

# Business Redirection during Covid-19

## What the service offers

Jersey Post's business mail redirection services enables customers to have their mail redirected to an alternative address in Jersey, the UK or internationally for up to six months. The cost of the service depends on the length of the redirection, the redirection destination and the number of different business names involved.

**To redirect mail without the authority of the addressee is a criminal offence.**

To apply for this service please complete this form and return it with your ID to Customer Care, Jersey Post Head Quarters, Rue des Pres, JE1 1AA or email [business@jerseypost.com](mailto:business@jerseypost.com)

Payment can be made by calling 616590 or if you have a business account with Jersey Post we can invoice your account. No payment is required if you already pay for a morning and/or afternoon postal collection.

Processing will take two working days.

**Please note:** If you are an existing Business Account customer, please contact [business@jerseypost.com](mailto:business@jerseypost.com) prior to filling out this form.

## 1. Name and address details

PLEASE COMPLETE IN BLOCK CAPITALS.

### Applicant

#### Name of business or organisation

  
  


### Abbreviations

Please write any abbreviations for the organisation and subsidiaries - no charge is made for abbreviations

  
  


If you are a sole trader and you are also requesting redirection of your personal mail, please complete this section.

Title	First name <i>Include abbreviations and other names you are known by.</i>	Surname	Other initials
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### Connected entities

If you wish to apply for redirection of any Connected Entities, please attach a schedule of all relevant details. Please put any additional subsidiary names on a blank sheet of paper and attach to this application.

It is very important that you let us know any abbreviations or other names that the company may be known by, so that we can be sure to redirect all relevant mail.

### Business type

Limited Company  Partnership  Sole Trader  Club, Society, Charity or Voluntary Organisation

## 2. Details of your move

**Old address** where mail is sent to now:

Building name / no:

Address:

**New address** where you want mail redirected to:

Building name / no:

Address:

### In case we need to contact you

Date you are moving from your old address:

Telephone number:

Mobile number:

Email address:

You must give us correct postal addresses and postcodes. To check your correct address, please contact our Customer Care team on 616616 or visit our website at [www.jerseypost.com](http://www.jerseypost.com)

## 3. How long is the redirection for?

**Start date** We need at least two working days from receipt of your application to set up your redirection.

### Please redirect my/our mail for

You will be able to renew your Redirection at the end of this period. We can only redirect mail from a PO Box for up to six months.

1 month  3 months  6 months

Jersey Post reserves the right to refuse to redirect mail, to end the agreement at any time or to withdraw the service.

## 4. How much does it cost?

Use the table to find out the cost per organisation that applies to your redirection. Then multiply the number of connected entries involved.

	LOCAL REDIRECTION	UK, IOM AND OTHER CI REDIRECTION	INTERNATIONAL REDIRECTION
<b>Up to 1 month</b>	£24.50 per business name	£66.00 per business name	£95.50 per business name
<b>Up to 3 months</b>	£51.00 per business name	£142.50 per business name	£196.00 per business name
<b>Up to 6 months</b>	£89.50 per business name	£246.00 per business name	£337.50 per business name

**Amount you are paying:**

£

## 5. Documentation you need to provide

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We take the security of your mail very seriously. In order for us to verify your application, we require a copy of personal identification. To redirect mail without the authority of the addressee is a criminal offence.

## 6. Declaration and signature

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I declare that I have full authority to redirect the mail of the business or organisation(s) named in section 1. I agree to the Terms and Conditions of the Business Mail Redirection Service.

**Please note that it is a criminal offence to apply to redirect mail without the authority of the addressee.**

I/We also wish to use the Business Redirection service for the attached schedule of Connected Entities (any Associated Company, Named User, Subsidiary, or other business name used by the Client). I/We also agree to abide by the Terms and Conditions relating to the use of a Business Redirection service by these Connected Entities.

Name	Position	Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please note that Jersey Post reserves the right to request further information and documentation in relation to the Client and any Connected Entity in order to satisfy its compliance procedures.

# Jersey Post business redirection of mail terms and conditions

## 1. Definitions used in these Terms and Conditions

“**Associated Company**” means in relation to a body corporate, any body corporate which is a subsidiary or a holding company of that body corporate or a subsidiary of any such holding company and any individual, partnership or other unincorporated association or firm which has direct or indirect control of that body corporate, and any body corporate which is directly or indirectly controlled by any such individual, partnership or other unincorporated association or firm, and means in relation to an individual, partnership or other unincorporated association, any body corporate directly or indirectly controlled by that individual, partnership or other unincorporated association or any partnership of which that individual is a partner or any body corporate of which that individual is a director, shareholder or employee or any trustee of a trust of which that individual is a beneficiary.

“**Application Form**” means the application form for the Service.

“**Client**” means the person or the corporate entity agreeing to these Terms and Conditions with Jersey Post.

“**Jersey Post**” means Jersey Post Limited of Postal Headquarters, La Rue Grèllier, La Rue Des Pres Trading Estate, St Saviour, Jersey JE2 7QS and which shall, where the context allows, include its successors and any assigns.

“**Connected Entity**” means (1) any Associated Company, or (2) any Named User, or (3) any Subsidiary company, or (4) any business name used by the Client or by any Associated Company, Named User or any Subsidiary company,

“**Named User**” means any person or entity obtaining the benefit of the Service on behalf of the Client and not being an Associated Company, including clients and customers of the Client.

“**Service**” means the Redirection of Business Mail Service.

“**Subsidiary**” means the meaning given to it under Article 2 of the Companies (Jersey) Law 1991.

“**Terms and Conditions**” means these terms and conditions.

