Terms and Conditions

keepit.ge — service rules and conditions

Last updated: November 17, 2026

On the one hand, Limited Liability Company “Sheminakhe” (Identification No. 405782942) (hereinafter referred to as the Company), and on the other hand a natural or legal person (hereinafter referred to as the “User”) who is registered on the Company’s digital platform keepit.ge, based on the free expression of will, hereby enter into this agreement (hereinafter referred to as the Agreement) as follows:

Terms of Service

In order to access or use the services of LLC “Sheminakhe” (Identification No. 405782942), you must first read and agree to these rules and terms and conditions of use.

You may not use any service unless you agree to the Terms of Service. Your booking and/or use of the services shall be deemed as acceptance of these Terms of Service.

The Company may refuse or terminate the provision of services if it considers that the services are being used or may be used in violation of these terms or for any unlawful or improper purpose, or for any other reason.

The Company may periodically amend the Terms of Service. Information regarding such amendments will be published on the website or provided to you by other reasonable means. Any amendment to the Terms of Service shall enter into force from the date specified in the notification. If you use the services after the amendments enter into force, it shall be deemed that you agree to such amendments. If you do not agree to the amendments, you may terminate this agreement.

By complying with these rules and conditions, you declare that as of the date of signing you are eighteen (18) years of age.

By entering into this agreement, you declare that you are the sole owner and/or lawful possessor of the property that will be stored with the Company.

In order to use the services, you will be required to provide us with information about yourself (for example: identification and contact information) as part of the service registration process or during your subsequent use of the services. You agree that any information provided to the Company shall be accurate and shall be updated throughout the entire period of use of the service/services.

The Company processes information about you in accordance with its Privacy Policy and Cookie Policy. This explains what personal information we collect from you, how and why we collect such information, how we store, use, and share it, your rights in relation to your personal information, and how to contact us if you have any questions or complaints regarding the use of your personal information.

Password and Security

Upon initial registration for the use of the services, you create an account with a valid email address and a password, or sign in with your Google or Apple account. To complete registration, a mobile phone number is required, confirmed by a code sent to it by SMS; when registering with an email address and a password, the

email address is also confirmed through a link sent to it. An order can be placed only after these confirmations. You may access your account and change your password at any time. You are responsible for maintaining the confidentiality of your password and are responsible for all actions carried out through your account.

Definitions of Terms

- “Agreement” means the agreement concluded between you and the Company regarding the provision of services;
- “Item” (the text may also use “Property” or “Goods”) means items the packing, transportation, and storage of which are carried out by the Company;
- “Prohibited Item” means any item listed in the annex “List of Prohibited Items” or listed from time to time on the website as a prohibited item;
- “Warehouse” means immovable property selected by the Company that is suitable for the storage of goods;

“Website” / “Platform” means the Company’s website keepit.ge.

Subject of the Agreement

The subject of this Agreement is the provision by the Company to the User of access to the following types of services:

- Packing of items;
- Transportation (including loading and unloading);
- Storage.

Payments

Use of the relevant services by the User through the Platform is possible only in exchange for full payment of the service fees and other additional costs (if any) published on the Company’s website.

When placing an order, the User links a bank card on the Platform and chooses the storage term. Linking a card is mandatory, except for an order placed in a company’s name whose fees are paid by invoice, by bank transfer.

When paying by card, the first payment is made when the order is placed, and the order exists only once that payment has gone through. If the first payment cannot be charged to the card, the order is held for 15 minutes so that the User can top up the account and retry the payment; if the User does not retry within that time, the Company retries the charge once after the 15 minutes have passed. There is one retry: if it also fails, the order is cancelled. The monthly storage fee is charged automatically to the linked card once a month, on the date matching the day the items were handed over to the Company, for the chosen term. The User may pay the whole term in advance, with the first payment.

One day before a charge the User is notified of the amount and the day.

