



BOXLY Booking Process – User Guide

HOW TO BOOK YOUR STORAGE UNIT STEP-BY-STEP

The booking process at BOXLY is designed to be simple and intuitive. This guide provides a step-by-step reference for users who prefer having clear instructions to support them throughout the reservation process.

Need Help? Contact BOXLY

 info@boxly.ch

 +41 (0)41 525 32 32

 www.boxly.ch/help

 BOXLY Kriens, Ringstrasse 23, 6010 Kriens

See also our website:

Boxly.ch

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The Basics of Renting a Storage Unit at BOXLY

If you are planning to rent a storage unit with BOXLY, the following key points will help you understand how our rental process works and what to expect.

1. Advance reservations

At BOXLY, you can reserve a storage unit **up to 30 days in advance** of your planned move-in date.

2. Flexible move-in dates

You can start renting your storage unit **on any day of the month**. We also support **short-notice and last-minute rentals**, including same-day or next-day move-ins, subject to availability.

3. Rental contract & eligibility

Renting a storage unit involves entering into a **legally binding rental contract** with BOXLY. For this purpose, we require the following personal information:

1. First and last name
2. Telephone number
3. Email address
4. Postal address

In addition, you must upload a **valid identity document** clearly showing:

- Your full name
- Your nationality
- Your date of birth

→ Renters must be **at least 18 years old**.

4. Contract signature & Terms & Conditions

The rental contract must be **signed digitally** as part of the booking process. By signing the contract, you confirm that you have read and accepted the **Terms & Conditions (T&Cs)**.

5. Smartphone required for access

Access to BOXLY storage facilities is managed via a **smartphone app**. Therefore, a **smartphone is required** to access your storage unit.

6. Initial payment & billing structure

At the time of booking, you are required to pay:

- The **first rental period** (monthly advance payment), and
- A **security deposit**

Rental fees are calculated **per day**, but invoiced and paid **monthly in advance**, even if you rent only part of a month.

7. Security deposit (one month's rent)

A **security deposit equal to one month's rent** is required at the start of the rental. The deposit is held for the duration of the rental period as security and will be **fully refunded** once the storage unit is returned:

- Empty
- Clean
- Free of damage

See also our website:

Boxly.ch

Refunds are processed after inspection of the storage unit at move-out.

8. [Optional prepayment & administrative discounts](#)

BOXLY offers the option to **prepay several months of rent in advance**. Choosing prepayment may provide a **price advantage**, as it reduces administrative effort (for example, fewer invoices). This is **not a long-term or minimum-stay discount**, and your rental remains **fully flexible**.

You may still terminate your rental at any time, regardless of whether you have chosen a prepayment option.

Available prepayment options are displayed during booking or can be discussed with BOXLY support.

9. [Ongoing invoicing](#)

If you do not choose prepayment, BOXLY will automatically issue your **next monthly rental invoice 5 days before** the start of the next rental period.

10. [Reservation changes & flexibility](#)

You may **change or cancel your reservation at any time**. There is **no minimum rental period** and **no service fee** for modifying your reservation.

11. [Moving out & termination of rental](#)

Ending your rental is simple and flexible. Once you have removed all stored items, please send BOXLY a **photo of the empty and clean storage unit** via email or WhatsApp to confirm termination.

12. [No notice period required](#)

There is **no formal notice period** required to end your rental.

Please note:

A storage unit is not a hotel room. It can only be reassigned to a new renter **after it has been fully vacated and the contract has been terminated**.

13. [Payment responsibility & late payments](#)

Rent must always be **paid in advance**.

Since invoices are issued only **5 days before** the next rental period, we strongly recommend:

- Setting up an **automatic bank payment**, or
- Paying by **credit card with sufficient available funds**

Late payments may result in **additional costs**, restricted access to your storage unit, and — in extreme cases — loss of possession of stored goods, in accordance with applicable laws and the Terms & Conditions.

14. [Important notes from the Terms & Conditions](#)

The following points from the BOXLY Terms & Conditions are highlighted here to avoid misunderstandings:

- Permitted use:
Storage units may only be used for legal storage purposes.
Dangerous, illegal, flammable, perishable, or living items are not permitted.
- Insurance responsibility:
Customers are responsible for ensuring their stored goods are adequately insured.
Optional insurance coverage is available during the booking process.

- **Access rights:**
Access to the facility is personal and managed digitally.
Sharing access is permitted only in accordance with BOXLY's access rules.
- **Exceptional access:**
BOXLY may access a storage unit only in exceptional circumstances, such as emergencies or legal obligations, and always in line with the Terms & Conditions.

For full details, please refer to the complete **Terms & Conditions**, available on our website and included in your rental agreement.

In the **next section**, we walk you through **each step of the booking process** — from choosing your storage unit to completing your reservation and signing the rental contract.

1. Selecting a Storage Location & Unit

1.1 Selecting the correct menu option

Online booking a Storage Unit is easy and quickly done through our website (www.boxly.ch). The first step to access the BOXLY booking portal is choosing the correct menu option on our website.

1. Click "Lagerraum buchen" in the top navigation bar.
2. Select the location of your choice (e.g. BOXLY Kriens).
3. Scroll through the list of available storage rooms ("Wählen Sie Ihren Lagerraum").
4. Review the different categories, sizes, and monthly prices.
5. Click "Weiter >" on the unit you want to book.

This will bring you to the detail page of the selected unit.

