

These terms and conditions apply to the use of our website and services. By using our website and services, you agree to be bound by these terms and conditions and you also agree that all information you provided to us is accurate and correct. You warrant that you are authorized to engage us on your own behalf or on the behalf of the beneficiary of the services.

1. PARTIES TO THE AGREEMENT

This Agreement is between Work Plus Store Pte Ltd, a Singapore registered company with registered office at 10 Raeburn Park #02-18 Singapore 088702 (“W+S”, “we”, “us” or “our”) and you, the Customer (“Customer”, “you” or “your”). For the avoidance of doubt, a customer includes any visitor to our websites, users of our web or mobile applications and customer employing our services.

2. DEFINITIONS

- 2.1 “Services” means any and all services or products which we may offer via your User Account at any time including but not limited to delivery, collection, drop off, transportation and storage services.
- 2.2 “Storage Facilities” means the premises that are used to store the Boxes or Odd Size Item.
- 2.3 “Data” shall have the meaning as prescribed to it and will be managed as detailed in our Privacy Policy found on our Website.
- 2.4 “Charges” means all applicable charges as stated in the Schedule of Fees herein.
- 2.5 “Delivery” shall be considered to include any deliveries or drop off or transporting of Boxes (whether empty or are packed with your items) or Odd Size Item(s) to the designated address in Singapore or to our Storage Facilities.
- 2.6 “Collection” shall be considered to include any collections or transporting of Boxes (whether empty or are packed with your items) or Odd Size Item(s) from the designated address in Singapore or from our Storage Facilities.
- 2.7 “Odd Size Item” refer to any of your property that you want to store with us that is not fitted into our Boxes. Additional fees may apply depending on the size/weight/quantity of your Odd Size Item. Please email to hello@workstore.com.sg to ask for more information.
- 2.8 “Boxes” means the box(s) that are supplied by W+S which shall include 1 bubble wrap and 2 tamper-proof seals for ease of packing or removing of your items.
- 2.9 “You” or “Customer” means you the customer irrespective as to whether you are an individual customer acting on your own behalf or a business customer including your agents, nominees or assignees.
- 2.10 “Website” means our website at www.workstore.com.sg/valet/ or any other website under which we provide or advertise our Services or subsequent URL which may replace it.
- 2.11 “Operating Hours” means Monday to Friday from 10am to 10pm and Saturday from 10am to 1pm. Excluding Public Holiday.
- 2.13 “User Account” means an account which you must create and register with us via our website, which shall include a unique username and a password and thereafter you can proceed to make use of our Services.
- 2.14 “Declaration Form” means a form which is to be filled in by you with regards to your items and to be signed by you or your recipient when the Services that we had provided has been carried out.
- 2.15 “Force Majeure” means any unforeseeable circumstances beyond our reasonable control, including but not limited to war, threat of war, terrorist activity, strikes or other industrial action, riots, fire, storms or any other natural disaster, failure in the telecommunications networks, power cuts, traffic conditions, road closures, accidents or any other unforeseen circumstances.

3. CUSTOMER RESPONSIBILITIES AND RESTRICTIONS

- 3.1 To make use of our Services, you must register and create an account with us. You are responsible to ensure that the Data you provide in your User Account and Declaration Form is complete and accurate. You agree that you would update us as and when your details change.
- 3.2 You are to keep your login information including your Data and password safe and to take all reasonable steps to ensure nobody other than yourself can access your account and the Services. All email, personal information or contact information which you are to provide shall be valid and updated.
- 3.3 You agree that you have the authority to, and are of legal age to, enter into this Agreement.
- 3.4 You are to ensure that your items are packed safely so that your items can be transported and stored without damage.
- 3.5 You are not to sub-license or re-sell any of the Services that we offer without our prior written consent.