If a charge to the card fails, the Company retries it automatically until the amount is charged. While the items are with the Company, the debt grows by the fee of each new month as it begins, including within the chosen term. Until the debt is paid in full, the order is frozen: the items are not released from the warehouse and no change can be made to the order (including returning items, a swap or a change of date); the monthly fee continues to be charged on a frozen order. If the bank reverses a charged amount at the User's request (a dispute), the order is frozen at once and the items are not released until the matter is resolved.

Where Keepit has allowed a company to do so, for an order placed in that company’s name the User may choose to pay by invoice, by bank transfer. When paying by transfer, the User must transfer the invoice amount, with the payment code stated on the invoice, before the order is carried out. The collection time is booked only once the money has been received. If the money has not arrived within 3 working days, the order is cancelled automatically. Whether a transfer is on time is judged by the date the bank posted it. Otherwise payment is made by card.

The monthly fee of an order paid by invoice is also paid by invoice, by bank transfer, by the date stated on the invoice. If the money has not arrived by that date and a company card is linked, the amount is charged to that card; without a card, the debt rule applies (the items are not released until the debt is paid in full). If more than the invoice amount is paid by transfer, the excess stays as credit for the company in whose name the order is placed and is deducted automatically from its next invoice.

Cancelling an order before the items are collected: if the Company's courier has not yet called the User and has not left for the address, the amount paid is refunded in full; if the courier has already called or has left for the address, the storage fee is refunded and the transport fee is not. The fee for an item removed from the order before collection is refunded in full. After the items are collected, reducing the number of items (boxes) does not refund any amount paid; the next month's fee becomes correspondingly lower.

Months paid in advance are not refunded: if the User takes the items out before the term ends, the remaining months are not reimbursed. This does not apply before the items are stored: if the order is cancelled or items are removed before then, the money is refunded under the rules.

The User may take the items out at any time. If they are taken out before the chosen term ends and the rate for the time actually stored is higher than the rate of the chosen term, the User pays the difference once; the exact amount is shown when the return is booked, before it is confirmed.

If the User takes out some of the items and keeps storing the rest, the monthly fee is counted only on the items left in the warehouse, at the chosen term's rate and at each item's price when the order was placed; after a partial take-out the monthly fee never increases.

A change of prices does not apply to an order already running until its chosen term ends: until then the monthly fee, adding an item, taking out part of the items, an early take-out and a tyre swap are all counted at the old price.

Warning: the amount on the User's balance is not refunded, including when the User stops using the services: the balance is used only to pay for Keepit services.

Rights and Obligations of the Parties

4.1. The User has the right to:

- 4.1.1. Request provision of the relevant service stipulated by this Agreement;
- 4.1.2. Request compensation for damage caused by the Company in accordance with the conditions stipulated by this Agreement.

4.2. The User is obliged to:

- 4.2.1. In the case where packing is carried out by the User, ensure proper packing of the item, taking into account the specifics of the item and compliance with safe delivery requirements;
- 4.2.2. Not store prohibited items;

- 4.2.3. Timely provide the Company with complete and accurate information/documentation necessary for provision of the product/service stipulated by this Agreement;
- 4.2.4. Timely and fully pay the service fee;
- 4.2.5. Fully compensate the Company for damage caused as a result of violation of obligations stipulated by this Agreement.

4.3. The Company has the right to:

- 4.3.1. Refuse provision of the relevant product/service stipulated by this Agreement if the User does not meet and/or violates the requirements stipulated by this Agreement;
- 4.3.2. Unload, destroy, or neutralize an item about whose hazardous nature the Company was not duly informed. In such case, the Company shall be released from the obligation to compensate damage;
- 4.3.3. Request submission of information/documentation necessary for provision of the service stipulated by this Agreement;
- 4.3.4. If the User does not pay the service fee, the items pass to the Company after 3 months of non-payment, on the 90th day from the due date of the first unpaid month, after the User has been sent two written warnings (on the 30th and the 60th day). Once that period has passed, the transfer of the items (including selling them to cover the debt) is decided and confirmed by the Company in each individual case; it does not happen automatically;
- 4.3.5. In case of sale of the item, expenses shall be covered from the proceeds in the following order: expenses related to the sale, any other expenses, expenses related to the services;
- 4.3.6. The remaining amount shall be returned to the User to the bank account known to the Company. If the bank account known to the Company is closed (or for other reasons it is not possible to return the funds to such account), the Company shall return the funds to another alternative account provided by the User. If the User does not provide another account, the funds shall remain the property of the Company.