The screenshot shows the BOXLY website interface. At the top, there is a navigation bar with the BOXLY logo and several menu items: "Unsere Standorte", "Self-Storage", "Lagerraum Mieten", "Info & Tipps", "Über uns", "Lagerraum Besichtigung", "Lagerraum buchen" (highlighted with a yellow arrow labeled '1'), "Meine Lagerräume", and a user profile icon for "Reto Zimmermann". Below the navigation bar, there is a progress indicator with three steps: "1. Gewählter Standort: BOXLY Kriens (Luzern Süd)", "2. Lagerraum wählen" (current step), and "3. Buchung bestätigen". The main content area is titled "Wählen Sie Ihren Lagerraum" and features a list of storage units. The first unit, "Locker (Schliessfach)", is highlighted with a yellow arrow labeled '2' pointing to its "Weiter ->" button. The unit details include dimensions (0.99 x 0.96 x 0.99 m), capacity (ca. 12 Umzugskartons), and price (CHF33,32 / Monat). Other units like "Pixie" and "Pixie-Plus" are also visible below.

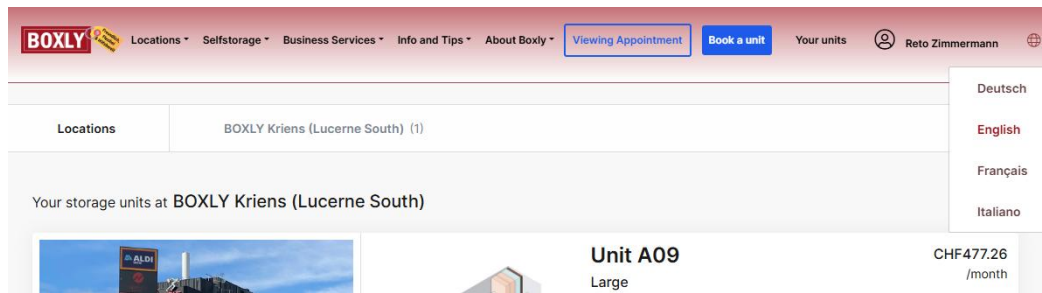
1.2 Update Language Preference

1. Click on the **Globe Icon**.
2. Select your preferred **Portal Language** (e.g., German / English / French / Italian) and click.

See also our website:

Boxly.ch

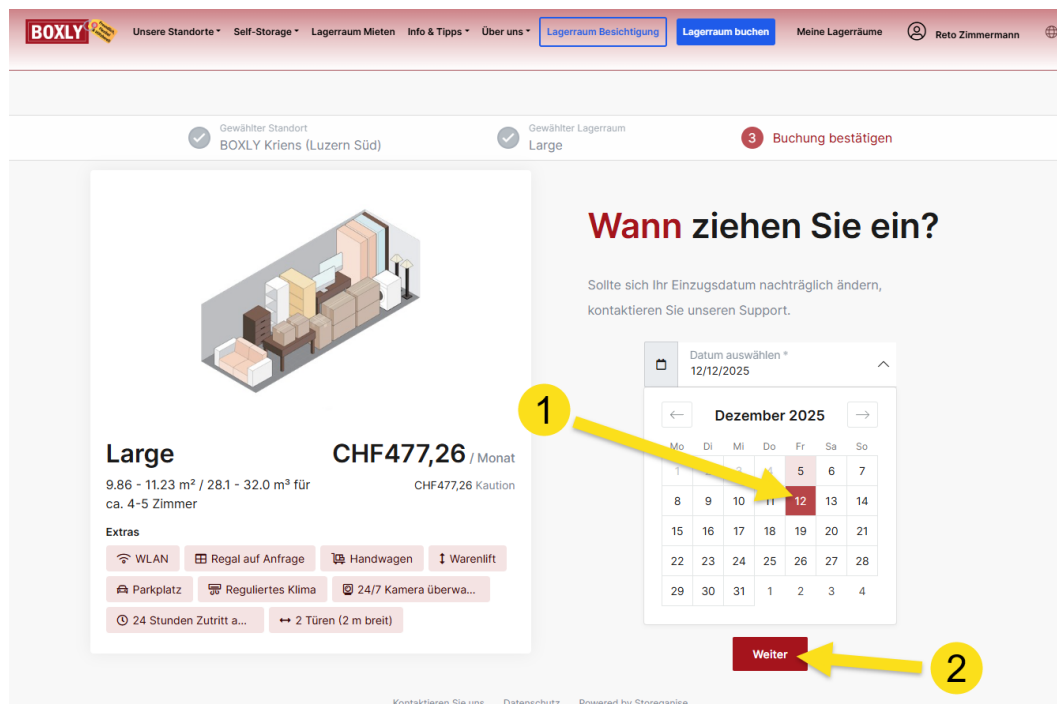
Note: This changes only the portal interface language, not your communication language.



2. Choosing Your Move-in Date

Choose the date you would like your rental to begin:

1. Use the calendar to select your preferred move-in day.
2. Click "Weiter" to confirm.



If your move-in date needs to be changed after booking, please contact BOXLY Support. You can make a reservation for a move-in only 30 days in advance.

Please note: While making a booking for a Storage Unit, you only need to provide a start date and NO end date. A storage Room is not a hotelroom, basically you rent a Storage Unit until further notice.

3. Creating Your User Account

If this is your first booking, you will need to create a customer account.

See also our website:

Boxly.ch

Enter Personal Information

1. Fill in your personal details:
 - First & last name
 - Email address
 - Mobile phone number
 - Residential address
2. Optional fields:
 - Insurance preference
 - Intended rental duration
 - (If applicable) long-term discount / prepayment preference
3. Click "Weiter" to continue.

You will see your order summary on the right side of the screen.