4. THE ORDER PROCESS

- 4.1 You are to log into your User Account to use our delivery, collection, transportation and/or storage services.
- 4.2 If you require our Boxes to store your items, you shall schedule a date and time via your User Account for us to deliver the empty Boxes to you and schedule another date and time for us to collect the Boxes to be transported to our Storage Facilities. It is your responsibility to schedule the collection of the Boxes prior to the expiry of 7 days from the date of Delivery of the empty Boxes to you. Upon the expiry of 7 days, we shall then proceed to charge you for our storage services as if the Boxes had already been stored with us. In the event that you require us to make a second trip for the Boxes which were not packed and collected by end of the 7 days, you shall be liable for additional transport charges.
- 4.3 You are to pack the items that you wish to store with us and you may take photos of the items for your own reference before handing the Boxes to us for sealing.
- 4.4 If you do not require the use of our Boxes, you may schedule the collection of your Odd Size Item, at the specified date and time, upon which we would transport such Odd Size Item to our Storage Facilities. Whilst we would exercise our best endeavor to reach your destination punctually, you agree and understand that the scheduled timing of the Collection/ Delivery is an estimate only.
- 4.5 A Delivery Charge shall be imposed if there is a failed attempt to drop off or collect the Boxes or Odd Size Item at the designated address at the scheduled date & time.
- 4.6 During the period of storing the Boxes/ Odd Size Items, we shall not be liable for any loss or damage suffered by you as a result of a damaged Boxes and/or corroded items.
- 4.7 If you want to have all or some of your items to be returned to you, you may schedule a date and time for us to deliver the Boxes/ Odd Size Item to you. We will then transport your items from our Storage Facilities and deliver them to you as per the date and time indicated by you via your User Account.
- 4.8 Alternatively, you can have the option to store your items with us based on per square foot Charges with minimum storage of 25 square feet storage space, subject to storage space Delivery or Collection Charges. There shall be no partial retrieval of items allowed for storage under this option. (Please email to hello@workstore.com.sg and ask for more details).
- 4.9 Any Collection or Delivery of Box/ Odd Size Item for the location at Singapore Changi Airport will be quoted separately.
- 4.10 Any urgent job order (Collection or Delivery of any Box / Odd Size Item on the same day or outside the Operating Hours) shall be quoted separately and subject to our availability.

5. ITEMS AND STORAGE

- 5.1 By subscribing to our Services, you hereby declare that throughout the entire term of this Agreement, all items that are placed at our Storage Facilities belong to you. If the items do not belong to you, you hereby declare that you have the express permission and authority of the person who owns the items to use our Services.
- 5.2 All Boxes shall remain the property of W+S during the course of our Services. Any Boxes sold to you are strictly non-refundable and non-exchangeable.
- 5.3 You shall pack all items carefully with protective materials. Items stored in our Boxes must be packed in the bubble wrap as provided. We reserve the right to decline the storage of any Odd Size Item as we reasonably deem fit.
- 5.4 Items stored with us shall not be prohibited, illegal, stolen or perishable. Such items include but are not limited to drugs; food; fruits and plants; creatures (whether living or dead); flammables, firearms, weapons or explosives of any kind; radioactive, chemicals, hazardous or toxic materials of any kind; items which emit any kind of odour or fumes; compressed gases; any currencies, bonds or securities; or any items of high value such as jewellery, antiques, fine art, fine wines, any currencies, precious metals, furs and deers.
- 5.5 We shall exercise the right to open the Boxes to inspect your items and dispose/ destroy them accordingly if, (i) we reasonably believe that the Boxes contain items which violates the Clause 5.4 herein; (ii) we are required to do so by any competent authority, local authority or by law or any court order; or (iii) there is a risk of injury or damage to property or persons, in which case, we shall not be held liable for any losses suffered.
- 5.6 Access to our Storage Facilities is strictly prohibited and we reserve the rights to determine the location of storage of the Boxes/ Odd Size Item.

