

## Frequently Asked Questions

### Ordering

*How do I reach my nearest Mobile Storage Group branch?*

Calling our national toll-free number (800) 662-8810 will automatically connect you to the nearest Mobile Storage Group location. You are also welcome to call any of our branches directly; see our [Locations](#) listing for telephone numbers and addresses.

*Can I order online?*

Of course! Just complete our [online order form](#) and a Mobile Storage Group sales representative will contact you to finalize your order and arrange for delivery.

*What if I don't know what I need?*

Our qualified sales representatives know what questions to ask to help you determine your best storage solution. He or she will ask you about what you need to store, how long you will need a storage unit, and what options and modifications you might need. The more information you can provide, the better we can help you!

*How do I begin?*

Once you have decided what type of storage equipment you need, the first step to setting up an account is to complete a [Credit Application](#). Your Mobile Storage Group sales representative can provide you with this document, or you can upload the application online at <http://www.mobilestorage.com/credit.htm>. You may submit your completed credit application via e-mail or fax. Once your credit application has been approved (within 24 hours) and your account established, we can arrange for delivery.

*What if I don't want to submit a credit application?*

You may qualify for our [Express Accounts program](#) if you will be renting equipment for under \$750 per month, or if you are paying cash for your storage equipment. Click [here](#) for more information on the [Express Accounts program](#).

### Delivery

*How long will it take to get my storage unit?*

We strive to deliver your storage unit in the fastest possible timeframe for your convenience. Delivery time does depend on a variety of factors, including availability of storage units and delivery vehicles, the distance from our yard to the delivery location, the number of units you need and the kind of modifications you may require. Your Mobile Storage Group representative will be able to provide a timeline for delivery when you place your order.

*How much will it cost to deliver my storage unit?*

The cost to deliver your storage unit depends on the distance from our yard to the delivery site. Charges also apply to pick up a rented storage container that you no longer need. Fuel surcharges may apply as well. Your sales representative will give you an exact figure for both delivery and pick up when you place your order. Charges for delivery and pick up (if applicable) will appear on your first invoice.

*How are storage units delivered?*

At The Mobile Storage Group<sup>®</sup> yard, your storage unit is loaded onto a flatbed trailer, with the doors of the container positioned according to your preference. At the delivery site, the driver

tilts the flatbed trailer so that the back end of the container catches on the ground; the driver then drives out from under it.



Storage or road trailers are hooked up to a tractor and driven to your property and placed according to your specifications.

#### *How much space is required?*

The combined length of the tractor and the flatbed trailer and is about 60 feet. The driver will need roughly 80 feet of room to deliver a 20-foot unit and 100 feet for a 40-foot unit. (Twenty-foot containers can be delivered using a smaller vehicle, requiring as little as 50 feet for delivery.) Please consider the space required when placing your order.

#### *Do I need to be present for delivery?*

We prefer that you have a designated contact person present the first time we deliver a unit to you. However, if this is not possible, talk to your sales representative about other options.

#### *What information do I need to provide?*

Your Mobile Storage Group sales representative will ask you which direction you want the cargo doors to face when delivered. To save you additional costs in relocating a unit, this information is important so that your storage container or portable office is loaded correctly onto the delivery trailer.

Your representative will also ask you about where the unit is to be placed on your property, if the area is paved or not, if there are overhead wires or shrubbery, and any other special conditions that would affect delivery.

#### *How do I have a rental unit picked up when I'm done with it?*

When you no longer need your storage unit or portable office, simply call your Mobile Storage Group branch office. (You can also request pick up online at <https://www.mobilestorage.com/pickup.htm>.) Our customer service representative will stop rental charges on the unit and arrange for pick up of the unit from your property. Pick up time will vary depending on driver availability; however, your rental charges will end the day you request pick up.

Please note that in order to avoid additional charges, the storage unit must be empty and clean of debris at time of pick-up.

## **Billing & Payment**

#### *How will I be billed for my rented storage unit(s)?*

The Mobile Storage Group® bills in advance, on a 28-day cycle. This means that you will receive your first bill shortly after delivery of your unit(s), and every 28 days thereafter, as long as you continue to rent your unit(s).