4.4. The Company is obliged to:

- 4.4.1. Provide the User with the service stipulated by this Agreement, provided that the User meets and/or does not violate the requirements stipulated by this Agreement;
- 4.4.2. Compensate the User for damage caused in accordance with the conditions stipulated by this Agreement, but not exceeding a total of GEL 1,000 per item. This compensation (insurance) is included in the service fee and is not sold separately.

5. Provisions Related to Entry into Force and Term of Validity

- 5.1. The Agreement enters into force upon confirmation of the order and remains in effect for the term chosen by the User. Every term has an end: when it ends, the User decides whether to continue storage. A term is renewed automatically only if the User has switched automatic renewal on.
- 5.2. If the term has ended and the items are still with the Company, the first 5 days after the end are a grace period: if the User takes the items out within these days, nothing extra is paid. From the 6th day, unless the term has been renewed, the User pays one full month's fee (not counted by days). Months accrued after the end of the term build up as a debt, are not charged to the card automatically and are paid when the items are taken out; the whole storage time is counted at the rate of the term that covers the months actually stored.
- 5.3. If the User renews after the term has ended, the renewal fee is charged at once; if the User renews before the term ends, it is charged on the day the current term ends. Any amount overpaid is used first, and only the remainder is charged to the card.

6. Liability of the Parties

- 6.1. The Company shall be liable for material damage caused to the User as a result of non-performance or improper performance of the services stipulated by this Agreement, in accordance with the conditions defined by this document. At the same time, material damage shall not include any possible indirect damage caused to the User, including lost profit.
- 6.2. Taking into account the present conditions, the Company shall be obliged to compensate damage arising due to its fault as a result of loss, total or partial damage, or destruction of the item, unless circumstances excluding the Company's liability exist. In particular, the Company's liability shall be excluded in the following cases:
- 6.2.1. If the item was not handed over in accordance with the procedures established by the Company;
- 6.2.2. If the damage was caused by incorrect and/or incomplete information received from the User;
- 6.2.3. In the event of circumstances caused by force majeure;
- 6.2.4. If the loss or damage of the item was caused by the fault of the User (including improper packaging) or by the properties of the contents;
- 6.2.5. In relation to prohibited items;
- 6.2.6. If the item was improperly packaged by the User;
- 6.2.7. In relation to items whose contents are fragile objects (including, but not limited to, glassware, dishes, mirrors, ceramics, perfumes, any glass products, and other similar items);
- 6.2.8. If the external packaging is damaged, but such damage did not cause damage to the contents;
- 6.2.9. If the external packaging is not damaged, but the contents are fully or partially damaged;
- 6.2.10. In cases of seizure, destruction, or confiscation of the item by state authorities on the basis of applicable legislation;
- 6.2.11. In the part exceeding the item's actual value: compensation is limited to the actual value of the item and to no more than the limit set in clause 4.4.2 (compensation for damage is included in the service fee; no separate insurance is sold);
- 6.2.12. If the User acts in bad faith for the purpose of obtaining compensation.

7. Dispute Resolution Procedure

- 7.1. The Parties agree that any dispute arising on the basis of this Agreement shall be resolved through mutual agreement.
- 7.2. In the event of failure to reach an agreement, any dispute shall be considered by the common courts in accordance with the legislation of Georgia.

8. Force Majeure

- 8.1. The Parties shall be released from liability for full or partial failure to perform their obligations in the event of force majeure, during which performance of the obligations stipulated by this Agreement becomes impossible.
- 8.2. The Parties agree that force majeure shall mean circumstances that did not exist at the time of conclusion of this Agreement and the occurrence and impact of which the Parties could not prevent or overcome, including, but not limited to: floods, earthquakes, epidemics/pandemics, war and military actions, actions of governmental authorities related to the adoption and/or amendment of legislative acts that worsen the legal status and regime of the subjects of this Agreement.