The screenshot shows the BOXLY website interface. At the top, there's a navigation bar with links like 'Unsere Standorte', 'Self-Storage', 'Lagerraum Mieten', 'Info & Tipps', 'Über uns', 'Lagerraum Besichtigung', 'Lagerraum buchen', 'Meine Lagerräume', and a user profile icon for 'Reto Zimmermann'. Below the navigation bar, there's a progress indicator showing three steps: 'Gewählter Standort BOXLY Kriens (Luzern Süd)', 'Gewählter Lagerraum Large', and '3 Buchung bestätigen'. The main content area is titled 'Benutzerkonto erstellen' (Create User Account). It features a form with fields for 'Vorname *' (Reto), 'Nachname *' (Zimmermann), 'E-Mail-Adresse *' (finance@boxly.ch), 'Telefonnummer *' (076 1234567), 'Adresse *' (Seestrasse 99, 8610 Dübendorf), 'Versicherung *' (Ich bin mir noch nicht sicher), and 'Geplante Mietdauer (fakultativ)' (Ich bin noch unentschieden / I'm still undecided). There's also a section for discounts: '1) Langzeit-Rabatt bei Vorauszahlung Monatlich (kein Rabatt)'. A note at the bottom of the form says: 'Bitte gebe hier oben den gewünschten Rabatt Code ein bei Vorauszahlung: quartal5, halbjahr10 oder jahr15. Wir werden die Rechnung entsprechend anpassen.' To the right of the form is a box titled 'Ihre Bestellung' (Your Order) showing 'Large' storage at 'BOXLY Kriens (Luzern Süd)' for 'CHF477,26 /Monat' with an 'Einzug' (Deposit) of '12/12/2025'. A yellow bracket highlights the form fields, and a yellow arrow points to the 'Weiter' button. A yellow circle with the number '1' is next to the form, and a yellow circle with the number '2' is next to the 'Weiter' button.

If you see a **yellow bar** at the top **after clicking** the Update my details, please **verify your Email**

The screenshot shows the BOXLY website interface. At the top, there's a navigation bar with links like 'Locations', 'Selfstorage', 'Business Services', 'Info and Tips', 'About Boxly', 'Viewing Appointment', 'Your units', 'Book a unit', and a user profile icon for 'Reto Zimmermann'. Below the navigation bar, there's a yellow bar with the text 'Your email is not verified yet' and a 'Verify it now' button.

You will receive an email – in which you have to click the red button "Verify Your Email". If that is done, the yellow bar will change into a **green bar** with the text "Email Verified"

See also our website:

Boxly.ch

4. Adding Optional Extras

You may add optional items to your booking:

1. Storage Insurance (Helvetia)
 - Choose your preferred coverage level
 - Prices are listed per year
2. Noke Fob (Key Fob)
 - Optional physical chip for opening doors without a smartphone
3. Click "Weiter" to continue.

Note: Insurance is optional and can be added later if needed.

Extras nötig?

Sachversicherung Helvetia (...)
Die von uns angebotene Hausratversicherung deckt direkte Schäden oder direkten Verlust von Eigentum (siehe Ausnahmen) während der Lagerung ab. Für CHF 20.50 pro Jahr versichern Sie einen Sachwert von CHF 10'000 - Grunddeckung: Naturgefahren durch Feuer, Flüssigkeiten, Gas - Diebstahl in Ihrem Lagerraum oder Standort nach Einbruch

20.50 CHF pro Jahr — 0 +

Sachversicherung Helvetia (...)
Die von uns angebotene Hausratversicherung deckt direkte Schäden oder direkten Verlust von Eigentum (siehe Ausnahmen) während der Lagerung ab. Für CHF 41 pro Jahr versichern Sie einen Sachwert von CHF 20'000 - Grunddeckung: Naturereignisse durch Feuer, Flüssigkeiten, Gas - Diebstahl in Ihrem Lagerraum oder Standort nach Einbruch

41.00 CHF pro Jahr — 0 +

Sachversicherung Helvetia (...)
Die von uns angebotene Hausratversicherung deckt die direkte Beschädigung oder den direkten Verlust von Sachen (siehe Ausnahmen) während der Lagerung. Für CHF 102.50 pro Jahr versichern Sie einen Sachwert von CHF 50'000 - Grunddeckung: Elementarschäden durch Feuer, Flüssigkeiten, Gas - Diebstahl in Ihrem Lagerraum oder an Ihrem Standort nach einem Einbruch

102.50 CHF pro Jahr — 0 +

Noke Fob (Schlüsselanhäng...)
Chip zum Öffnen von Türen ohne Smartphone (CHF 30 Depot)

— 0 +

Ihre Bestellung

Large
BOXLY Kriens (Luzern Süd) CHF477,26 /Monat

Einzug: 12/12/2025

Kaution CHF477,26
Miete CHF477,26
Rabatt-Code?

Offener Gesamtbetrag CHF954,52

Weiter

5. Reading & Signing the Rental Contract

Your Self-Storage Rental Contract includes:

See also our website:

Boxly.ch

1. Customer details and unit information:
 - Your name, email, mobile number
 - Box number and location
 - Monthly rent and deposit
 - Start date
2. Scroll through the full contract and the General Terms & Conditions (AGB).
3. Sign the contract digitally using your mouse, trackpad, or touchscreen.
4. Click “Absenden” to submit your signed agreement.

Your contract is now legally completed.

See also our website:

6. Final Order Summary & Completing Your Booking

Before confirming your booking:

1. Review your complete order summary on the right:
 - Monthly rent
 - Deposit
 - Optional extras
 - Total amount
2. Read the information about the Noke Smart Entry App, required to access your storage unit.
3. Review the instructions for your first visit, including WiFi access and the self-storage guide.
4. Click “Zahlungspflichtig bestellen” to complete your booking.

