A&C PACK AND SHIP, LLC

24-HOUR ACCESS RELEASE OF LIABILITY & ASSUMPTION OF RISK AGREEMENT

Agreement date: _____ Customer name: _____

This Agreement is entered into between A&C Pack and Ship, LLC (the “Operator”) and the Customer identified above. The Operator provides access to the premises at 1400 W. Lombard Street, Baltimore, Maryland 21223 (the “Location”). This Agreement sets out the terms, rules, responsibilities, and risks associated with access to and use of the Location.

1. HOURS OF OPERATION

A&C Pack and Ship, LLC's regular hours of operation are Monday–Friday, 10:00 AM–5:00 PM. Authorized customers may also access the Location outside regular business hours through the Operator’s 24-hour access program. 24-hour access does not mean employees or staff will be present or available at all times.

2. UNDERSTANDING AND COMPLIANCE OF RULES

- Only active account members may enter the Location.
- Only one customer may be inside during unmanned access. Wait outside if another customer occupies the storefront.
- Sharing access codes is prohibited and may result in account blocking and termination of services without refund.
- Ensure doors are fully closed and secured when entering or leaving. Never prop doors open or leave them unsecured.
- Areas not available for customer use will be locked or marked RESTRICTED / STAFF ONLY.
- No staff supervision or assistance may be available during unmanned hours.
- Keep a working cellphone available and contact emergency services when needed.
- Entry constitutes consent to audio/video surveillance for security and safety, subject to applicable law.
- No facial coverings are permitted except where permitted or required by law.
- Report maintenance or facility issues to 667-930-3114.
- Delivery drivers generally deliver Monday through Friday. Customers must provide complete shipping/delivery instructions to reduce missed or delayed deliveries.

3. PACKAGE STORAGE & AUTOMATED LOCKERS

Packages placed in A&C Pack and Ship, LLC's automated lockers must be retrieved within the designated pickup period.

- Packages in automated lockers have a 48-hour pickup period before they may be moved into storage.
- The 48-hour period begins when the Customer is notified by email or text that the package has arrived.
- After a package is moved to storage, the Customer may call 667-930-3114 to request return to a locker, when available.
- Returning a package to a locker may generate a new notification but does not reset storage charges already incurred.

STORAGE FEE & RETURN-TO-SENDER POLICY

The storage fee schedule is as follows:

- First 48 hours after the package-arrival notification: $0.50 per package.
- Next 5 days: $1.00 per package, per day.
- - Days 6-10: $3.50 total for this period.
- After 10 days: the package may be returned to sender in accordance with the applicable carrier and service rules. Additional carrier or return charges may apply where permitted.

Customers are responsible for applicable storage fees whether or not they receive additional reminders after the initial arrival notification. The Customer should contact A&C Pack and Ship, LLC at 667-930-3114 with questions about a stored package.

4. CUSTOMER RESPONSIBILITY

- Maintain accurate contact information.
- Monitor email and text notifications concerning packages.
- Retrieve packages within the required pickup period.
- Pay all applicable storage fees.
- Follow building, safety, access, and security requirements.
- Immediately report suspicious activity, damage, unsafe conditions, or maintenance issues to A&C Pack and Ship, LLC.

Failure to follow these requirements may result in suspension or termination of access privileges.

5. ACKNOWLEDGEMENT OF RISK AND WAIVER OF LIABILITY

The Customer voluntarily acknowledges and assumes risks associated with accessing and using the Location, including injury, accident, illness, death, loss, theft, or damage to personal property arising from the Customer's presence at or use of the Location.

The Customer understands that access may occur during unmanned hours when Operator employees or representatives may not be physically present. The Customer assumes responsibility for personal safety and agrees to exercise reasonable care while entering, exiting, and using the Location.

To the fullest extent permitted by applicable law, the Customer agrees to release and hold harmless A&C Pack and Ship, LLC and its owners, officers, directors, managers, employees, agents, representatives, contractors, successors, and assigns from claims arising from the Customer's use of or presence at the Location, except where such release is prohibited by law.

The Customer further agrees that A&C Pack and Ship, LLC is not responsible for loss, theft, damage, or destruction of personal property brought onto or left at the Location, except where liability cannot legally be waived.

6. CUSTOMER ACKNOWLEDGEMENT

By signing below, the Customer acknowledges that he/she:

- Has read and understands this Agreement and had the opportunity to ask questions.
- Understands the risks associated with 24-hour and unmanned access.
- Agrees to comply with all A&C Pack and Ship, LLC rules and policies.
- Understands the storage fee schedule and return-to-sender policy stated in this Agreement.
- Understands access privileges may be suspended or terminated for violations.
- Voluntarily accepts the terms of this Agreement.

A&C PACK AND SHIP, LLC

Authorized representative:

_____

Operator signature:

_____

Date: _____

CUSTOMER

Customer name:

_____

Customer signature:

_____

Date: _____

Phone number: _____

Email address: _____

Recommended: Have Maryland counsel review this agreement before use. A release or waiver cannot necessarily eliminate liability that cannot legally be waived.