

This is a legally binding document forming part of the Agreement between you and Royal Mail



Royal Mail ID Verification Service Terms & Conditions

These ID verification terms and conditions (ID Verification T&Cs) set out the terms agreed between Royal Mail (we, Royal Mail) and your company or organisation (you, your) that apply to our provision of and your use of the "ID Verification Service" (as defined below). Once entered into, these terms will be incorporated into and form part of the General Terms.

1 MEANINGS OF CAPITALISED WORDS

1.1 In these ID Verification T&Cs, the words capitalised below shall have the following meanings:

ID Verification Compatible Product	i) Royal Mail Special Delivery Guaranteed; and/or ii) such other service(s) as may be notified by Royal Mail to you from time to time;
ID Verification Item	an Item sent under an ID Verification Compatible Product that you identify as such to Royal Mail in accordance with paragraphs 3.1(b) and 3.1(c);
ID Verification Service	the service provided by Royal Mail following the steps described in paragraph 4.1 during the delivery of an ID Verification Item in the Territory;
ID Verification Surcharge	any charges payable by you for the ID Verification Service, which are notified to you by Royal Mail from time to time;
Customer Service Point	either a Post Office premises or a Royal Mail Enquiry Office;
General Terms	Royal Mail's General Terms (as updated from time to time) which can be found at https://www.royalmail.com/terms-and-conditions/ ;
Item	has the meaning set out in the General Terms;
Locker	a lockable container to which a package may be delivered which may include (but not limited to) lockable containers positioned at petrol stations, retail outlets or any public space, which involve a code being sent to the Intended Recipient to open the locker;
Royal Mail	Royal Mail Group Limited incorporated and registered in England and Wales with company number 4138203 whose registered office is at 100, Victoria Embankment, London EC4Y 0HQ;
Royal Mail Special Delivery Guaranteed	means: i) Royal Mail Special Delivery Guaranteed by 9am; and/or ii) Royal Mail Special Delivery Guaranteed by 1pm

	as may be applicable;
Relevant ID	a valid passport, a valid driving licence, or any of the following valid photo identity cards: foreign national identity card, military forces employee identity card, Royal Mail employee card, NHS employee identity card, senior citizen bus pass, or a police employee identity card;
Specific Parcel Term	the specific terms that apply to Parcel Products; and
Territory	all addresses in the United Kingdom <i>other than Isle of Man, Jersey and Guernsey</i> .

Except as otherwise defined herein or amended hereby, words and expressions defined in the General Terms shall have the same meaning when used in these ID Verification T&Cs.

2 ID Verification Service

- 2.1 The ID Verification Service will be available to you in accordance with these ID Verification T&Cs, and will apply in addition to the General Terms, Specific Parcel Terms, and Additional Terms.
- 2.2 Your use of the ID Verification Service is subject to your compliance with these ID Verification T&Cs and the General Terms that apply to the ID Verification Compatible Product (including the Specific Parcel Terms and Additional Terms).
- 2.3 If there is any conflict between these ID Verification T&Cs, and the General Terms or Specific Parcel Terms, these ID Verification T&Cs will prevail and take precedence.

3 CUSTOMER OBLIGATIONS

- 3.1 If you wish Royal Mail to provide the ID Verification Service in respect of an Item that is being delivered under the ID Verification Compatible Product you shall:
- (a) notify the Intended Recipient, or your customer (prior to placing the order for the relevant item) of: (i) the requirement for the Intended Recipient to be present at the address upon delivery; and (ii) that failure to do so may result in the ID Verification Item not being delivered;
 - (b) generate and use labels and barcodes in a format pre-agreed in writing (which shall include email) by Royal Mail in order to notify Royal Mail that the Item is an ID Verification Item to which these ID Verification T&Cs apply;
 - (c) ensure that Pre-Advice is in a format pre-agreed by Royal Mail in writing (which shall include email) is sent to Royal Mail for each relevant Item in order to notify Royal Mail that the Item is an ID Verification Item to which these ID Verification T&Cs apply;
 - (d) add to the outer packaging of the relevant Item, the full legal name of the Intended Recipient in a clear and legible format;
 - (e) pay Royal Mail any ID Verification Surcharges;
 - (f) comply with the restrictions and requirements relating to Restricted Materials and Prohibited Materials set out at: https://business.help.royalmail.com/app/answers/detail/a_id/867 (as such websites and webpages may be replaced or updated from time to time); and

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- (g) not send an ID Verification Item to an Intended Recipient: (i) outside of the Territory; (ii) to a BFPO; or (iii) to a Locker.

3.2 If you fail to:

- (a) meet any of the requirements as set out in paragraph 3.1 above in respect of any ID Verification Item, then Royal Mail shall:
 - i. be under no obligation to perform the ID Verification Service in respect of such item; and
 - ii. have no liability to you in relation to the non-performance of the ID Verification Service.

3.3 If you fail to meet any of the requirements as set out in paragraph 3.1 above, then you shall indemnify and keep indemnified Royal Mail and its employees, contractors, subcontractors and agents against all loss, damage or injury howsoever arising as a result or as a consequence (whether directly or indirectly) of such failure.

