refunds will not be issued without customer providing sufficient and valid form(s) of identification.
6. American Self-Storage reserves the right to amend this Credit Card Refund Policy without prior notice. Any amendment(s) to this policy does not alter, reduce, and/or eliminate a customer's responsibility to perform their obligation(s) to make timely rental payments regardless of any issue that exists that may or may not require a refund of prior payment.
7. American Self-Storage is without liability and/or responsibility and is held harmless by customers making credit card payments through the company's web site in case of any interruption to the web site for any reason that may cause customer's payment to not be credited in a timely manner. Customer(s) are responsible to assure that any payments made via the internet is credited to customer's account. American Self-Storage is governed by the policies and procedures of each credit card company that is accepted and whose authority ultimately may supersede all conditions established by American Self-Storage regarding credit card acceptance and refunds.