



Store & Go

Your Space, Our Expertise

Frequently Asked Questions (FAQs) – New Customers

1. What is self-storage?

Self-storage allows you to rent a secure, private unit where you can store personal, household, or business items. You manage your own space and access it when needed during access hours.

2. Where is Store & Go located?

We are located along Seminary Drive, near Galleria Mall, Karen, Nairobi.

📍 View on Google Maps: <https://goo.gl/maps/UnHdbykbv68BdqUz5>

3. How do I rent a unit?

You can:

- Book online at www.storeandgo.co.ke
- Call us on +254 741 925794
- Visit our site and sign up in person

4. What documents do I need to sign up?

- National ID or passport
- Contact details
- Signed license agreement

5. What can I store?

You can store household items, furniture, documents, business stock, seasonal goods, etc.

You cannot store hazardous, perishable, flammable, illegal, stolen, or bio-hazardous items.

6. What unit sizes are available?

We offer various sizes—from locker-sized units to large storage rooms.

7. How much does it cost?

Our rates start from KES 2,800 per month, depending on unit size.

We do not charge a deposit, but payment must be made in advance.

8. What is included in the price?

Secure access during business hours, on-site support, basic lighting, and free parking. Additional services like insurance, padlocks, and after-hours access may incur charges.

Can I view the unit before renting?

Yes. We encourage scheduled visits should you need to see the space before booking.

9. Do you offer transport or moving assistance?

Yes, we can connect you with local movers or help coordinate logistics.

10. Can I store a car or motorcycle?

Yes, we have designated units for car and motorcycle storage. Booking in advance is recommended.

11. Is the facility protected from mould and dampness?

Yes, our facility is ventilated and inspected regularly to prevent dampness and mould.

12. Is there a shop on-site?

Yes, we have a shop offering basic move-in items like padlocks, boxes, tape, and bubble wrap.

13. How do I pay?

We accept M-Pesa, bank transfers, and credit/debit cards. All payments must be made in advance.

14. When can I access my unit?

Standard access is Monday–Saturday, 8:00 AM – 6:00 PM. Access on Sundays and public holidays is by arrangement. 24/7 access is available by request at a fee.

15. Do I need to bring my own lock?

Yes. For privacy and security, customers are responsible for their own locks. You may also purchase one from our on-site shop.

16. Is insurance required?

Yes. Customers are responsible for insuring their own stored goods.

17. Can I upgrade or downsize my unit later?

Yes, subject to availability.

18. How long can I rent a unit for?

There is no minimum or maximum period. Rent for as little as a week or as long as you need.

19. How do I end my rental?

Provide a 7-day written notice. Clear the unit and settle any outstanding fees. Your account will be closed upon inspection.

20. Can someone else access my unit?

Only if you have authorized them in writing and given them your key.

21. Who do I contact for help or questions?

📞 Call: +254 741 925794

🌐 Website: www.storeandgo.co.ke

📍 Seminary Drive, Karen – <https://goo.gl/maps/UnHdbykbv68BdqUz5>

22. Can I change my billing cycle?

Please contact us if you'd like to explore quarterly or annual billing options. We'll do our best to accommodate your needs.

23. What happens if I miss a payment?

If a payment is missed, access to your unit may be temporarily suspended until payment is received. Late fees may apply.

24. Are there any hidden charges?

No. We maintain a transparent pricing policy. Any optional services with fees will be clearly outlined in your agreement.

25. How secure is the facility?

We offer 24/7 CCTV, gated entry, on-site staff during business hours, and well-lit common areas. Each customer secures their own unit.

26. Do you offer business storage?

Yes. We serve small businesses that need secure space for inventory, files, and equipment. Let us know if you need frequent access.

27. Can I use my storage unit as a workspace or office?

No. Store & Go is strictly for storage only. Use of the unit as an office or for business operations is not permitted.

28. Can I receive deliveries to my unit?

Please speak to our team. We may accommodate deliveries under certain conditions with prior approval.

Can I use my unit's address as my business address?

No. Our units are for storage only and cannot be used as a registered office address.

29. Do you offer promotions or discounts?

Yes, we occasionally offer discounts for long-term storage and referrals. Visit our website or contact us for current offers.

30. Do I need to give notice before moving in?

Same-day move-ins are often possible depending on availability. To be safe, we recommend giving at least 24 hours' notice.