

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[®] terms and conditions for the Royal Mail PO Box[®] Service (which is subject to our right to amend the foregoing in accordance with the terms and conditions of this agreement):

Definitions

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

collection location is the location from which you will collect your PO Box mail as confirmed in the confirmation letter you receive from us;

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

rental period means one of the following 3 options: - a rolling 1 month term (for new customers, they must pay 3 months in advance at the initial setup);

- fixed term of 6 months; or
- fixed term of 12 months;

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 **185 Farringdon Road, London, EC1A 1AA**. 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; however other occupants resident at your address can have their mail delivered to your PO Box. You can only rent a PO Box[®] at the sorting office that delivers mail to your address as stated on the form or such other collection location as we may designate.

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.

For any other occupant at your address (aged over 18) who wishes to have their mail delivered to your PO Box, they also need to provide two different original proof of address documents, which are not less than 3 months old. We will also require them to submit a consent form. Please see the form for a full list of the proof of address documents we currently accept.

We will return original proof of address documents back to you. 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.

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

For new customers, where you select a rolling 1 month rental period you must pay for the first three months in advance. A completed paper direct debit mandate must be submitted with your form for subsequent monthly payments no later than 14 days after the start date of the service. If you fail to submit your direct debit mandate on time, we reserve the right to suspend the service or terminate this agreement.

The charges for all rental periods must be paid in advance in the following manner:

- if you have completed an online form, by credit card or debit card;
- if you have completed a paper form, by cheque,

- postal order or direct debit; or if you have applied 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 and 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 mailbox 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 in your PO Box® to inform you if we return the items to the sender.

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 collection location (as notified to you in your confirmation letter). Please check the opening times of your collection location before attempting collection of mail.

You may collect your mail during the hours your collection location is open to members of the general public.

We will only deliver or hold (as applicable) items that are sent using our postal services (excluding Parcelforce Worldwide). We will have no liability in relation to any item which is delivered to your PO Box® by a third party.

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 PO Box holder's name will be transferred to the PO Box® unless another occupant of your address has also requested that their mail is delivered to your 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. For businesses, all mail addressed to your normal street address will be held.

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 move, we may require you to cancel your PO Box® and re-apply for a new PO Box® using your new address.

If you plan to move, you must give us no less than one month's notice.

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. If we do receive payment before expiry of the rental period, you will enter into a new rental period immediately after the expiry of the current rental period. The terms and conditions that apply to the new rental period shall be those displayed on our PO Box webpage (www.royalmail.com/pobox) immediately prior to the commencement of the new rental period.

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

These terms and conditions and our Privacy Notice at www.royalmail.com/privacy-notice explain how we use information about you or other individuals ('personal data') to provide the service. By giving us any other individual's personal data in your application you confirm that you have told that individual:

- you have done so; and
- how to find out how we will use that personal data.

If you are a business applying to rent a PO Box[®], your business name may be associated with the PO Box[®] and available on the national address database we produce, the Postcode Address File (PAF), which is publicly available.

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 www.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.

If you wish to cancel your PO Box at the end of the fixed term, we require 14 days written notice, failing which the term will automatically, renew and you will be liable for payment of another fixed term.

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 us 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.

Matters beyond our reasonable control

Sometimes we may not be able to provide the service, or we may need to change how we provide the service because of something beyond our reasonable control. The following events and circumstances will be deemed beyond our reasonable control: war, acts of terrorism, extreme weather conditions, earthquake, fire, flood, traffic congestion, mechanical breakdown (including of machinery, equipment, and vehicles), any public or private road being blocked, industrial action (including by our workforce), epidemic, pandemic, governmental actions and any other event or circumstances beyond our reasonable control whether similar or dissimilar to any of the foregoing.

If any of the events described in the paragraph above happen, we will not be liable at all to you for any breach of this agreement (or any other failure or delay in the performance of our obligations) arising out of or caused by such events.

We will try to notify you promptly about any event which affects our ability to provide the service and we will try to resume our obligations as soon as reasonably possible.

If we are not able to carry out our duties fully for more than 4 weeks in a row, you can end this agreement by giving us notice.

Changes to the service and terms of this agreement

We can make the following types of change to the service or the terms of this agreement and if we do so we will give you at least thirty (30) days' notice:

- making the terms of the agreement clearer to you;

- changes to pricing structure or prices which may include increases or reductions in the charges for the service (any increase shall not be applied retrospectively);
- providing for the introduction of new systems, services, changes in technology and changes to products;
- how you access the service (including, for example, a change in your collection location, or the accessibility and opening times of your collection location);
- the rental period options available;
- the number of collections permitted, or deliveries made; and
- rectifying any mistakes that may be discovered in due course.

As we cannot predict precisely why we might need to make changes to this agreement, we may also make changes for reasons that are not detailed above.

If you do not wish to accept any such change, you can give us written notice to terminate this agreement before the change takes effect and receive a pro-rata refund for any service you have paid for in advance, but have not yet received.

We can also make the following types of changes to the service or the terms of the agreement, but we will not be required to give you notice of these changes and you will not have the right to terminate the agreement:

- to reflect changes in relevant laws and regulatory requirements; and to make improvements or minor adjustments. These are changes that don't have a material adverse effect on your use of the service.

Contacting us

If you wish to contact us our Customer Services team can also be contacted by business customers on 03457 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,

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:

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.

If any provision or part-provision of this agreement is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this agreement. 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