

May 1, 2008

Dear Leverett House Students and Rising Rabbits,

As you know, this summer Leverett House will be taken “out of commission” for a fire safety upgrade. Because of this, there will be no summer storage for Leverett students available on-site. Harvard University and HSA have contracted Collegeboxes to provide summer storage of 3 boxes and 2 pieces of furniture for each eligible Leverett student free of charge.

Every Harvard customer (including Leverett customers) will receive a 100% money-back guarantee if any part of your service is less than satisfactory. We have included details about the guarantee below. If you have any questions you may email Collegeboxes@hsa.net or call 617-495-9715.

Please follow these instructions to take advantage of the service:

1. Go online to www.collegeboxes.com and click on “Select Your School”. Then click “Harvard University – Leverett House,” NOT “Harvard University”. Choose “Let’s Get Started” and fill out the order form. (Note, there is NO charge to sign up.)
2. Fill out your contact information, then click on “Continue”.
3. Select your current dorm and pick the time that you plan to bring your items to the Collegeboxes pick up location at the corner of Dewolfe St. and Memorial Drive, then click on “Continue”.
4. Under “Delivery Information”, choose “Fall 2008”, then select “On Campus”.
- 4a. If you know your room number for next year, you can fill it in now. If not, then you can fill it out over the summer. Click “Continue”.
5. Under “Supply Kit Order”, **PLEASE NOTE: YOUR ORDER DOES NOT INCLUDE A SUPPLY KIT. YOU DO NOT NEED TO PURCHASE A SUPPLY KIT TO STORE YOUR BELONGINGS.** (If you wish, you can purchase a kit to assist in your packing at your own expense.)
- 5a. Even if you do not order a supply kit, please fill out the address information at the bottom of this page. (For Rising Rabbits, your street address is “Harvard Yard”.)
6. Under “Billing Information: Payment Type”, click on “use your University Voucher Code,” then enter “847801”. Fill out your initials at the bottom of the page, then click “Continue”. **Note: only enter your credit card information if you plan on shipping boxes, purchasing supply kits, purchasing additional insurance, or storing more than the allotment above.**
7. Under “My Dashboard, Inventory”, click on “Add”.
8. Click on “New Storage Item”.
9. Put in a description of each item that you plan to store (up to 3 boxes and 2 pieces of furniture for free; additional items at your own expense). **Note: Do NOT choose a declared value over \$100, unless you want to pay for additional insurance.**

10. When you have added all of the items that you wish to store for the summer, click “Continue”.

- a. Finally, click “print” next to each item to print out your packing label. You can then affix the labels to your items using the label pouches and ties that you will receive in your mail center box. Note, if you need more than provided please speak with the Building Manager, Paul Hegarty.

If you experience any problems using the Collegeboxes website, please email customercare@collegeboxes.com or call 866-BOX-IT-UP.

If you need to purchase boxes and tape you may from the following HSA locations:

- 17 Holyoke St. (open Monday – Friday, 10AM – 6PM; Saturday 12 – 5PM)
- HSA Cleaners Depot in Eliot House (Monday, Wednesday, Friday 7 – 9PM)
- HSA Cleaners Depot in Currier House near the Tuchman Living Room (Monday, Wednesday, Friday 7 – 9PM)
- Please view our packing video at <http://www.collegeboxes.com/collegeboxes-demo.cfm?s=0>

Bring storage items to the containers at the corner of DeWolfe St. and Memorial Drive. Our staff will be available to take your items on the following dates:

<i>May 15th (Thurs)</i>	<i>Exams Begin</i>
<i>May 23rd (Fri)</i>	<i>Exams End</i>
May 19 th (Mon)	12pm-3pm
May 20 th (Tue)	12pm-3pm
May 21 st (Wed)	10am-3pm
May 22 nd (Thurs)	10am-3pm
May 23 rd (Fri)	10am-3pm
May 24 th (Sat)	10am-3pm

Frequently Asked Questions:

Q: Who is eligible to store with Collegeboxes for free?

A: Members of the Classes of 2009, 2010 and 2011 who will live in Leverett House (or Leverett House rooms in 10/20 DeWolfe St.) next fall and whose home is more than 150 miles away from the Harvard campus.

Q: I am a senior and/or I live within 150 miles of campus. Can I still store with Collegeboxes?

A: Yes, anyone can store with Collegeboxes, but only eligible students will receive free storage. Everyone else will be charged at normal retail rates.

Q: I am a freshman (Rising Rabbit). Is the process the same for me as for sophomores and juniors?

A: Yes. The process is the same for eligible freshmen.

Q: How many boxes and pieces of furniture can I store for free?

A: You can store 3 boxes and 2 pieces of furniture.

Q: Where do I drop off my belongings for storage?

A: At the Collegeboxes containers near the intersection of DeWolfe St. and Memorial Drive.