The screenshot shows the BOXLY website interface. On the left, under the heading "Bereit zu buchen?", there is a section about the Noke Smart Entry App. It explains that the app will be sent automatically at midnight before the first rental day, and users will receive an SMS with a link to download and install it. It also mentions that users will receive a 6-digit PIN code via SMS. Below this, there are instructions on how to use the app, including entering the phone number and PIN, and a note about the app's location services. At the bottom of this section, there is a red button labeled "Zahlungspflichtig bestellen".

On the right, under the heading "Ihre Bestellung", there is a table showing the order summary:

Item	Price
Large BOXLY Kriens (Luzern Süd)	CHF477,26 /Monat
Einzug 12/12/2025	
Kaution	CHF477,26
Noke Fob (Schlüsselanhänger)	CHF30
Sachversicherung Helvetia (Versicherungswert 10'000 CHF)	CHF20,50
Miete	CHF477,26
Rabatt-Code?	
Offener Gesamtbetrag	CHF1.005,02

Yellow arrows and numbers 1 through 4 are overlaid on the screenshot to indicate the steps: 1 points to the order summary table, 2 points to the app information section, 3 points to the app instructions section, and 4 points to the "Zahlungspflichtig bestellen" button.

Your booking is now confirmed.

7. Viewing Your Booked Storage Box

After booking, your unit appears under “Meine Lagerräume.”

You will see:

1. Your unit number (e.g., Lagerraum A09)
2. The move-in date
3. Links to:
 - “Vereinbarung” (download contract PDF)

See also our website:

- “Standort” (unit location marked on the floorplan of the facility)
4. Facility contact details and opening hours

7.1 View and Download Rental Agreement (PDF)

After clicking on agreement (“**Vereinbarung**”) your Rental Agreement will be opened in the browser as a **Downloadable PDF file**

You can scroll to the end of the pdf file (page 19), where you see the **Signature and Date**

Notes:

- There is **only one Rental contract**, even if you rent multiple boxes or change boxes.

See also our website:

- The contract includes the **acceptance of the AGB** (Terms & Conditions) – signed or unsigned.
- The **contract runs indefinite** till you cancel your rental,
- There is no need to extend your rental – as you will be send automatically a new rental invoice for the next month (unless you have prepaid the rent)
- To **end the rental**, contact BOXLY and send a photo of the empty unit.
- Deposits and unused rental days are **refunded** after inspection of the emptied, clean, undamaged box.

7.2 Viewing Your Box on the Floorplan

Click “Standort” to open the facility layout.



Your storage unit will be:

- Highlighted in orange or blue
- Marked with your unit number (e.g., A09)

This helps you **find your unit** easily during your first visit.

8. Accessing Your Profile, Contract, Invoices & Payment Method

After booking:

1. Click your name in the top right corner.
2. Select:
 - “Profil” → update personal information
 - “Zahlungsmittel” → update/change credit card
 - “Rechnungen” → view/download invoices

This section is optional but useful after booking.

8.1 View and Update Personal Information (Profile)

1. Go to **Menu → My Profile**

See also our website:

2. Edit:

- First name
- Last name
- Email
- Phone number => enter here your smartphone number (we will use this for the app)
- Address => please enter a valid and actual postal address, and keep this up to date
- Insurance (optional)
- Intended duration of hire (optional)
- Long-term-discount with prepayment (optional)

3. Click **Update my details**.

First name *

Reto

Last name *

Zimmermann

Email *

reto.zimmerman@hotmail.com

Phone

076 1234567

Address

Seestrasse 99
8610 Dübendorf

Insurance *

Ich bin mir noch nicht sicher.

Intended duration of hire (optional)

Ich bin noch unentschieden / I'm still undecided

1) Longtermdiscount with prepayment

Monatlich (kein Rabatt)

Please enter above the promo code when prepaying: quartal5, halbjahr10 oder jahr15. We will adapt the invoice accordingly.

Update my details

8.2 View and Download Invoices (PDF)

12/12/2025

CHF1,005.02

Versandt

Select “Rechnungen” to view or download invoices.

1. Open the invoice detail
2. Click **Download PDF** (at the top right)

See also our website:

Boxly.ch

INVOICE #KRI001224 Date: 12 December 2025

Ref: Reservation for Storageroom a09 (Large)
in the SELF-STORAGE of BOXLY Kriens GmbH

Rentersname

Reto Zimmermann
Seestrasse 99 8602 Dübendorf
6052 Hergiswil NW

Email: reto.zimmermann@hotmail.com
Phone: 076 1234567

Your Order:

Unit a09	Price	Tax	Total
Deposit (12 December 2025)	1 × CHF477.26		CHF477.26
Rent (12 December 2025 - 11 January 2026)	1 × CHF477.26		CHF477.26
Subtotal:			CHF954.52
Tax:			CHF0.00
Total: CHF954.52			
Less amount paid: CHF0.00			
Amount due: CHF954.52			

Paymentmethod: Banktransfer / Creditcard

Bankdetails:
Bankname: Luzerner Kantonalbank AG (BIC/SWIFT: LUKBCH2260A)
IBAN: CH32 0077 8219 2916 8200 2

The browser will open in a separate tab the invoice as a downloadable PDF. You may print or save this PDF on your computer. The Invoice contains all invoice details as described above, but also information about how to pay the invoice, including a link to a QR-coded payment slip.