4 ROYAL MAIL OBLIGATIONS

4.1 During the term of these ID Verification T&Cs and subject to the other terms set out herein, Royal Mail shall provide the following ID Verification Service to you, specifically:

- (a) as part of the delivery of an ID Verification Item, Royal Mail shall ask the individual at the Intended Recipient's address to confirm they are the Intended Recipient, if that person confirms they are the Intended Recipient, we shall request that they present a Relevant ID to the reasonable satisfaction of Royal Mail as a requirement for the delivery, following which Royal Mail shall ask the Intended Recipient to sign to confirm delivery of the ID Verification Item and shall proceed to deliver the ID Verification Item and record the delivery on its system;
- (b) if the relevant person is not the Intended Recipient but confirms the Intended Recipient is at the address, Royal Mail shall request the relevant person to ask the Intended Recipient to come forward for the purpose of accepting delivery, once the Intended Recipient has presented themselves to Royal Mail, Royal Mail will request that they present a Relevant ID to the reasonable satisfaction of Royal Mail as a requirement for the delivery, following which it shall ask the Intended Recipient to sign to confirm delivery of the ID Item, and shall proceed to deliver the ID Verification Item, and record the delivery on its system;
- (c) if: (i) the relevant person confirms they are not the Intended Recipient, (ii) the Intended Recipient is not at the address, or (iii) if no legible Relevant ID is provided to the reasonable satisfaction of Royal Mail within a reasonable time after it being requested, Royal Mail shall not deliver the ID Verification Item; if appropriate in the circumstances, Royal Mail shall hold the ID Verification Item at a Customer Service Point, pending collection or further delivery request from the Intended Recipient;
- (d) in the absence of collection or successful redelivery (on request from the Intended Recipient) within 18 days for an ID Verification Item, the ID Verification Item will be returned to the sender at no additional cost.

- (e) on collection by the Intended Recipient from the Customer Service Point or redelivery (on request from the Intended Recipient), the same ID verification process described in 4.1(a) above shall apply; and
- (f) in all other respects other than as described above, the delivery of the ID Verification Item shall be subject to and governed by the relevant General Terms (including without limitation delivery times and requirement for a signature).

5 TERMINATION AND CHANGES

5.1 At any time and for any reason whatsoever:

- (a) either you or Royal Mail may terminate these ID Verification T&Cs with immediate effect (and therefore the ID Verification Service will cease to be available) by giving written notice to the other party; or
- (b) Royal Mail may change these ID Verification T&Cs immediately and without providing you with notice except if Royal Mail makes any changes to the ID Verification Surcharge in which case Royal Mail will provide you with 30 days written notice prior to such change,

and in either instance, to the maximum extent permitted by law, neither you or Royal Mail (as applicable) shall under any circumstances owe each other any liability whatsoever (whether under contract, tort, statute or any other law) as a consequence of exercising either of its rights under paragraphs 5.1(a) or 5.1(b) above.

5.2 The termination of:

- (a) these ID Verification T&Cs shall not automatically terminate the General Terms which shall continue to be governed by their own terms; and
- (b) the General Terms for any reason shall result in these ID Verification T&Cs being immediately terminated (from which point the ID Verification Service will cease to be available to you).

5.3 If these ID Verification T&Cs expire or are terminated, we will each continue to retain our rights against each other existing at the date of such expiry or termination.

5.4 If we receive an ID Verification Item after these ID Verification T&Cs have terminated or expired, or if we are in possession of an ID Verification Item at the time these ID Verification T&Cs have terminated, we may, at our absolute discretion deliver, or return such ID Verification Item either at a charge which we determine or at a charge which we agree with you.

6 ROYAL MAIL'S LIABILITY

6.1 Royal Mail's liability in respect of the ID Verification Item and the ID Verification Service shall be governed by the General Terms which relate to the ID Verification Compatible Product you have used as part of the ID Verification Service, including without limitation terms in respect of maximum compensation, exclusions, limits and refunds.

6.2 Notwithstanding any other provision of these ID Verification T&Cs, Royal Mail does not exclude any liability relating to personal injury or death caused by our negligence, or for any losses which are caused by Royal Mail's fraud or fraudulent misrepresentation.

- 6.3 Royal Mail shall not be liable where any person including without limitation you, the Intended Recipient or the individual providing the Relevant ID has been fraudulent or dishonest in any way, including by misrepresenting themselves or their identity or by presenting a fake Relevant ID.

7 APPLICATION OF SPECIFIC TERMS

- 7.1 Unless otherwise expressly stated in these ID Verification T&Cs, the Specific Parcel Terms and General Terms that apply to the relevant Royal Mail Special Delivery Guaranteed Product used by you as part of the ID Verification Service will apply to ID Verification Service in addition to these ID Verification T&Cs.

8 GENERAL

- 8.1 A person who is not a party to these ID Verification T&Cs has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms but this does not affect any right or remedy of a third party which exists or is available apart from that Act.
- 8.2 These ID Verification T&Cs are subject to and shall be construed in accordance with English law and the English courts shall have exclusive jurisdiction to settle any dispute arising out of or in connection therewith.
- 8.3 Except as expressly varied, all terms and conditions of the General Terms shall continue unamended and remain in full force and effect.