6. DELIVERIES AND COLLECTIONS

- 6.1 During any Delivery or Collection, a Declaration Form will be provided to you for your endorsement to confirm the Delivery or Collection of your items as stated in the Declaration Form.
- 6.2 Subject to Clause 13, we shall not be liable for cancellations or deliveries or collections as a result of force majeure, including, but not limited to, any adverse weather conditions, bad weather warnings, traffic conditions or any other event beyond our control.
- 6.3 Subject to Clause 4.5 above, our driver shall wait for a period of up to 15 minutes at the given Delivery or Collection address. Should you fail to turn up, a failed Delivery charge shall be imposed on you.
- 6.4 If you wish to arrange for our Boxes to be delivered to you and allow you to pack your items into our Boxes on the spot, our drivers can wait for a period of up to 15 minutes for you to pack before sealing up the Boxes to store at our Storage Facilities provided that your items does not exceed a total number of 5 Boxes / Odd Size Item(s).
- 6.5 In the event that you no longer wish to engage our Services and you wish to keep the empty Boxes, you may email to hello@workstore.com.sg to ask for more information.
- 6.6 You shall check the condition of the Boxes given to you upon Delivery. Thereafter, you are required to keep and maintain our Boxes in a clean and good condition. Should there be any damage to the Boxes upon collection such that the Boxes can no longer be used for the storage of items or could not be sealed properly, the Boxes shall be deemed sold to you.
- 6.7 We have the final discretion to determine whether your items is suitable to be stored at our Storage Facilities.
- 6.8 In the event that your items stored with us are damaged and has caused damage to the items or Boxes belonging to other customers, you agree to be liable and indemnify us and other customers for the loss and damage that shall be suffered.
- 6.9 You are required to ensure that any of our Boxes that are placed with you must be arranged for our Collection within 7 days otherwise, we shall proceed to bill you accordingly as per Clause 7.5.

7. PAYMENTS AND CHARGES

- 7.1 All applicable Charges are those specified on the Website at the time of booking or as specified in the Schedule of Fees as set forth in this Agreement. All applicable Charges are quoted in Singapore dollars and is subject to the prevailing Goods and Services Tax (“GST”).
- 7.2 All applicable Charges are subject to change at our discretion. In the event that Charges are revised, 1 month’s notice shall be given to you and pursuant to Clause 9, you are entitled to terminate the Agreement.
- 7.3 All payments shall be made by either Credit Card payment or PayPal.
- 7.4 By subscribing to our Services, you agree to provide us with your credit card information and details, which we are entitled to use for all billing and payment purposes thereafter.
- 7.5 All Charges incurred for the use of our Services shall be billed to you in advance on a monthly basis, following the first payment date. The first payment date shall be the earlier of: - (i) the date on which we collect the items from you; or (ii) 7 days after we deliver the empty Boxes to you.
- 7.6 Customers are not entitled to be credited or refunded for any prepaid storage Charges. Charges incurred for Delivery or Collection or any other Charges which are imposed on you in accordance with the terms specified herein. In the event that you decide to cease the subscription of our Services during the billing cycle, you are also not entitled to any refunds from us.
- 7.7 For Credit Card payment, all payments shall be deducted automatically via your credit card account. For PayPal payment, all payments shall be made to us within 7 days from the date of invoice. You agree to compensate us in full against all costs and expenses that shall be incurred by us in the event of a failed payment for whatever reason.
- 7.8 If you fail to arrange payment for the amounts due to us by the due date, we will issue you a reminder notice and will charge you an administrative charge of S\$15.00. A second deduction shall be made after the end of the 7th day from the due date for all outstanding amounts, including the above mentioned administrative charge.
- 7.9 In the event the second deduction is unsuccessful, we shall issue a 2nd reminder notice for final payment and charge a late payment interest of S\$30.00 on top of the outstanding amounts stated in Clause 7.8. If payment is not received within the next 7 days after the issuance of the said reminder notice is made, we shall proceed to dispose/ sell the items to interested buyer(s), in which case and by conduct of your non-payment, you agree to waive your rights to hold us liable for such disposal/ sale of the items, in both law and in equity. You shall be issued a written notice that the sale of the items has been effected. Proceeds from the sale shall also be used to settle all outstanding Charges and/or payments including administrative fees, late payment interest and Charges that have been incurred under your account.
- 7.10 You will be notified if there is any excess amount that can be refunded to you without interest as set out at Clause 7.9. You will be required to reply whether to transfer such excess amount to your credit card account or issue to you by mode of cheque. In any of the event that you did not reply or fail to collect the cheque (upon your request) for a period of 6 months from the date of

email or date of cheque issued, it shall be deemed that you agree to waive your rights to claim for the excess thereafter.

