

FAQs (Tetkhite Home Storage)

What is Tetkhite Home Storage?

Tetkhite Home Storage, allows you (personal or businesses) to rent a storage box in which you can keep your possessions. We provide several box or room sizes that can be rented for short or long term periods. **You simply book. We pick up, store and lock up your items in a secure and safe process.**

What can I store?

Almost anything, items at home, furniture, cloth, documents, electronic, carpets, even sensitive and valuables are safely stored and secured.

Are there any items I cannot store?

For health and safety reasons, storing certain types of items is prohibited. You may not store anything perishable or organic/biological (plants, animals, or humans).

No fuel (gasoline, propane) or other flammable, explosive or corrosive chemicals (cleaners, solvents, paint other than watercolours), nor anything else that could cause a health or safety problem. Also, **please prepare any vehicles, appliances, machines or equipment such as gas lawnmowers by draining the fuel before storage.**

Nevertheless, **we provide special services for dangerous or hazardous cargo.** For a special case, please contact us to find the proper warehouse for you.

How does it Work?

We pack your items into boxes in your house (if needed), then we move them by truck to our warehouse and store them in a safe, secured and insured area. We keep all your items in one place. You can keep the items as long as you wish, we have short term and long term plans.

We do not look inside the boxes and each box is labeled in your name before going to the warehouse. Once received, the warehouse will weight and take dimensions of the boxes received; you will get notified of the volume you have stored. Rental period begins when we receive the items until you collect them back.



We have several additional valuable services, like handling sensitive and valuable items.

You can visit your items and add more or remove some any time you like, provided you inform us in advance and pass by during working hours.

You pay depending on the volume and services you need. We also provide delivery of retrieved items back to the desired location; alternatively you can pick up the items yourself.

How far in advance should I reserve my storage vaults?

You can reserve your space as soon as you know when you need it, but no less than two business days in advance.

How can I know what is the volume of my storage?

This depends on the number and size of your things. Volume is a cubic unit, you multiply the length by the width by the height, in meters. For example a dresser 1 meter long x 0.50 m width x 1.4 meters height equals = 0.7 cbm or cubic meters.

For help estimating your storage needs, call us or send us an email to request estimation, we will be happy to send you a representative to inspect your things.

When does the rental period begin?

Rental fees begin the day you move into your storage unit. You will be billed according to your contract terms (monthly, quarterly, etc.)

The charges involved also include warehouse fees for collecting your items, documentation and insurance fees. We have prepared several packages well detailed and explained.

What are your working hours?

Officially: 8:00 AM TO 4:30 PM.

Holidays may also vary.

How do I order packing supplies for storing my things?

We provide different kinds of packing solutions for your items. (Boxes, Cardboards, hangers, labels, labor etc.).

If you need help in packing your items, just notify us (phone, or email tetkhite@cargo.com.lb) and we will send you a representative from our team with the appropriate packing material.

» Cargomaster Line sarl

Capital LBP 50,000,000 Fully Paid | CR 51792 Beirut | VAT 4310-601
Charles Helou Ave, Sehnaoui Bldg. | P.O.Box 11-0310 Beirut, Lebanon
T. +961 1 561 000 | F. +961 1 562 000 | info@cargo.com.lb

They call us "The Cargo Masters!"

» www.cargo.com.lb



What do I need to book a space and open a contract?

You need to provide us with:

- Your ID/ passport/ proof of existence etc.
- Full Address
- Phone Number
- Items Type (Description of your goods)
- Declaration (no drugs, illegal etc.) + Signature

What about insurance?

Insurance is a must. We are not allowed to receive cargo without insuring it with a third party insurance company. This is an additional fees on the client, and is calculated based in the commercial value of your items, with a minimum fees of USD xx.

Will you share my personal information with anybody?

No, we will not sell your customer information to a third party without your consent, except to our own business partners who will protect your privacy as carefully as we do.

Do you pick up and deliver on weekends?

We're closed on Sundays but we do operate on Saturdays from 9am to 1pm. A Saturday pick-up will therefore need to be before 1 pm.

What areas do you serve?

Beirut Greater Area, Keserwan, Metn and expanding all over Lebanon.

Do you do international moves?

Yes we do. From +1000 destinations to Beirut and vice versa, for more information check our company's website: <http://www.groupage.com/>

What is the minimum rental period?

The minimum lease time is 3 month, there is no maximum.



Can I store more than one room?

Absolutely, we can arrange multiple rooms for you in case your items are of very large volume.



For more info contact:



Charles Helou Ave, Sehnaoui Bldg. | P.O.Box 11-0310
Beirut, Lebanon
T. +961 1 561 000 | Ext. 105