

Your step-by-step guide • Hallitse Tavarasi

Seven steps from order to retrieval, plus the bits worth knowing about how we work together. Save the PDF so it's with you at the packing table.

1 Order online

Pick how many boxes you need and a delivery slot that works for you. Add any space items you're storing alongside (bikes, skis, furniture, etc.). If a friend gave you a referral code, drop it in at checkout.

2 We drop off the boxes

On the agreed day we deliver empty, sealed boxes to your designated address. Bring them inside straight away – they're a lot easier to keep track of indoors. Each box arrives with a numbered security seal in the pack ready for you to use.

3 Pack at your own pace

You have until the agreed pickup slot to fill the boxes – no rush. If your plans change and you can't make the slot, message us on WhatsApp and we'll reschedule. One important rule: don't apply tape, stickers, drawings, paint, ink, or any other decoration to the OUTSIDE of the box – the boxes are reusable and travel between customers, so they need to stay clean. The numbered box-id sticker we provide stays. Inside the box: pack however suits you.

4 Thread the security seal

When you're done filling a box, thread the numbered seal through the security hole on the lid. It locks the box. The seal number's logged against your account – both ours and yours. We encourage you to take a photo of the box BEFORE and AFTER sealing for your own records – handy if you ever need to verify the contents or the seal number; we keep ours too.

5 Got anything precious? Tell us first

Stored boxes are insured up to EUR 1,000 per box (and the same per bundled space item – see Terms). If you've got something unusually high in sentimental or monetary value – jewellery, instruments, fine art, irreplaceable documents – let us know before we collect so we can plan extra care and arrange the right cover. Standard insurance won't reach valuables we don't know about.

6 We collect your items

Our driver takes a timestamped photo of each sealed box at your address with the serial visible. You sign a digital receipt confirming the boxes don't contain anything prohibited (see The fine print below). Then we take everything to our heated, 24/7 camera-monitored warehouse in Rovaniemi.

7 Relax

Put your feet up knowing your items are stored safely and securely until you need them.

Space items (loose stored items)

If you're storing things that don't fit our standard boxes – bicycles, skis, snowboards, furniture, garden gear – bundle them into a single unit before we collect.

- Use string, packing tape, or wrapping material you supply. They should travel as one unit.
- Label the bundle with your name or order reference so it's identifiable in the warehouse.

Your step-by-step guide • Hallitse Tavarasi

Seven steps from order to retrieval, plus the bits worth knowing about how we work together. Save the PDF so it's with you at the packing table.

- For anything especially fragile or high-value, same rule as step 5 — tell us before collection.

We handle bundled space items carefully, but our liability is reduced for items that detach during transit or storage. Bundling well is on you.

The fine print, friendly

A few things to know about — the full legal terms live on /terms; this is the conversational summary.

What you can't store

No flammables, no perishables, no live animals, no illegal items, no large amounts of cash or jewellery above the EUR 1,000 per-unit insurance cap. Full list on /terms. The driver doesn't open boxes — your digital signature at collection is your attestation that nothing prohibited is inside.

Changing your mind

Within 14 days of placing a B2C order, EU consumer law gives you a right of withdrawal — you can cancel and we refund pro-rated for any storage / handling already provided. Details + the model form on /withdrawal-form.

If we turn up to nothing

Rescheduling is free when you give us notice via WhatsApp — we just shift to the next available slot. If we arrive at the agreed time and you're not there (or can't hand over the boxes), late-cancellation and no-show charges apply. See Trip pricing on the customer site for the figures.

Anything stuck to the outside

The numbered box-id sticker we provide is the only thing that stays on the outside. Anything else you add — tape, stickers, drawings, paint, ink — gets charged back to you: either as cleanup time at our handling rate, or as the box-replacement charge of EUR 50 per box when the box can't go back into circulation. The boxes are ours throughout — same goes for damage from anything inside the box that leaks, stains, or otherwise marks it. See the Fees & Charges page for the figures.

Paying your invoice

We invoice after collection happens — nothing's charged before you've handed boxes over. If an invoice stays unpaid past the published threshold, a late fee applies; longer still and your account pauses. Stored boxes stay safe — just inaccessible until the invoice is settled.

Photos and your data

Photos at handover are stored as proof of box condition (not contents — we don't open boxes). Your contact data lives in our system per the /privacy page; you can request export or deletion at any time.

Who you're contracting with

Your storage contract is with the operator whose name appears on your invoices, not Hallitse Oy the platform.

Your step-by-step guide • Hallitse Tavarasi

Seven steps from order to retrieval, plus the bits worth knowing about how we work together. Save the PDF so it's with you at the packing table.

Damage, claims, billing questions – through the operator. Full details on /terms.