

services and fees

Renting a PO Box

Basic fees for rental of a collection only PO Box:

6 months **£95.00 for each PO Box**

1 year **£170.00 for each PO Box**

Additional services and fees

When available, each of the additional services can be offered for an extra fee as shown below:

6 months **£110 for each PO Box with delivery or £130 for each PO Box with transfer of street addressed mail**

1 year **£200 for each PO Box with delivery or £240 for each PO Box with transfer of street addressed mail.**

The additional services, described to the right are: Delivery, Transfer of non-PO Box mail (collection only), Early Collection / Night Time Collection, and Locked Boxes.

These charges may be amended from time to time and details may be found at www.royalmail.com

The charges do not include VAT. You must pay any VAT due on the charges.

Although correct at the date this leaflet went to print (2011), postal fees and other conditions are subject to revision from time to time and services may be added to or withdrawn. Up-to-date information may be obtained by contacting your Royal Mail Sales Centre

April 2011
Royal Mail, the Cruciform and the colour red are registered trade marks of Royal Mail Group Ltd. Royal Mail Group Ltd, registered in England and Wales, number 4138203, registered office: 100 Victoria Embankment, London, EC4Y 0HQ. © Copyright Royal Mail Group Ltd 2011.

POB APR 2011 © Royal Mail Group plc 2011. All rights reserved

Delivery: we can deliver the contents of your PO Box to your street address. Delivery can only be to the address given on the form. On the form, please specify whether you would like your mail delivered Monday to Friday or Monday to Saturday.

Transfer of non-PO Box mail (collection only): 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 box.** However, all other mail will be delivered as addressed, unless a Royal Mail Redirection Service is in operation.

Early Collection / Night Time Collection

We offer out of hours collection services. However, these services are very limited and only available in certain locations. Please contact your Royal Mail Sales Centre on 08457 950950 for more details. There is a separate application form for these services.

Locked Boxes

We offer a locked box service, however, this is limited and subject to availability. For enquiries on this service please call your Royal Mail Sales Centre. The prices are £156 for 6 months and £250 for 12 months. These prices exclude VAT.

All additional services are subject to the 'Conditions of service and fees' set out above.

applying for a PO Box

conditions of service and fees



Please retain this information for future reference



conditions of service and fees



Our **agreement** with you is made up of the 'applying for a PO Box application form' (**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:

service: means the PO Box service to be provided by us to you

you or your: means you the customer

we or us: means Royal Mail Group Limited

Renting a box

To be eligible to rent a PO Box, you must work or live at a permanent UK address as detailed on the form and be over sixteen. 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.

You must pay the correct fee in advance for the service, as set out in this agreement.

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

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 reasonable notice.

If you want your PO Box address to be abbreviated, you must ensure that you comply with all legal requirements (particularly those on the disclosure of the full name and address of a business). Please note that we cannot advise you on your legal obligations.

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 may contact you first. If you do not collect mail for three consecutive months, we may cancel the box without notice.

It is your responsibility to check your mail box regularly for Recorded Signed for or Special Delivery items.

Recorded Sign for and Special Delivery items that have not been collected within 18 days will be returned to the sender.

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 box. However, all other mail will be delivered as addressed, unless it is being redirected using the Royal Mail Redirection Service or Diversion Service.

We will give you an authority card as your proof of identity, which you must bring with you to collect your mail. Please check the opening times at your local delivery 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.

When your address changes

Your PO Box is linked to your street address. If your street address changes, so will your PO Box details. If you plan to move permanently out of the sorting office area where the box is held, you must give one month's notice of the change and the box will be cancelled. If it is cancelled you will need to re-apply for a new one using your new address.

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, the rental is deemed to have ended and you will no longer have the facility.

When the service ends

After the rental period has expired or the service has been withdrawn, we may return incoming mail addressed to it to the sender or otherwise dispose of it.

Disclosure of information

We reserve the right to give the address (and title) of the PO Box holder to any enquirers, (and you consent to this) and this information will be 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.

Cancelling the box

To cancel the box before the end of the rental period, you must give at least a month's written notice to PO Box Team, Dearne House, Cortonwood Drive, Brampton, BARNSELEY S73 0UF

Fees are not refundable.

Withdrawal of the service

We reserve the right to withdraw the service immediately and without prior notice and for any reason, including breach by you of any of the terms of the agreement, or where we believe our reputation could be brought into disrepute.

Misuse of box

The box must not be used for any illegal or fraudulent purpose.

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.

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 the agreement to be invalid, illegal or unenforceable, this will not affect the other parts of this agreement.

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 or delayed. 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.

Our duties to you under this agreement and arising in relation to it are limited to providing the service in accordance with the agreement.

If we do not provide the service because of our negligence, we will credit you on a pro rata daily basis for each working day when we did not provide the service 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.

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 under our postal services, which are subject to this agreement 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, or damage to, such an item, or if we deliver an item late is provided by that scheme or contract and not this agreement. You can find our more about the schemes at www.royalmail.com/termsandconditions.

This agreement is governed by the laws of England and Wales and the relevant courts of the United Kingdom will have exclusive jurisdiction in relation to this agreement.