If the proceeds from the sale of the items as set out at Clause 7.9 above is inadequate to cover all Charges and payments due to us by you, you shall be obliged to settle any outstanding balance which remains due within 7 days from the notice of sale. If the outstanding balance remains unsettled after 7 days, we may proceed to commence legal proceedings against you to recover all amounts due and you shall indemnify us of all costs and expenses incurred in the process of doing so.

In the event that the items could not be sold, you hereby authorized us to proceed to dispose/ destroy/ discard the items. All costs of sale or disposal shall be borne by you, without prejudice to any rights or remedies due to us in respect of any breach of any covenant by you which shall arise from or in connection with this Agreement.

8. LIMITATION OF LIABILITY

- 8.1 We shall not be held liable or responsible for any damage or loss that shall arise for any reason.
- 8.2 You agree that we are not liable to you or any person for the damage, destruction or theft of any of your items that are stored at our Storage Facilities, howsoever caused, and you hereby agree to waive all rights to seek any claim which you might otherwise have against us, unless such damage, theft, destruction which has been so caused is as a result of our action(s).
- 8.3 You agree to indemnify us in any respect of any claim that shall be made against us and any expenses that shall be incurred by us as a consequence of, in relation to, or in any way arising out of, your use of our Services.
- 8.4 You acknowledge that we are not aware of the value of the items that is stored with us and you are responsible to arrange for appropriate insurance for your items. By entering into this agreement and subscribing our Services, you also agree to waive all rights of recovery against us for any claims.
- 8.5 You acknowledge and agree that the use of our Website and any of our Services is entirely at your own risk. We shall not be held liable or responsible in any way for any direct or indirect loss or damage suffered as a result of your use of our Website.
- 8.6 You are responsible to inspect any items returned to you for any loss or damage. If there is any loss or damage to your items, you are required to notify W+S within 24 hours of the Delivery. We reserve the right to inspect the said items and take pictures of any alleged damage or loss before a claim can be made.
- 8.7 It is your responsibility to ensure that the items are properly and carefully packed with adequate protection as would reasonably be required. We shall not be held liable for any loss, misdelivery of and/or damage to any items as a result of poor packing or inadequate protection or deterioration in the state of the items.
- 8.8 Subject to Clause 8.9 herein, W+S shall reimburse you up to the sum of S\$10.00 or such other amount which we may determine as final and conclusive per Box or any Odd-Size Item placed in our Storage Facilities, in the event of any loss or damage caused to your items which is not caused by you, provided that your items are stored in compliance of Clause 5 above. The reimbursement shall be made by us to you via cheque, subject to proof of the costs of the lost or damaged item. W+S shall not be liable for the damage of your items, if the same is caused directly or indirectly by fire, earthquake, flood, or other causes, that are beyond our control.
- 8.9 **We shall not be liable** for any loss, damage or destruction caused to your items due to the following:-
a) Terrorist attack, war or military action;
b) Loss or damage resulting from unknown or mysterious causes;
c) Consequential loss of any kind or description;
d) Nuclear reaction, radiation or radioactive, biological or chemical contamination;
e) Loss of data records other than the cost of blank data carrying materials;
f) Loss from theft without forcible and violent signs of entry into a securely locked space;
g) Breakages, denting, scratching, denting, chipping, marring or any accidental damage to items stored;
h) Any damage to items while in transit or during loading or unloading;
i) Loss or damage to property directly resulting from Flood, water seeping from outside the premises, action of the sea or waves or tidal wave.
j) Flood means the covering of normally dry land by water that has escaped or been released from the normal confines of: (i) any lake, or any river, creek or other natural watercourse, whether or not altered or modified; or (ii) any reservoir, canal, or dam.
k) Money, Coins, Bullion, Deeds, Bonds, Securities and the like.
l) Jewellery, Watches, Precious Stones and Stamps of all kinds
m) Furs, fine arts, electronic items, perfumery, tobacco, cigars, cigarettes, beers, wines, spirits and the like,
n) Livestock, plants, explosives and flammables.
- 8.10 Notwithstanding the above, you agree that no terms within this Agreement will affect or restrict any of your statutory rights.