Q: When will the truck be there to take my boxes?

A: Please see the schedule above.

Q: How will I get my boxes back in the fall?

A: Your boxes will be waiting for you in your suite when you move back into Leverett House or 10/20 DeWolfe St. in the fall. Collegeboxes and HSA will deliver them to your suite the day before Move In.

Q: I have more than 3 boxes or more than 2 pieces of furniture. Do I have to pay to store more than that?

A: Yes. You have the option of paying for more storage (beyond 3 boxes and 2 pieces of furniture) with Collegeboxes, or you can elect to store your additional items with a different storage company.

Q: Paying for additional storage space will create a serious financial hardship for me. What should I do?

A: You should contact your Financial Aid officer at the College by calling 617-495-1581. In cases of serious financial hardship, the College may be able to assist in securing additional funds to help students cover their expenses.

Q: Do I have to use boxes sold by Collegeboxes or HSA? Do I have to use the supply kits sold by Collegeboxes?

A: No. You may use your own boxes or storage bins, but please use sturdy boxes in order to protect your belongings.

Q: How can I affix my labels to my boxes?

A: Collegeboxes will provide clear label pouches that you can stick to your boxes to display your labels. These label pouches will be in your mailbox by May 15th. Make sure that your label pouch is securely affixed so that it won't fall off in transit.

Q: How can I affix my labels to my pieces of furniture?

A: Collegeboxes will provide you with plastic storage ties for furniture. You can use these storage ties to attach your label pouch to your furniture. You will receive these ties along with your label pouches no later than May 15th.

Q: What is not included in the free storage program?

A: The following are not included in the free storage program. Any of these services require you enter a credit card in your account to pay for additional charges:

1. Storing more than 3 boxes and 2 pieces of furniture.
2. Additional insurance (each item includes \$100 of free insurance). Additional insurance may be purchased when filling out the online contract for \$2.00 per \$100 increments.
3. UPS Shipping.
4. Supplies such as boxes and packing tape.

Q: How does buying extra insurance work?

A: Your boxes are automatically insured up to \$100 per box. If you wish to purchase more insurance, you can do so by paying for it on-line. Extra insurance is indicated and purchased as you enter your inventory online.

Q: Are there any packing guidelines?

A: Yes. It is very important that all of your items are packed and labeled properly. This includes using new boxes (that are not flimsy) when possible, original packaging for electronics, and furniture tags (provided at in your mail center mailbox) for furniture. Please see detailed packing instructions at <http://www.collegeboxes.com/packing-tips.cfm?s=0>.

Most importantly, include a piece of paper in each box with your name, House and contact info. Also, please don't pack more than 70 lbs of belongings into a box.

Q: What is a "box" and what is "furniture"?

A: Boxed storage includes any containerized items such as boxes (up to 70 lbs), plastic storage bins, trunks, and duffel bags. Furniture is anything that won't fit in a box. This includes futons (frame and mattress together are one furniture item), beds, tables, shelves, chairs, TVs, etc. You may substitute a box in place of a piece of furniture (i.e., store 4 boxes and 1 piece of furniture or 5 boxes and no furniture), but not vice versa.

Q: What are the specifics of the 100% guarantee?

A: Here is a copy of the customer service agreement Collegeboxes has agreed to:

Collegeboxes now offers a 100% money back guarantee to any Harvard customer who experiences any of the situations below.

Situation 1: Late pickup or delivery

Specific Details: Any pickup or delivery that is scheduled at least 24 hours in advance of the pickup or 72 hours in advance of the delivery date that is late by more than 1 hour will result in a 100% refund to the customer.

Situation 2: Incomplete delivery (i.e. 3 of 4 boxes delivered)

Specific Details: Any incomplete delivery that is not resolved the same day as the scheduled delivery will result in a 100% refund to the customer.

Situation 3: Damaged item(s) upon delivery

Specific Details: Any customer who receives damaged item(s) will receive a 100% refund. This does not include items that were improperly packed (i.e. a computer in a soft duffel bag) per our packing guidelines available on our website and sent by email to every customer prior to pickups. This does not apply to UPS shipments.

Situation 4: Trouble tickets open for more than 24 hours

Specific Details: Any trouble ticket that is not resolved within one business day (including Saturdays) will result in a 100% refund to the customer.

Situation 5: Questions about a customer's bill that are not resolved within 48 hours

Specific Details: Any billing dispute or question about prices for the storage, insurance, special pickups or deliveries, etc that are not answered to the satisfaction of the customer within 48 hours will result in a 100% refund to the customer.

Situation 6: Written Complaints.

Specific Details: All written complaints that fall outside of these five specified situations will be jointly reviewed by College Boxes, Inc. and HSA; subsequently it will be determined if they warrant a refund. If HSA recommends that a student warrants a refund for a written complaint, Collegeboxes will accept their recommendation and will not deny a student the full reimbursement.