Vor der Einzahlung abzutrennen

Empfangsschein

Konto / Zahlbar an
CH32 0077 8219 2916 8200 2
BOXLY Kriens GmbH
Ringstrasse 23
6010 Kriens

Zahlbar durch (Name/Adresse)

Währung CHF Betrag

Annahmestelle

Zahlteil

Konto / Zahlbar an
CH32 0077 8219 2916 8200 2
BOXLY Kriens GmbH
Ringstrasse 23
6010 Kriens

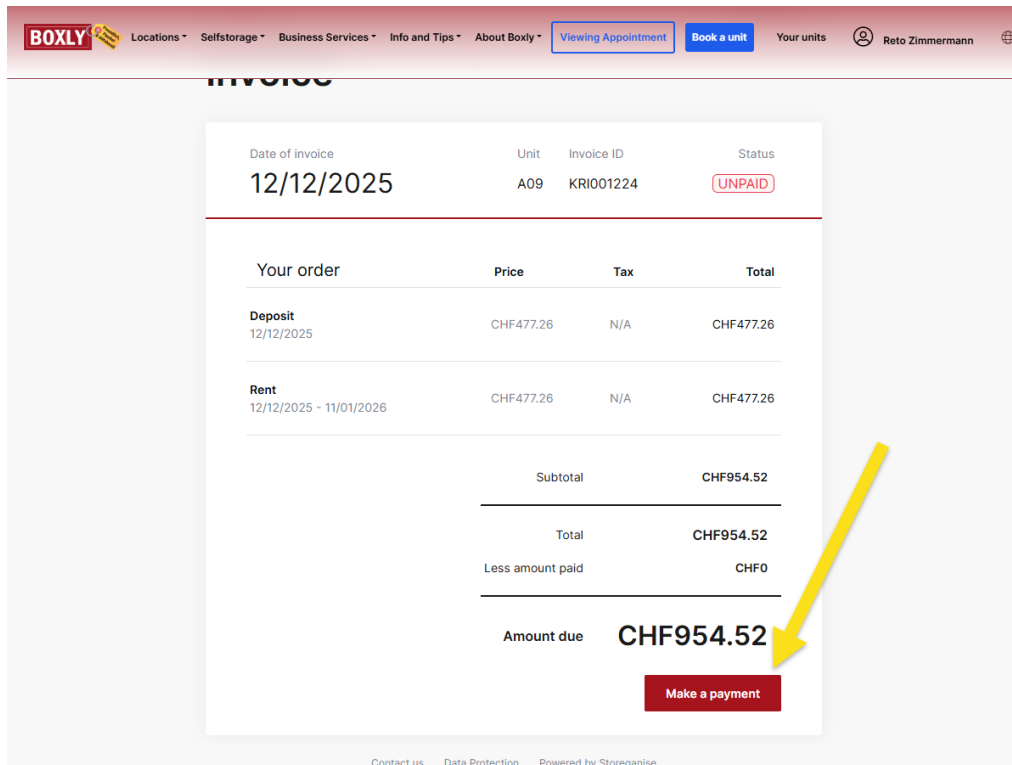
Zahlbar durch (Name/Adresse)

Währung CHF Betrag

8.3 Pay an Invoice Online

If you saved a payment method during the booking process, such as a creditcard or a bank debitcard, then you can make use of the “Make a payment” option in the Invoice detail.

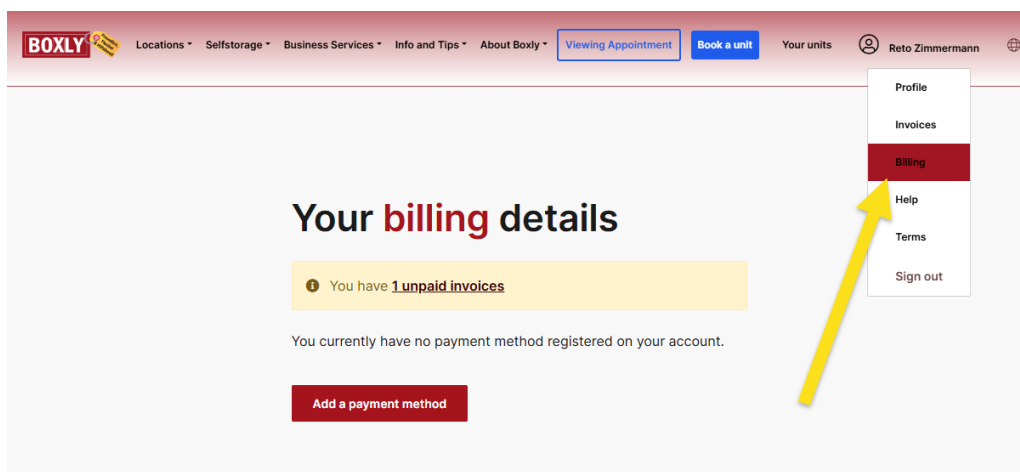
1. Open the invoice detail
2. Click on “**Make a payment**” (the red button below the amount due)
3. Choose your payment method
4. Confirm payment