- 8.3. If any of the above-mentioned circumstances directly affect the deadlines for performance of obligations undertaken under this Agreement, such deadlines shall be proportionally extended for the duration of the existence of such circumstances.
- 8.4. The Party for whom performance of obligations becomes impossible due to the occurrence of force majeure circumstances shall be obliged to immediately, but in any case no later than five (5) calendar days from the occurrence and from the termination of such circumstances, notify the other Party thereof in writing.
- 8.5. If the force majeure circumstances continue for more than two (2) months, the Parties shall decide the fate of the Agreement.
- 8.6. For the entire period during which use of the services is impossible due to force majeure circumstances, the service fee shall not be payable. Payment of the fee shall resume from the date on which the force majeure circumstances affecting the services (or any part thereof) end.

9. Confidentiality

- 9.1. The Parties to this Agreement undertake to respect each other's business interests.
- 9.2. By agreement of the Parties, this Agreement shall be deemed confidential and shall constitute the commercial secret of the Parties.
- 9.3. The Parties shall be obliged not to disclose confidential information about the "other Party" without its prior written consent, which became known to them as a result of this Agreement.
- 9.4. In the event that the Company discloses confidential information to third parties, the Company shall be obliged to compensate the User for the material damage caused.

10. Other Conditions

- 10.1. All annexes and amendments to this Agreement shall constitute an integral part thereof.
- 10.2. The Parties confirm that the content of this Agreement accurately reflects the will of the Parties and that their expression of will was made as a result of reasonable consideration of the content of the Agreement and not solely based on its literal meaning.
- 10.3. If this Agreement does not define the obligations and rights arising between the Parties in a specific case, the applicable rule of law (analogy of law) that most closely corresponds to the actually existing relationship shall apply.
- 10.4. Any and all rights granted to a Party as a result of full or partial breach of this Agreement and/or legislation by the other Party shall be cumulative and shall be in addition to all other rights granted by this Agreement and/or applicable legislation.
- 10.5. Failure by one Party to exercise the rights granted to it in connection with full or partial breach of this Agreement and/or legislation by the other Party shall not apply to or limit the exercise of such rights in respect of any subsequent breach of this Agreement and/or legislation.
- 10.6. Invalidity of any article(s), clause(s), and/or sub-clause(s) of this Agreement shall not result in invalidity of the Agreement as a whole and/or of its other articles, clauses, and/or sub-clauses. In place of an invalid provision, such provision shall apply that more effectively achieves the purpose envisaged by this Agreement (including the purpose envisaged by the invalid provision).
- 10.7. The numbering and headings of articles, clauses, and/or sub-clauses of this Agreement are provided solely for convenience and shall have no significance for the interpretation of this Agreement.

Annex — List of Prohibited Items

When using any service, goods or other items must not contain, and you must not store, the following (the "Prohibited Items"):

- Liquids, semi-liquids, gels, and creams.
- Perishable goods.
- Non-perishable food, unless it is packaged in a manner that protects it from pests and does not attract them.
- Antiques (fragile and/or breakable).
- Birds, fish, animals, or any other living or non-living creatures.
- Firearms, explosive weapons, ammunition, swords, or replicas of the same or similar items.
- Sharp knives or other kitchen tools, unless the blade is fully protected with appropriate material in order to prevent the risk of injury.
- Flammable or combustible materials, liquids, or compressed gases, including but not limited to aerosols, diesel fuel, gasoline, oil, gas, fertilizers, or cleaning solvents.
- Medications.
- Narcotic substances.
- Chemicals, radioactive materials, biological agents, including household cleaning products.
- Toxic waste, asbestos, or other hazardous materials.
- Any other toxic, flammable, or hazardous substance or preparation classified as such under applicable legislation.
- Batteries.
- Tobacco.
- Money, securities, stamps, coins, or any similar type of goods or collections.
- Cash, credit cards, or debit cards.
- Any item that cannot be dismantled and cannot be removed from immovable property.
- Household appliances that are not disconnected, cleaned, or defrosted (where required).
- Any item that the Company, at its discretion, deems unacceptable in each individual case.
- Items that the Company considers necessary to remove or restrict in emergency situations (including, but not limited to, suspected hazardous substances or unidentified items) or in order to prevent damage or harm to persons or property.
- Items that, according to the Company's decision, may pose a threat to the packing, storage, or continued storage of goods or other items.

