

FedEx Courier Service Terms & Conditions

In respect of courier mail items ("Courier Items") the Service is provided by Jersey Post Limited in partnership with FedEx and comprises of the Services listed below.

1. Definition and interpretation:

- a. "Service" means FedEx Courier Service, an express courier service to domestic and international locations operating off the global FedEx network.
- b. "Client" means the customer/business in receipt of the Service.
- c. "Charges" means the current FedEx Business Rate, which is subject to change.
- d. "Discount" means the agreed percentage discount applied to current FedEx Business Rate, reviewed annually and subject to usage.
- e. This Statement of Service is subject to Jersey Post's Terms of Business, a copy of which is available at www.jerseypost.com or on request. Unless otherwise set out in this Statement of Service, defined terms shall have the same meaning as terms defined in Jersey Post's Terms of Business. In the event of any inconsistency between this Statement of Service and the Terms of Business, this Statement of Service shall prevail.

2. FedEx UK and International Priority Service:

The FedEx UK Domestic Service is available to clients wishing to send Courier Items to the UK with guaranteed next day delivery times. Timed options include 9am, 10am, 12 noon and Next Day with certain exceptions for Scotland and remote areas. European and International destinations are accessed via the FedEx International Priority Service and is subject to their standard terms of carriage. This service includes customs clearance support and is suitable for sending items of commercial value. Full detail of the service can be found www.fedex.com/en-gb/home

3. Collection Service

- a. Jersey Post will collect Courier Items originating from the Client by telephone request on **01534 616642** or email ccsr@jerseypost.com before 12 noon on the day of collection.
- b. Collection are made ONCE a day by 5pm.
- c. Collection days are Monday to Friday excluding public and bank holidays.

4. The Client's Obligations

In order for Jersey Post to provide the Collection Service the Client shall:

- a. where, the Collection Service is not arranged for a pre-defined time, call **01534 616642** or email ccsr@jerseypost.com
- b. ensure that the Courier Items are addressed correctly and that the full postcode or zip code is included;
- c. ensure that a return address is included on the Mailing Item in case the item cannot be delivered;
- d. ensure that all necessary documentation, including airway bills and any applicable customs forms are completed in full and correctly affixed to the Mailing Item;
- e. the item(s) are correctly identified as Fedex item(s). Stationery can be ordered from ccsr@jerseypost.com
- f. ensure that the Mailing Item(s) are ready at the beginning of the Collection Time;
- g. ensure that a member of staff is present during the Collection Time; and
- h. be liable for the payment of any taxes and dues as a result of sending commercial items.

5. Jersey Post's Obligations

For the Courier Service Jersey Post shall:

- a. provide the Client with access to all necessary documentation for the relevant service;
- b. if requested, provide the Client with appropriate packaging;
- c. collect the Courier Item(s) from the agreed collection point when requested to do so; &
- d. despatch the Courier Items on the day of receipt, provided that the Client has performed all its obligations under this Statement of Service and subject to the cut-off time for same day despatch.

6. Charges

The standard rate is the Fedex Business Rate (a copy of the prevailing rate is supplied with this document.) Your organisation receives a discount off this rate. This discount is reviewed annually and is subject to usage.

7. Service Level Agreement (SLA)

If you have any issues or concerns regarding an item, please contact fedex@jerseypost.com.

- a. You will receive a confirmation email and a verbal or email response within 2hrs*.
- b. The customer will receive an update of their case before 12 noon each day*.
- c. Where required a Fedex Case Reference will be provided.

*Excluding weekends and public and bank holidays.

8. Returns

All items requested for return will be charged back to the customer's account.