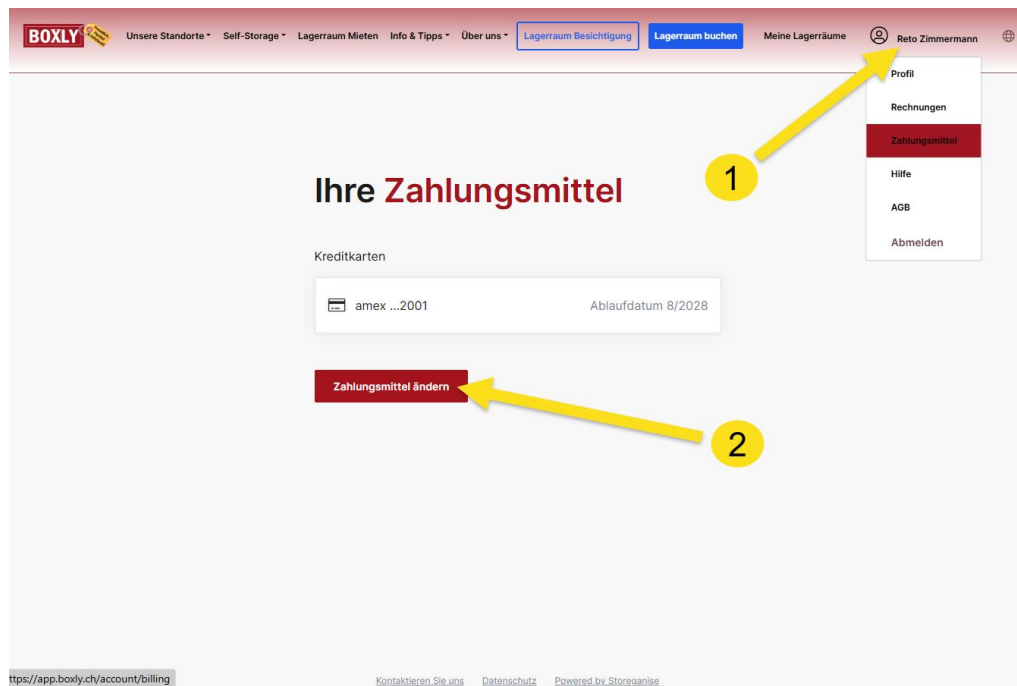
Payments are **processed instantly** via **Stripe** (credit card or debit card). This option might speed up the payment process compared to a conventional bank payment (via Swift or IBAN). This might help you gaining quick access to your storage box – in case access is restricted due to payment issues.

8.4 Add or Change Zahlungsmittel

Select “Zahlungsmittel” to update or change your credit card.



1. Go to **Menu** → **Billing**
2. Click **Add Card**
3. Enter your card details
4. Save



← Boxly Dübendorf GmbH

Enter payment details

Email

Save payment information

Card information

1234 1234 1234 1234

MM / YY CVC

Cardholder name

Full name on card

Country or region

Switzerland

☐ **Save my information for faster checkout**
Pay securely at Boxly Dübendorf GmbH and everywhere [Link](#) is accepted.

Save

By saving your payment information, you allow Boxly Dübendorf GmbH to charge you for future payments in accordance with their terms.

Powered by [stripe](#) | [Terms](#) [Privacy](#)

If your card has expired:

1. Delete the old card
2. Add your new card

Stripe securely stores your payment data.

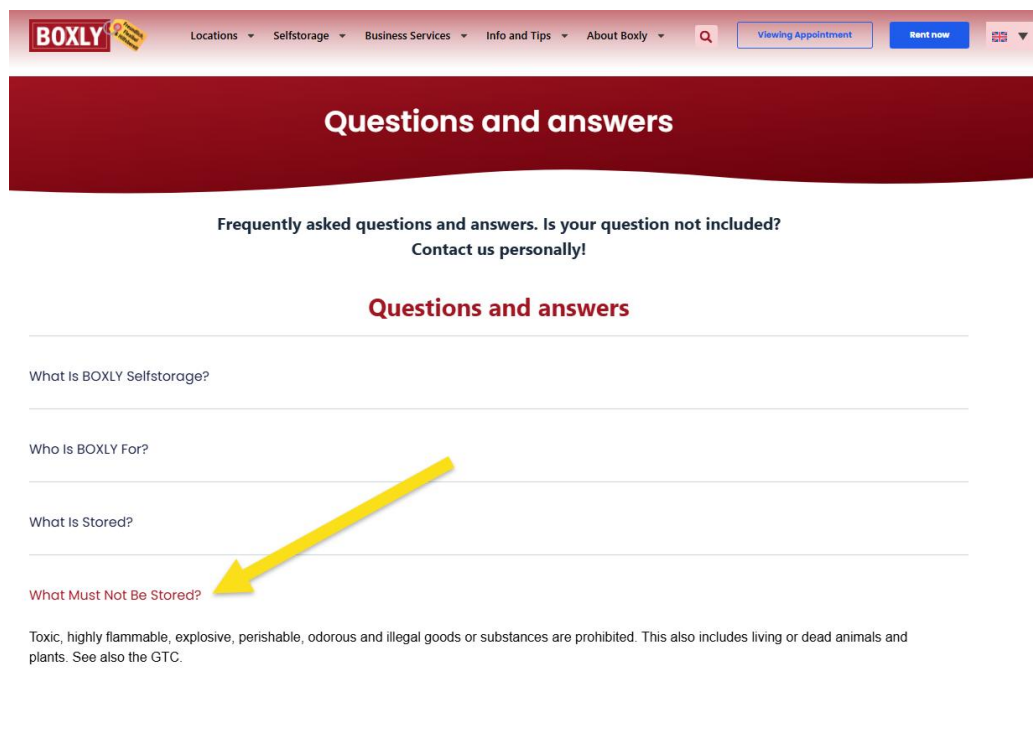
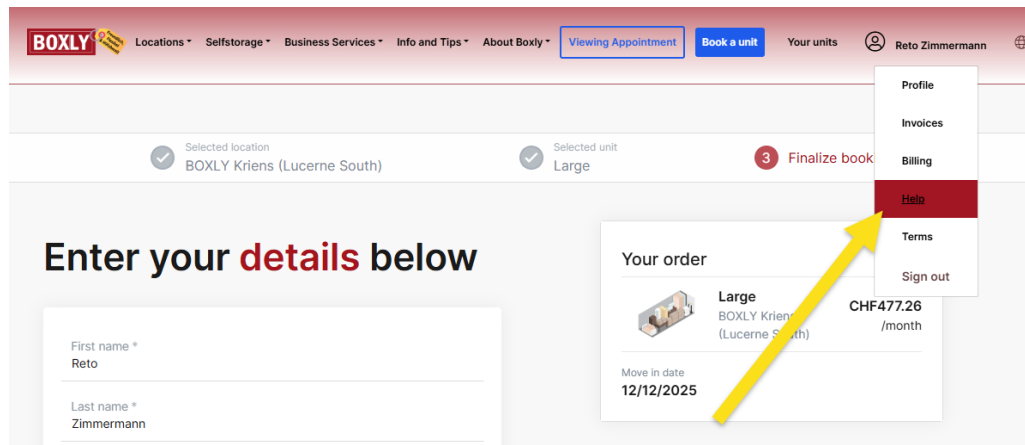
See also our website:

[Boxly.ch](https://www.boxly.ch)

9. Further information and help instructions

If you look for further information or you have a specific question and you look for answers, you may **click "Help"** in the main menu. You will be **directed to the FAQ section** on our website to help you answer those questions.