*What charges will I see on my bill?*

In addition to your rental charge, you will be charged for delivery and pick up (first invoice only), sales tax, property tax, and a [damage waiver](#) fee (required unless you provide proof of insurance).

*Why does The Mobile Storage Group® use a 28-day billing cycle?*

The Mobile Storage Group® is following the industry standard, which is to bill on a weekly basis as opposed to a calendar month.

*What forms of payment does The Mobile Storage Group® accept?*

Just about everything! We accept personal checks, company checks, money orders, cashier's checks, and credit cards (Visa, MasterCard, American Express, Discover). The only exception is for a COD payment, for which we cannot accept a personal check.

*Is there an automated payment program available?*

Yes! Our free [Automatic Payment Service](#) program allows you to pay your monthly invoice automatically from a Visa, MasterCard, American Express or Discover credit card account. For more details, click [here](#).

*How do I pay if I purchase a storage unit?*

You will receive an invoice shortly after delivery of your unit(s). If you have an approved Credit Application with us, you will have 30 days to pay the invoice. We accept personal checks, company checks, money orders, cashier's checks, and credit cards (Visa, MasterCard, American Express, Discover).

You can also pay for your storage unit COD, with a credit card, cashier's check, money order, or company check. Even if you pay COD, you will receive an invoice showing the terms of the purchase – this is not a duplicate charge.

Please keep in mind that in addition to the cost of your storage unit(s), you will be charged for delivery and sales tax.

*Is financing available?*

The Mobile Storage Group® does not arrange financing at this time.

## **Modifications**

*Can I get shelving in my storage unit?*

Shelving is one of our most popular [modifications](#). We can install shelving brackets on one, two or three sides of your unit. Please note: Because we cannot anticipate what you will be storing on shelves, we have to leave it to you to provide the actual shelves. You can also rent or purchase self-installing [container shelving and pipe rack kits](#) as well as [bicycle and apparel rack kits](#).

*What other kinds of modifications can I get on my storage unit?*

The Mobile Storage Group® can perform virtually any [modification](#) on any of our units – just ask! For more information on our [modifications](#) capabilities, click [here](#), or ask your Mobile Storage Group sales representative.

*How much do modifications cost?*

It depends on what you're having done. Your sales representative can give you an exact quote before you place your order.

## **Products**

*What makes Mobile Storage Group products better than other brands?*

At The Mobile Storage Group<sup>®</sup>, we focus on the quality of the product, not just price. For example, our storage containers are constructed to ISO certifications, meaning they're built to be shipworthy and are stronger than other brands. It's also important to us that our storage products be clean and in good condition, so we make sure that each of our units are painted and clean before delivery.

*How secure are Mobile Storage Group storage units?*

Mobile Storage Group storage containers have heavier-gauge steel than other brands, and are built with extra-strong cross members and corner posts, which further deter thieves from breaking and entering. We also offer our Security Lockbox, which keeps your lock out of view of would-be thieves. Standard on all rented containers, the Lockbox can also be added to any other unit as an additional option. For added security for your portable office, security window guards can be installed on any of our office units.

## **Services**

*Do you provide moving services?*

The Mobile Storage Group<sup>®</sup> does not provide moving services. Our storage products are delivered to your site empty, then are picked up once you no longer need on-site storage. We cannot transport any storage container, trailer, or office that is loaded with your property.

*You don't have a branch near me. Can you still help me with my storage needs?*

In addition to our 80-plus branches and yard locations nationwide, The Mobile Storage Group<sup>®</sup> utilizes a network of Strategic Partners all over the continental U.S. These are other on-site storage providers who can provide equipment in those areas we don't currently cover.

*How is your service different from anyone else's?*

We pride ourselves on providing quality products and superior customer service at the best possible cost. We can do this because our nationwide coverage allows us to offer volume pricing and inventory advantages at the same time as we provide localized, personal service. We also enjoy the challenge of satisfying your special requests, whether it's fast delivery time, complex modifications, or anything else!