9. TERMINATION

- 9.1 You may terminate this Agreement and close your User Account at any time by making a request for the return of your items via your User Account. Before the termination can be done, you must settle any outstanding Charges that are due to us, including all fees incurred within the billing cycle during which the termination occurs. Upon termination, you must ensure that you contact us to arrange for the return of your items and such return must be arranged within 14 days thereafter. If, for any reason, after 14 days following the termination of this Agreement, you have not arranged for the return of your items, we may proceed to dispose them in accordance with Clause 7.
- 9.2 We may terminate this Agreement at any time by providing written notice to you. If we terminate this Agreement, we shall arrange for your stored items to be delivered back to you at our costs and expense, unless the termination is due to your breach of this Agreement, in which, you shall be responsible for all costs and penalty fees that shall be incurred.

10. INTELLECTUAL PROPERTY RIGHTS

- 10.1 We retain ownership of all intellectual property rights of any kind related to our Website and Services, including all applicable copyrights, patents, trademarks and other property rights, save for those which may relate to third parties that we may mention on our Website or work with in providing the Services.
- 10.2 Limited, non-exclusive, non-licensable and non-transferable use of limited content for personal use is permitted, however must not be used for commercial purposes.

11. PRIVACY

- 11.1 We only use your Data in accordance with our Privacy Policy which is available on our Website at any time. Please take the time to read this, as it includes important terms which shall be applicable to you.
- 11.2 We may use location-based services in order to perform the Services as efficiently and quickly as possible. Information that we collect from you through the use of these location-based services shall be collected and stored in accordance with the terms of our Privacy Policy. By entering into this agreement, you consent to the use of our location-based services by accepting the terms in this Agreement.

12. SUB-CONTRACTING AND ASSIGNMENT

- 12.1 W+S may at any time sub-contract, assign or transfer any or all of its rights and obligations under this Agreement to any third party or agent.
- 12.2 This Agreement shall be binding on your personal representatives and successors.

13. FORCE MAJEURE

- 13.1 We will not be held liable or responsible for any failure to perform or delay in the performance of the Services caused by Force Majeure.
- 13.2 In the event of a Force Majeure, we will aim to contact you as soon as possible and will take all reasonable measures to minimize any disruptions to the Services.

14. INDEMNITY

- 14.1 You agree to release, fully indemnify, defend and hold us, our employees, agents, suppliers and directors harmless on demand, from and against all claims, liability, damages, costs, expenses, losses and legal fees arising out of the use of our storage Service, including but not limited to any breach of the Agreement by you. In addition, we shall not be liable to you for damages caused by any act of God. This clause also applies to any other liabilities arising out of your use of our Website or Services or by any other person accessing our Website or Services under your account or using your Data.

15. NOTICES

- 15.1 Any notices given by you to us must be made in writing, by way of email to hello@workstore.com.sg or by registered postal mail to our registered office as specified in Clause 1 of this Agreement.
- 15.2 Any notices given by us to you must be in writing and may be served by email or by postal mail. Such notice shall be directed to the email or postal address you have provided to us through our website or as separately provided to us in the form of a notice according to the details as stipulated in this Clause.
- 15.3 A notice shall be deemed to have been served at the time the registered postal mail has been signed for by us in the case of registered postal mail; within 48 hours from the time the notice has been sent out in the case of postal mail; and from the time the email was sent by the sender, provided that the sender of the email does not receive an email message stating that the email message has not been received by the intended recipient.

16. GOVERNING LAW AND LANGUAGE

- 16.1 This Agreement and any disputes or claims arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of the Singapore.