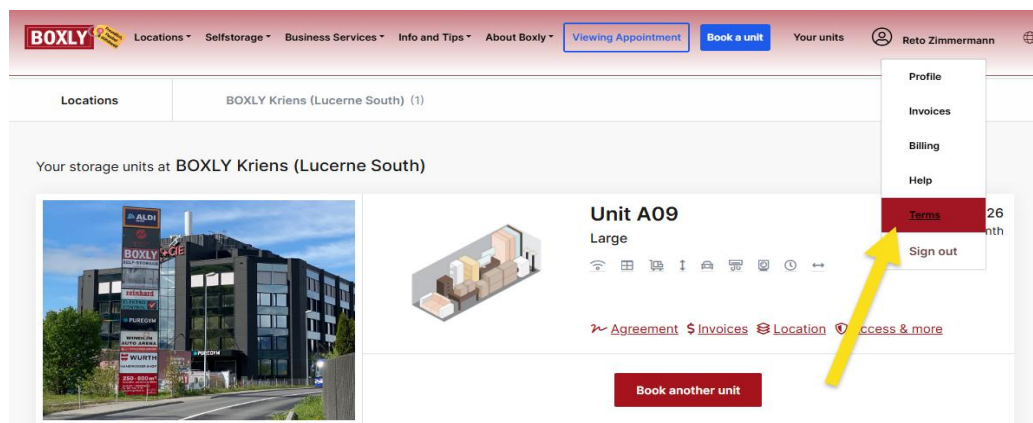
1. Go to **Menu → Help**
2. Click on of the frequent asked question (FAQs) as listed below
3. The answer to that question will fold out



See also our website:

Boxly.ch

10. Terms & Conditions

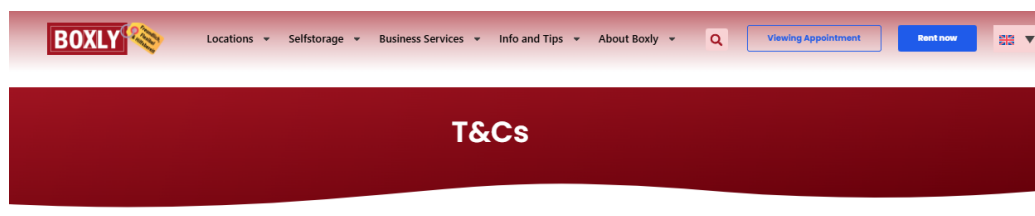


If you want to see our Terms & Conditions, click on the menu Access control is

If you look for the Terms & Conditions, you may **click “Terms”** in the main menu. You will be **directed to the Terms & Conditions section** on our website.

1. Go to **Menu → Terms**
2. On this page you may **scroll down** to see and read all Terms and Conditions
3. For **commercial rents** we have separate Terms & Conditions for companies (follow the link)

These are the same terms and conditions as printed on your rental agreement, but perhaps you find reading it in your browser easier than in the agreement.



General Terms & Conditions (T&Cs) for Privat Clients (B2C)

Introduction

Welcome to BOXLY's General Terms and Conditions (T&Cs) **for private customers**. These T&Cs provide a comprehensive overview of your rights and obligations when using our **self-storage** and related services. Our goal is to ensure **transparency, fairness, and security** in every interaction.

Key highlights include:

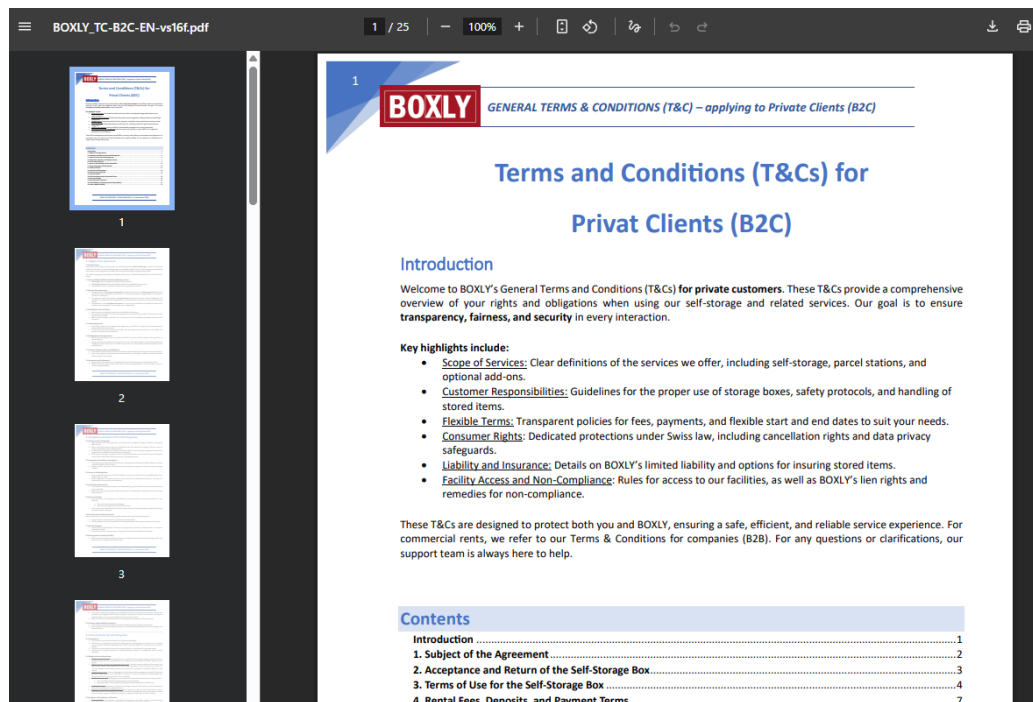
- **Scope of Services:** Clear definitions of the services we offer, including self-storage, parcel stations, and optional add-ons.
- **Customer Responsibilities:** Guidelines for the proper use of storage boxes, safety protocols, and handling of stored items.
- **Flexible Terms:** Transparent policies for fees, payments, and flexible start and end dates to suit your needs.
- **Consumer Rights:** Dedicated protections under Swiss law, including cancellation rights and data privacy safeguards.
- **Liability and Insurance:** Details on BOXLY's limited liability and options for insuring stored items.
- **Facility Access and Non-Compliance:** Rules for access to our facilities, as well as BOXLY's lien rights and remedies for non-compliance.

