

Please retain for your reference

Terms and Conditions for the Royal Mail PO Box® Service

IMPORTANT

These terms and conditions shall apply to the PO Box® service as described in these Terms and Conditions document. Please read them carefully. For more information on our PO Box® service, please visit www.royalmail.com/pobox



Our **agreement** with you is made up of the 'applying for a PO Box[®] application form' and these PO Box[®] conditions of service and fees.

Definitions

The words defined in the form, and those set out below, apply to these terms:

data protection legislation means the General Data Protection Regulation (EU) 2016/679 and any national laws, regulation(s) or secondary legislation that implement it;

form means the relevant form for requesting PO Box[®] service in paper or electronic form available from royalmail.co.uk/pobox or in paper form from Post Office branches or on request from our Customer Services team;

personal data means any personal data you provide to us, or make available to us, in connection with the provision of services under this agreement;

rental period means the rental period of 1 month, 6 months or 12 months for the PO Box[®] service selected by you on the form;

service: means the PO Box[®] service, to be provided by us to you, selected by you on the form;

you or your: means you the customer; and

we, our or us: means Royal Mail Group Limited, a company registered in England and Wales (Co. No: 04138203) whose registered office is at 100 Victoria Embankment, London EC4Y 0HQ.

The Royal Mail Group Limited VAT registration number is GB243170002.

Renting a box

To be eligible to rent a PO Box[®], you must work or permanently live at a UK address as detailed on the form and be eighteen or over. PO Boxes[®] are not available for customers with a temporary or c/o address.

Only applications in a single name can be accepted; joint applications are not permitted. You can only rent a PO Box[®] at the sorting office that delivers mail to your address, as stated on the form.

In order to make use of the PO Box[®] service you must complete and submit the form, provide payment for the service (please see below for more details) and provide us with two different original proof of address documents that are less than 3 months old. Please see the form for a full list of the proof of address documents we currently accept. If you would like us to return the original proof of address documents back to you, you must tick the appropriate box on the form.

You will be able to select a start date for your PO Box[®] service on the form, which must be at least 10 working days from the date you submit your form to us. Your PO Box[®] service and start date will be confirmed in the confirmation letter you receive from us.

If you choose the 1 month PO Box[®] service, the minimum rental period is 3 consecutive months from the start date detailed in your confirmation letter.

The number of PO Boxes[®] available per application is subject to availability.

We are not obliged to accept your application. We can refuse an application where we have a good

reason for doing so. If we choose not to accept your application, or if we are unable to implement the service, we will tell you in writing within a reasonable time of our receipt of your application and refund any charges we have received.

You must tell us immediately if any of the information you gave us in the form or when making an application over the phone changes.

You agree not to use your PO Box[®] for any illegal or fraudulent purposes.

Payment

Where you select a 1 month rental period you must pay for the service in advance by direct debit. A completed paper direct debit mandate must be submitted with your form.

Subject to the above, the charges for rental periods must be paid in advance in the following manner:

- if you are completing an online form, by credit card or debit card;
- if you are completing a paper form, by cheque, postal order or direct debit; or
- if you are applying over the phone with our Customer Services Team, by credit or debit card.

If you pay by direct debit you must submit a completed paper direct debit mandate for the full rental period charge.

Your PO Box[®] address

We issue the next number in sequence for the sorting office.

We reserve the right to change PO Box[®] numbers & postcodes from time to time, on giving at least 1 month's notice.

If you want your PO Box[®] address to be abbreviated, you must ensure that you provide all required information including your full name and address (or the name and address of your business as applicable).

Collection

You must collect your mail regularly and at least once a month. If you do not, we may dispose of uncollected mail, for example, by returning it to the sender or destroying it. We will attempt to contact you before disposing of any uncollected mail.

It is your responsibility to check your mail box regularly for Royal Mail Signed For, Royal Mail Tracked or Special Delivery Guaranteed items.

Royal Mail Signed For, Royal Mail Tracked and Special Delivery Guaranteed items that have not been collected within 18 days will be returned to the sender (in accordance with the terms and conditions of the Royal Mail Signed For, Special Delivery Guaranteed and Royal Mail Tracked items (as relevant)). A notification card will be placed into your PO Box[®] if we return the items to the sender to inform you of this.

Where you have chosen the PO Box[®] Collect service or the PO Box[®] Transfer of Street Address Mail service, we will give you an authority card as your proof of identity, which you must bring with you to collect your mail from your local sorting office (as notified to you in your confirmation letter). Please check the opening times

at your local sorting office before attempting collection of mail.

You may collect your mail during the hours your local sorting office is open to members of the general public.

Transfer of non PO Box[®] addressed mail

Mail that is directly addressed to your street address (not your PO Box[®]) can be delivered to your PO Box[®] so that you can keep all your mail together, and collect it at your convenience. **Only mail in the box holder's name will be transferred to the PO Box[®].** However, all other mail will be delivered as addressed, unless

it is being redirected using the Royal Mail Redirection Service or Diversion Service.

When your address changes

Your PO Box[®] is linked to your street address. Therefore if your street address changes, your PO Box[®] details may also need to change.

If you plan to move permanently out of the sorting office area where the box is held, you will need to cancel your PO Box[®] and re-apply for a new PO Box[®] using your new address.

For any change of street address you must give us no less than one month's notice of the change.

