



## Second 2 None Storage | Burnaby | Vancouver

Summer/Fall 2019

Hello,

Thank you for requesting to store with S2N storage. Here is a little bit more detailed information about our storage services:

### S2N Storage

Currently, we have a 2,000 sq.ft. warehouse in Burnaby near Lake City Skytrain Station, where we receive and store furniture and décor items for our clients. We also have a 1,500sq.ft. Vancouver storage space that we use exclusively to store items.

### Storage Space Sizes

Storage sizes start at 40sq.ft. (8' x 5' x 8') and increase in increments of 40sq.ft. (as required).

### Burnaby Storage Rates & Services | Per 5'x8' Storage Space

**STANDARD \$4.99/sq.ft.** (Best option for simply shipping and storing)  
**\$199.60/Month + GST**

This is ideal for pieces that just need to be stored (ie. items that have already been checked).

**ALL-INCLUSIVE \$6.99/sq.ft.** (Best for pieces that must be inspected)  
**\$279.60/Month + GST**

Complete inspection including photo documenting and database updates (received date, item name, description, condition etc.) sent via our cloud inventory management service.

**A-LA-CART \$4.99/sq.ft. + pay by the hour \$35/staff** (Great for custom projects)  
**Standard \$199.60 + Hourly/Month + GST**

This provides you with standard storage plus the option of adding product inspections, photo documenting and database updates (received date, item name, description, condition etc.) sent via our cloud inventory management service.



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## **Vancouver Storage Rates & Services \$279.60/Month + GST**

### **ALL-INCLUSIVE**

Starting at a minimum 5' x 8' space, Vancouver Storage comes complete with photo documenting and database updates (received date, item name, description, condition etc.) sent via our cloud inventory management service.

The Vancouver storage rate includes:

- 1 transfer per month from the Burnaby Warehouse, with the option to roll over unused transfers to the next month
- Assistance with receiving and tagging at the Burnaby Warehouse
- Online asset management updates via Dropbox & Email

**As we do not have full-time staff on site, we do not accept shipments to the Vancouver storage facility.**

### **Burnaby Storage Hours**

Our storage hours are Monday – Friday | 9:30AM – 4:00PM by appointment.

We work on-site if a known shipment is arriving/leaving warehouse, however, sometimes we have work from the delivery trucks or our home offices.

As such, we kindly ask that you provide 24 hours notice prior to a shipment being delivered to ensure that we will have a staff member available to receive, inspect and manage everything on site.

### **Vancouver Storage Hours**

By appointment only. Please call 778-231-0123 to schedule an appointment.

In order to schedule a staff member to provide access to the warehouse, we greatly appreciate being provided with at least 24 hours' notice.

### **Receiving**

Once your order has been placed, we will happily speak with the shipping company on your behalf to coordinate a delivery date/time that works best for everyone.

If you would like to manage the shipment details from your end, please provide us with the shippers contact information, in addition to providing the shipper with our contact information to ensure that they can reach us prior to delivery.



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## Shipping Address

To streamline the shipping and receiving process, we recommend that all items be shipped using this mailing address:

**Your (Company) Name/S2N \*\***  
**7830 Express Street**  
**Burnaby, British Columbia**  
**V5A 1T4**

**\*\* If you have multiple projects at one time, please ship items using the project name vs. company name**

## Purchase Order/Project Item List

We greatly appreciate knowing what is arriving to the warehouse in advance. When you have placed your orders, please send us your project spec list (this can be also be uploaded when filling out our [Storage Request Form](#)).

Ideally, we would like to know:

- Purchase order #
- Supplier/Brand
- Name of item
- Item SKU (if possible)
- Item count
- Room location
- Tracking # or ETA
- Your allocated fixture PO/name/code (if applicable)

If you will be purchasing additional items that won't be on the original purchase list, please forward any purchase and shipping information to us by e-mail.

## All-Inclusive Product Returns

If a piece (or pieces) arrives damaged, we will report the damage and upload photos so that you can make a decision as to what you would like to do with the piece, ie. exchange/return.

Please let us know if you would like to manage the exchange/return process, or whether you would like us to manage it on your behalf.



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## Storage Reports & Updates

To keep track of what has arrived in the warehouse, feel free to email or call anytime to request a storage asset report.

For those using our All-Inclusive services, we will upload individual reports and accompanying photos to a private Dropbox account which can be accessed at any time.

During busy periods, it may take 2-5 business days to inspect pieces that require All-Inclusive service. If you require rushed service, please let us know and we will do our best to accommodate your request.

## Storage Invoicing

If clients are storing for longer than 30 days, storage invoicing is billed out monthly, based on the day that the projects first piece arrives. The invoice would look something like this:

Client: XYZ Company  
Project: Project Name  
Total sq.ft: 80  
Total: \$559.20 +GST  
Storage Location | Type: Vancouver | All-Inclusive  
Invoice Period: 'x' month 15th 2019 – 'x' month 14th 2019

We also provide daily rates, which would be calculated based on the monthly rate divided by number of days and square footage occupied stored (minimum 40 sq.ft.). Please note, that shipments stored less than 1 month are subject to a \$50 receiving fee (1 per 30 days).

## Additional Information & Storage Request Form

For more storage information, please feel free to navigate through our [Storage Webpage](#), and when you are ready to set up an account, please fill out the [Storage Request Form](#) from our website.

Let us know if you require any further clarification and we will be happy to assist you.

Thanks again!

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