These T&Cs are designed to protect both you and BOXLY, ensuring a safe, efficient, and reliable service experience. You may **download this document as PDF**. For **commercial rents**, we refer to our **Terms & Conditions for companies (B2B)**. For any questions or clarifications, our support team is always here to help.

4. You may **download** the Terms & Conditions as a PDF (follow the link)

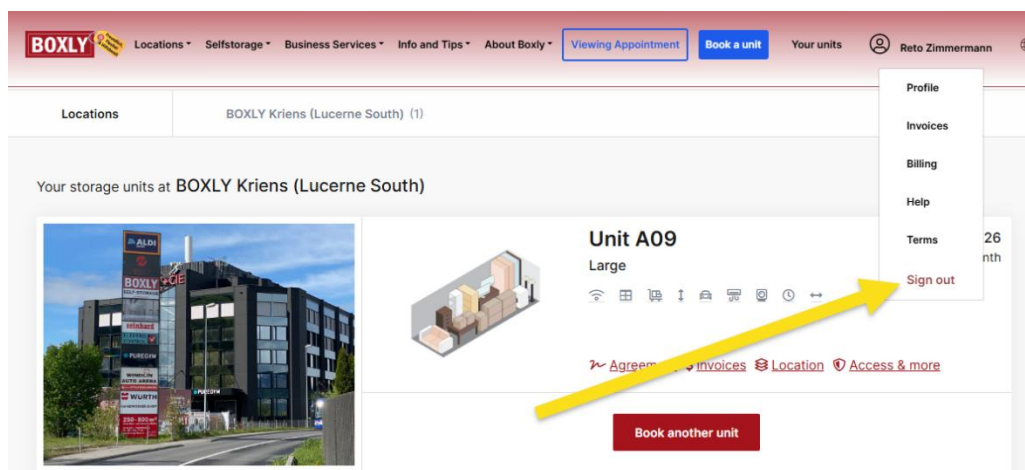
See also our website:

Boxly.ch



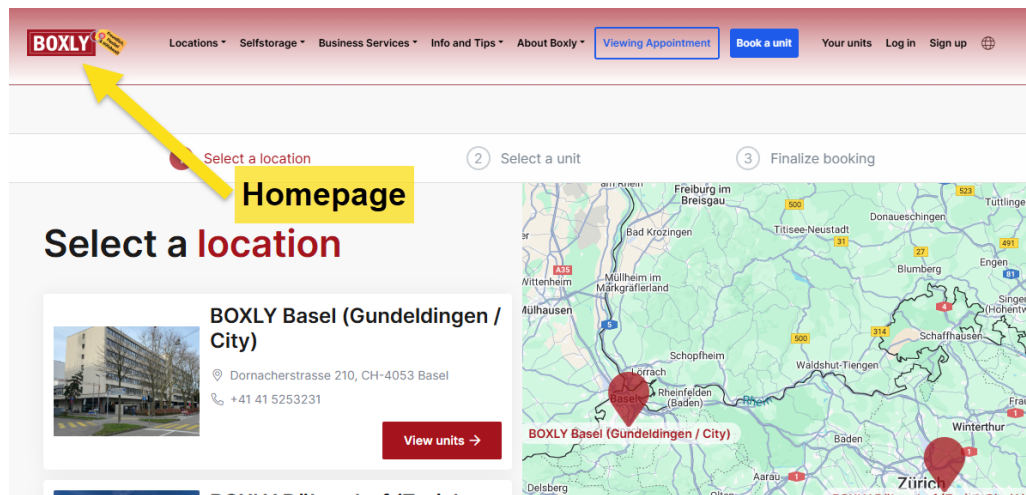
11. Sign Out

If you want to leave the BOXLY Client Portal, you may **click “Sign Out”** in the main menu. You will be directed back to the overview page to select a location.



1. Go to **Menu** → **Sign Out**
2. Click on the **BOXLY** logo

If you click on the BOXLY logo on the top left, you will be directed **to the Homepage** of our website.



12. Access Control (Important Note)

Access control is handled via the **Noke App**, not the Client Portal.

- You will not see access logs, alarms, or digital keys inside the portal.
- For door access or troubleshooting, use the **Noke mobile app**.

There is a **separate User's Manual** available for installing and using the Noke Smart Entry app.