

# Business Delivery and Collections Services Terms & Conditions

## Schedule 1 – The Service

### 1. Definition and interpretation

- a. “**Service**” means Jersey Post’s Business Delivery Services, being a supplementary postal service, offering addressing, delivery and collection services to business customers.
- b. “**Client**” means the customer/business in receipt of the Service.
- c. “**Charges**” means the current Business Delivery Services pricing, which is subject to change.
- d. “**Connected Entities**” a company that falls under the fiduciary responsibility of the client.
- e. This Statement of Service is subject to Jersey Post’s Terms of Business, a copy of which is available at [www.jerseypost.com](http://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. The Service is comprised of the following sections

- a. Addressing Options, being a Client’s Standard Address, or either of the following chargeable options; PO Box Number, and/or Premium Post Code.
- b. Receiving Options, being a Client’s Standard Delivery, or any of the following chargeable options; Collection from Rue des Pres or Broad Street Post Office, or Timed Delivery of either before 9am (Business Direct Premium), or before midday (Business Direct Assured).
- c. Connected Entities, being (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 Connected Entity. Where a client opts to receive no chargeable services there is no requirement to declare Connected Entities.
- d. Further details of the services are available via [www.jerseypost.com/business/receiving/delivery-services/](http://www.jerseypost.com/business/receiving/delivery-services/)

### 3. The Client’s Obligations

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

- a. ensure that all Mailing Items are addressed correctly according to Jersey Post’s Addressing Standards, and that the full postcode or zip code is included;
- b. ensure that the member of staff collecting the mailing items presents the necessary authorisation card and another form of identity bearing a photograph of the individual i.e. company card, driving license, passport;
- c. ensure that a member of staff is present during the scheduled delivery time; and
- d. where appropriate, correctly declare all connected entities for whom mailing items may be received when using a PO Box or Premium Postcode service/ if this authorisation card was to be lost/misplaced a new request form to obtain another authorisation can be obtained from the Business Relations team.
- e. ensure that premises are open and a staff member is available to receive mail within their pre-agreed time of receiving mail.

### 4. Jersey Post’s Obligations

For the Service Jersey Post shall:

- a. Have the right to cancel or delay the Service or adapt the terms of the Service if the Client fails to comply with any of the Terms & Conditions;
- b. provide the Client with access to all necessary documentation for the relevant service;
- c. ensure Client’s Mailing Item(s) are made available for collection, or delivered in line with the agreed timeframes;

## Schedule 2 – Charges

### 5. Charges

An administration fee is charged at the time the service is commenced, and is a non-refundable charge. Additional charges may apply relating to additional services or facilities. The charges will be determined by Jersey Post annually and are subject to review at the discretion of Jersey Post. Details of the Charges can be found at [www.jerseypost.com](http://www.jerseypost.com) or by calling the Jersey Post Business team on **01534 616617**.

#### a. Connected Entities

A further rental charge is applicable based on the number of Connected Entities using either the PO Box Number or Premium Postcode service. A schedule of the current charges is available on request. The Client may be required to certify that the number of Connected Entities is correct.

Any increase in the number of Connected Entities using the Service at any one time must be notified to Jersey Post within 7 days. Jersey Post may also require these additional Connected Entities to comply with its compliance procedures in place at that time as per Jersey Post’s Terms of Business.

### 6. Refunds

No refund will be made in respect of the Service:

- a. surrendered by the Client at any time; or
- b. suspended or terminated by Jersey Post following a breach of these Terms & Conditions by the Client.