Continuing service

We will write to you shortly before the rental period of your PO Box[®] is due to expire to ask if you wish to continue using the service. If we do not receive payment before expiry, this agreement is deemed to have ended and you will no longer be provided with the service.

When the service ends

After the rental period has expired or the service has been withdrawn or cancelled, all incoming mail addressed to a PO Box[®] and any uncollected mail will be returned to the sender or otherwise disposed of.

Use of information

All processing of personal data under this agreement will be carried out in accordance with our privacy policy, which can be found at www.royalmail.com/privacy-policy

For the purposes of the data protection legislation, we will act as the data controller in connection with any personal data.

By renting a PO Box[®] you consent to us providing your address (and title) as a PO Box[®] holder to any enquirers where we are required to do so by law and to information being added to our national address database – the Postcode Address File (PAF). Information on the PAF is used to produce a number of Address Management products that are available to the public.

If you provide to us the personal data of a third party, you agree that you have that third party's permission to provide their data to us, and that you have made them aware that their data will be processed in accordance with our privacy policy. You agree to indemnify us for any loss or damage that we incur as a result of any failure to do so.

Our Liability

Our obligations to you under this agreement (and otherwise arising in relation to it) are limited

to providing the service in accordance with this agreement.

If we do not provide the service as required by this agreement because of our negligence, our breach of this agreement or for any other reason for which we are responsible in law (such as our duty to provide the service with reasonable care and skill) we will, if requested by you, provide an extension to the service free of charge for a period equivalent to that period for which we did not provide the service, or credit you

the charges you have paid for the service on a pro rata daily basis for each working day we did not provide the service. This will be our only liability to you (subject to the final three paragraphs of this section).

Subject to the following paragraph, our total liability to you under this agreement will not exceed the charges you have paid for the service.

We do not exclude or limit in any way our liability that cannot by law be excluded or limited, such as liability for death or personal injury caused by our negligence or for fraud or fraudulent misrepresentation.

Nothing in this agreement affects your rights under a scheme or contract for the delivery of a postal item.

The conveyance of a postal packet, letter or any other items subject to the service is governed either by a scheme made under the Post Office Act 1969,

Postal Services Act 2000, or a contract with us, and compensation for loss of and damage to such an item (and delay in delivering an item if we are liable for delay) is as provided by that scheme or contract and not this agreement. You can find out more about the schemes at royalmail.com/termsandconditions

Cancelling the PO Box[®] service

You have a period of 14 calendar days, starting from the date of the confirmation letter, to notify us that you would like to cancel this agreement for the PO Box[®] service (the "Cancellation Period").

You must notify us of your wish to cancel by contacting our Customer Services team using the contact details set out below. You may also use the cancellation form set out at Appendix 1.

When you are cancelling this agreement, please provide us with your name, address, PO Box[®] address, Royal Mail account number and telephone number.

If you send your cancellation request:

- within the Cancellation Period and the PO Box[®] service has not started, we will refund the charges paid for the service in full;
- within the Cancellation Period and, at your request, the PO Box[®] service has started, we will refund the charges paid for the service less £25 to cover our set-up and service delivery costs; or
- after the Cancellation Period, you must give at least 14 day's written notice and we will not provide a refund.

Refunds will be paid within 14 days following receipt of your cancellation request.

Withdrawal of the service

We reserve the right to withdraw the service immediately and without prior notice where you have breached any of the terms of the agreement, where we believe our reputation could be brought into disrepute or suspect that the box is being used for any illegal or fraudulent purpose.

Where the service is withdrawn under this section, no refund will be payable.

Suspension of the service

The service is not available on days when mail is not being delivered. We reserve the right to suspend it when postal services are suspended generally.

Contacting us

If you wish to contact us our Customer Services team can also be contacted by business customers on 08457 950 950 or by non-business customers on 03457 740 740. You can also send a letter addressed to PO Box® Applications Team, PO Box® 740, BARNSELY, S73 0ZJ.

Complaints

If you are unhappy with the service provided by us, we have an internal complaint process.

You can obtain details of our complaints procedure at royalmail.com

General

A person who is not a party to this agreement will not have any right or benefit under or in connection with it.

If any court with the correct authority finds any part of this agreement to be invalid, illegal or unenforceable, that part will, to the extent required, be excluded from forming part of this agreement and the remaining provisions will remain in full force and effect.

Each of us acknowledges that we cannot transfer the rights and duties under this agreement without the consent of the other, such consent not to be unreasonably withheld, delayed or refused. You can use another person to carry out any of your duties as long as you tell us first. You will be responsible to us for any action that person takes or fails to take. We can use others to perform our duties and exercise rights but we will be responsible for them.

This agreement is governed by the laws of England and Wales and we and you submit to the exclusive jurisdiction of the English Courts

PLEASE CUT HERE

Appendix 1 - CANCELLATION FORM

Please complete, detach and return this form ONLY IF YOU WISH TO CANCEL your contract for the PO Box® service.

To: PO Box® Applications Team, PO Box 740, BARNSELY, S73 0ZJ

I hereby give notice that I cancel my contract for PO Box® services.

Reference number: _____

Name of Consumer: _____

Address of Consumer: _____

PO Box® Address: _____

Royal Mail Account Number: _____

Customer Telephone Number: _____

Signature of Consumer: _____

Date: _____

PLEASE CUT HERE