“**Terms of Business**” means Jersey Post’s Terms of Business, a copy of which is available at [www.jerseypost.com](http://www.jerseypost.com), as amended from time to time.

## 2. Using the Redirection of Business Mail Service

### Application Form

Completion of the Application Form by the Client indicates agreement by the Client with these Terms and Conditions. Jersey Post has the right to refuse any application for the Service. All addresses must be correct and contain the correct postcode- for full and correct address details please contact the Business Relations Team on 616590 or email [business@jerseypost.com](mailto:business@jerseypost.com).

### Service and period of redirection

Jersey Post will commence the Service on the ‘Start Date’ set out in section 3 of the Application Form. Correctly addressed mail will be redirected to the “New Address” set out in section 2 of the Application Form. Mail which is not correctly addressed may not be redirected. Mail will be redirected for the period indicated in the Application Form.

The maximum period for redirection of mail is 2 years.

### Delay of redirected mail

Due to the additional operational burden associated with the Service, redirected mail may be delayed for up to 24 hours and Jersey Post has no liability for any delay as a result of the Service.

### Authority to redirect mail

The Client acknowledges that it is a criminal offence to redirect or attempt to redirect mail without the authority of the addressee. Jersey Post will refer any suspected unauthorised redirection to the appropriate authorities.

### Client’s compliance

The Client will ensure that the use of the Service complies with:

- a Jersey Post’s Terms of Business and any schemes and conditions for provision of the Service; and
- b all laws, regulations and requirements applicable in Jersey or, where appropriate, any other law which may be relevant and including, without limitation, laws relating to anti-money laundering activities.

## 3. Variation of the Service

### Mail Jersey Post cannot redirect

Jersey Post cannot redirect the following types of mail:

- mail addressed to an individual personally at a business address. The only exceptions to this are if the individual is a sole trader or if the entire business is moving.
- Special Delivery and Recorded Delivery items when the redirection address is outside the UK or Channel Islands. Please note that any redirection of Special Delivery or Recorded Delivery items within the UK or Channel Islands will not meet any delivery time guarantee which may have originally been placed on the relevant item and Jersey Post has no liability in that respect. Jersey Post will return non-deliverable items to the sender.

- mail on which the sender indicates that the mail is not to be redirected.
- items delivered to your old address by other delivery services and courier companies.
- mail relating to part of a business only (by way of example only: if the main business is staying at one location but a department is moving elsewhere).
- mail which is not correctly addressed.

### Correct form of addressee

If a business operates from a household address, Jersey Post will only redirect mail relating to that business if the relevant item bears the name of the business listed on the Application Form; otherwise the relevant item will be delivered as addressed.

Where the addressee’s name on an item of mail is deemed by Jersey Post, at its sole discretion, to be ‘questionable’, Jersey Post has the right to deliver the item as addressed. ‘Questionable’ addressee details include, without limitation, where the addressee’s name is a nickname, abbreviation or unrecognised trading name or where it is unclear whether an item is intended for the addressee notified on the Application Form.

### Redirecting from a PO Box

Jersey Post will only redirect from a PO Box which has been closed and for a period not exceeding 6 months. However, Jersey Post has the right to defer redirection until agreement from any relevant external authorities has been sought. Jersey Post will not redirect mail from a PO Box to another PO Box (but, to avoid doubt, will redirect from a physical address to a PO Box). Suspension or termination of the Service Jersey Post, at its sole discretion, has the right to suspend, terminate or limit the Service at any time. In particular, Jersey Post may suspend or terminate the Service in relation to any Client at any time if the Client breaches any of the terms of these Terms & Conditions.

### Cancellation of the Service

Any cancellation of the Service by the Client must be made in writing and be signed by all relevant parties, including someone who is authorised to legally bind the business and, where applicable, any Connected Entity. Jersey Post has the right to require verification of such authority.

## 4. Costs

### Charges

The charge for the Service varies according to the duration of redirection, the redirection destination and the number of different Connected Entities involved. The charges will be determined by Jersey Post annually and are subject to review at the discretion of Jersey Post.

### Payment

All payments for the Service must be made at the time of application. Jersey Post will not commence any redirection unless and until payment has been made in full and funds have cleared in respect of such payment.

### Refunds

No refund will be made in respect of a cancellation of the Service by Jersey Post as a result of a breach of these Terms and Conditions by the Client. As the Client chooses the initial period of redirection, no refund will be made where the Client wishes to cancel the Service prior to the date on which the Services are scheduled to end. Any other refund will be entirely at Jersey Post’s discretion.

## 5. Other

### Personal information

By requesting the Service, you hereby authorise Jersey Post to collect, process and store the personal information requested in the Business Redirection Service Application Form and to disclose it to parties who are required to know for the purpose of providing the Service, including any parties related to Jersey Post. Jersey Post is required to comply with data protection legislation applicable in Jersey.

### Due diligence documentation required

Jersey Post requires verification of the identity of the Client who is applying for the Service as set out in section 6 of the Application Form. Jersey Post may also require verification as to the authority of the Client to bind the relevant business and, where applicable, any Connected Entities. The Client must ensure that, in the event of any change to the information contained in such documents, the Client will provide Jersey Post with new documents recording such changes within 30 days of such changes occurring.

### Amendments to Terms and Conditions

Jersey Post reserves the right to amend these Terms and Conditions at any time. The provision of the Service is subject to compliance with these Terms and Conditions and the Client will forfeit all rights by a failure to comply with all or any of these Terms and Conditions.

**For further information, please contact the Business Relations team on 616590 or email [business@jerseypost.com](mailto:business@jerseypost.com).**