Documents and equipment, including electronic devices, may be stored. Documents must be placed in a box or folder; that box or folder is the stored item, and compensation for damage applies to it as to any item (up to GEL 1,000). The Company does not open a stored item and returns it to the User in the same condition in which it was received, within the liability set in clause 4.4.

Right of Withdrawal (14 days)

Identification No. 405782942

Except for the cases provided for by the legislation of Georgia and the exceptions established by this policy, the consumer has the right to withdraw from a distance contract and/or a contract concluded outside the business

premises without stating any reason, within 14 calendar days. This period shall be calculated as follows:

- in the case of a service contract – from the date of conclusion of the contract;

If the consumer withdraws from the contract, the amount is refunded under the cancellation rule set out in the "Payments" article: the service begins as soon as the order is placed, so if the Company's courier has already called the consumer or has left for the address, the transport fee is not refunded; once the items have been placed in the warehouse, the storage fee paid is not refunded.

Withdrawal by the consumer from a distance contract shall automatically result in withdrawal from any related contract and the restoration of the original state, subject to the cancellation rule set out in the "Payments" article.

Within the above-mentioned period, the consumer is obliged to send the Company a completed form or other unequivocal evidence reflecting the consumer's decision to return the goods. The burden of proof that the right of withdrawal has been exercised within the established period rests with the consumer.

The consumer has the right to submit the above-mentioned form electronically. Information confirming receipt of such form shall be provided to the consumer immediately on a durable medium.

The consumer may exercise the right of withdrawal within the established period if the notification of withdrawal is sent to the Company before the expiration of this period. The burden of proof that the right of withdrawal was exercised in accordance with this article rests with the consumer.

The consumer shall not have the right to withdraw from the contract if:

- the Company has fully performed the service stipulated by the contract, the provision of the service began with the consumer's prior consent, and the consumer was aware that upon full performance of the service they would lose the right to withdraw from the contract;

As a result of withdrawal from the contract, the obligations undertaken by the parties under a distance contract or a contract concluded outside the business premises shall be terminated, and everything received by the parties through performance of the contract shall be returned to them, subject to the cancellation rule set out in the "Payments" article.

In the event of withdrawal from the contract, the Company is obliged to:

- refund to the consumer the amount refundable under this article, without delay, no later than 14 calendar days from the date of receipt of the withdrawal notification. The Company is not obliged to refund the additional costs paid by the consumer that are related to the consumer's choice of a non-standard delivery service or a delivery service more expensive than that offered by the Company;

refund the amount using the same means of payment used by the consumer, unless the consumer agrees to use another means of payment and no additional costs are incurred by the consumer.

In the event of withdrawal from the contract, the consumer is obliged to:

subject to the cancellation rule set out in the "Payments" article, bear only the direct (immediate) costs related to returning the goods, except where LLC "Sheminakhe" has undertaken to bear such costs itself or where the consumer was not informed that such costs would arise upon return of the goods. In the case of a contract concluded outside the business premises, where the goods are delivered to the consumer's home, LLC "Sheminakhe" is obliged to collect the goods at its own expense if, due to the nature of the goods, they cannot be returned by post.

The Company May:

Refuse to pack, store, or transport any item; or Return any goods or other items to you at any time, at your expense.

Contact

For questions about these Terms of Service, contact us:

info@keepit.ge · +995 550 008200