

Royal Mail Single Collection terms and conditions

If you require a single rather than regular collection of mail then subject to availability of resources we can provide you with that service in accordance with the terms and conditions set out below.

1. Definitions

collection point: the location, as agreed between us, at which you will make your mail available to us for collection

collection time: the time we agree to collect your mail

you, your: you the customer

we, us: Royal Mail Group Limited

2. Providing the Services

- 2.1 We aim to collect each posting from the **collection point** within 10 minutes of the **collection time**.
- 2.2 All mail must be available to us to collect ten minutes before the collection time until ten minutes after it.
- 2.3 If you need any equipment you must tell us well in advance and is subject to acceptance by us. We can deliver equipment such as sacks and yorks at the same time as we make a collection, but you cannot use that equipment when giving us items for that collection.
- 2.4 We will only accept up to 200 loose items.

3. Your duties

- 3.1 You must allow us and each of our employees, contractors, representatives and agents to enter your premises safely to provide the services and you agree to pay us for any costs (including legal costs) expenses, claims, losses, damages and awards we have to pay because you have not done this.
- 3.2 We will only collect your mail from the main access point to the premises. If yours is a multi-occupancy address, we will only collect your mail from the main reception of the building, unless we have made other arrangements with you.
- 3.2 You must book same-day single collections by 12:00 noon on the intended day of collection,
- 3.3 If your mailing consists of more than 4,000 letters or 1,000 large letters or packets, you must book your collection at least 24 hours before the collection time. You can find out more about letters, large letters and packets at www.royalmail.com.
- 3.4 Your mail must be ready for collection at 13:00, although exceptionally we may be able to agree to a later collection time.
- 3.5 An individual bag must not weigh more than 11kg. Yorks must not exceed 250kg in weight.

- 3.6 If your mail is not ready by the collection time we will not be able to wait, but we will still charge you as if we had made the collection.
- 3.7 You must make sure access barcodes are clearly visible to our driver for swiping at the time of collection.
- 3.8 If you need to cancel your Single Collection you must do so 12:00 on the day of collection, otherwise we will still charge you as if we had made the collection.

4. Charges

- 4.1 You agree to pay the charges by credit or debit card when placing the order or franking impression on collection. (We prefer you to use a credit or debit card).
- 4.2 The charges do not include VAT. You must pay any VAT due on the charges.
- 4.3 If you have not paid us when you should have done so, we do not have to collect your mail, but the charges remain payable.

5. Our responsibility to you

- 5.1 If we fail to provide a collection we will not charge you (see 6.)
- 5.2 We will not be responsible for refusing to collect (or process) items which do not meet the terms of this agreement or the relevant terms governing the provision of the particular postal service used.

6 General

Our duties to you are limited to providing the collection service as described in these terms.

If we do not provide the service because of our negligence, we will not charge you, and if you have paid in advance we will reimburse you and this will be our only liability to you except for liability that cannot by law be excluded or limited, such as liability for death or personal injury caused by our negligence.

Please note this does not affect 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 to be collected by us under these terms and conditions, is governed either by a scheme made under the Post Office Act 1969, the Postal Services Act 2000, or a contract with us, and compensation for loss of, or damage to, such an item, or if we deliver an item late is provided for under that scheme or contract and not these terms and conditions. You can find out more about schemes at www.royalmail.com/termsandconditons.



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