

DISCLOSURE OF PAYMENT POLICY

This Disclosure of Maximum Mini Storage's Payment Policy is intended to inform users, tenants, prospective tenants, and other interested parties of the terms, limitations, and expectations governing payments made in person, through this website, or by other authorized means.

Payments submitted through this website—including, but not limited to, rent, late fees, administrative charges, lock-cut fees, fees related to Chapter 59 seizure and public sale proceedings, and other charges—are accepted for administrative convenience only and do not constitute formal notice, legal advice, contractual modification, waiver of rights, or a binding agreement unless expressly executed by the parties in writing.

Use of this website or submission of any payment constitutes acknowledgment and acceptance of this Payment Policy.

PARTIAL PAYMENTS. If you make a partial payment and do not pay all charges due on your unit(s), you expressly acknowledge and agree that Maximum Mini Storage accepts such partial payment only under the following conditions:

1. A partial payment does not stop, delay, waive, or suspend any Chapter 59 seizure, foreclosure, lien enforcement, or public sale proceedings.
2. Partial payment shall only reduce the outstanding balance and shall not cure default or reinstate the account.
3. Your unit may still be seized under Chapter 59 if a balance remains due after the partial payment.
4. If your unit has already been seized, any scheduled public sale shall proceed on the date and time stated in the notice previously sent to you unless a written Chapter 59 Hold-Off Agreement has been fully executed by Maximum Mini Storage.
5. The only way to stop Chapter 59 proceedings or prevent the public sale of the contents of your storage unit prior to the sale is by paying in full all amounts owed, including rent, fees, and costs.

Maximum Mini Storage agrees to accept partial payments solely because you agree to and accept these conditions.

ONLINE PAYMENTS. You may use our online tenant portal to submit payments. Once a transaction is processed, all payments are final and no refunds will be issued, except in the event of Maximum Mini Storage's error. Payments received will be applied, first, to any outstanding charges in the order in which they were assessed, unless otherwise required by law.

AUTOMATIC PAYMENTS (AUTO-PAY). If you enroll in automatic payments, you authorize Maximum Mini Storage to charge or debit the credit card, debit card, or bank account you provide each month for the full amount owed on your unit(s), in accordance with your Self-Service Storage Rental Agreement. Automatic billing shall continue monthly until cancelled in accordance with this Payment Policy. You acknowledge and agree that: (i) you will not receive advance notice of monthly charges; (ii) charges will be processed automatically at the beginning of each billing cycle; and (iii) enrollment in Auto-Pay does not relieve you of responsibility to monitor your account or ensure sufficient funds are available.

PAYMENTS BY PHONE. Payments are not accepted by phone.

CANCELLATION OF AUTOMATIC PAYMENTS. You may cancel automatic payments at any time; however, cancellation applies only to future payments and does not affect payments already processed. Cancellation may be completed by either:

1. Submitting written notice to Maximum Mini Storage (effective the day after it is actually received by Maximum Mini Storage); or
2. Cancelling directly through the Tenant Portal.

To be effective for an upcoming billing cycle, cancellation must be completed:

- **Changed by You on the Tenant Portal:** At least one (1) business day prior to the start of the next billing month
- **Submitted in Writing:** At least five (5) business days prior to the start of the next billing month to allow sufficient time for processing.

If cancellation is not completed within the applicable timeframe, it will become effective at the end of the next billing cycle.

MOVE-OUT AND AUTOMATIC PAYMENTS. If you intend to move out, you must cancel any prescheduled or automatic payments on as described above. Failure to do so will result in payment processing, and no refunds will be issued for payments processed due to your failure to cancel. To terminate rent obligations and avoid additional charges, you must complete all of the following on or before the last day of the month: (i) provide written notice of intent to vacate; (ii) provide written confirmation that the unit has been vacated; (iii) remove all contents from the unit; and (iv) remove your lock or return all keys to Maximum Mini Storage. Failure to complete any of the above requirements will result in a full month's rent being due for the following month.

REFUNDS AND CREDITS. Once payments are processed, no refund will be issued for the current or future billing cycle except in the event of an error by Maximum Mini Storage. If a refund or credit is issued, it shall be at the sole discretion of Maximum Mini Storage and shall not require us to issue similar refunds or credits in the future. At your option, you may retain access to the unit for the period you have paid for.

QUESTIONS OR CONCERNS. If you have questions regarding your billing or account, please contact our staff. If the matter is not resolved to your satisfaction, you may contact us at the contact information indicated below please contact us by email at support@bobrossrealty.com or by mail at: P.O. Box 28490 San Antonio, Texas 78228.