17. MISCELLANEOUS

- 17.1 We reserve the right to amend the terms and conditions within this Agreement from time to time and it is your responsibility to review these terms and conditions on each occasion you procure our services and/or products. The latest version of this Agreement will always be accessible at www.workstore.com.sg/valet/. Your continued use of our Services will be deemed to represent your continued acceptance to the latest version of this Agreement. If you do not agree with any changes to this Agreement, you may terminate this Agreement as per Clause 9.
- 17.2 We always welcome your feedback which can be sent to us by email to hello@workstore.com.sg. Where you supply any feedback, you agree and acknowledge that W+S shall have no obligation to maintain confidentiality of such feedback and/or suggestions and that it may be incorporated into our Website or Services.
- 17.3 If any provision of this Agreement shall be found by any court or arbitration or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions of this Agreement which shall remain in full force and effect. If any provision of this Agreement is so found to be invalid or unenforceable but would be valid or enforceable if some part of the provision were deleted, the provision in question shall apply with such modification(s) as may be reasonably necessary to make it valid and which reflect(s) the intention of the parties.
- 17.4 Each party shall keep any and all information disclosed between the parties to this Agreement in strict confidence. This clause shall survive the termination of this Agreement.

Schedule of Fees

| Storage Charges by box | Charges per box | Remarks |
|--|---|--|
| Our Box - Up to 20kg | S\$10.00 | |
| Odd Size Item - Up to 20kg | S\$6.00 for carton box S\$15.00 for bulky item | Minimum storage of 3 boxes/items or at least 3 months' storage period |
| Odd Size Item - Up to 40kg | S\$30.00 for bulky item | - |
| Odd Size Item - Above 40kg | Varies (Bulky item) | Please email to hello@workstore.com.sg to ask for more details |
| Rebate | Rebate Amount | Remarks |
| Immediate pick up of our Boxes | S\$4.00 per order | Immediate pick up is only for up to 3 Boxes per order |
| Delivery/Collection (Not applicable for Storage by Space) | Charges | Remarks |
| Delivery of empty Boxes to you | Free of Charge | - |
| Return Delivery | S\$20.00/trip | Up to 5 boxes/items |
| | S\$30.00/trip | Up to 15 boxes/items |
| | S\$50.00/trip | Up to 20 boxes/items |
| | S\$80.00/trip | Up to 30 boxes/items |
| Collection | Free of Charge | Storage charges start from collection date or if no collection made after 7 days |
| Storage Charges by Space (Alternative Option) | Charges | Remarks |
| Storage Space Charges | S\$4.00/per square foot/month | Minimum storage space of 25 square feet |
| Delivery/Collection charges for storage by space | S\$100.00/trip | No partial retrieval of items |
| Additional Charges | Charges per Trip | Remarks |
| Delivery/Collection of Box/Odd Size Item at Changi Airport | Minimum S\$30.00 | Please email to hello@workstore.com.sg to ask for more details |
| Urgent Job - Delivery/Collection *Subject to our availability | S\$50.00 | Outside Operating Hours or within 24 hours booking |
| Retrieval (self-collection at the premises via appointment) | S\$3.00 | Seal are sold at the cost of S\$0.50 per piece with minimum purchase of 2 pieces |
| Cancellation | S\$30.00 | - |
| Reschedule (within 24 hours) | S\$30.00 | - |
| No Show Fee | S\$30.00 | Up to 15 minutes waiting time |
| Other Charges | Charges | Remarks |
| Cost of Boxes (W+S) *Subject to delivery charges | S\$30.00 per Box | - |
| Late payment charges | S\$15.00 | 7 th day from date of invoice |
| | S\$30.00 | 14 th day from date of invoice |
| Delivery/Collection of Box/Odd Size Item via walk up stairs | S\$10.00 per Box/Odd Size Item per level | For items above 20kg |

*All prices listed are subjected to 7% GST or its prevailing rate thereof

*Please email to hello@workstore.com.sg to ask for more details