Mail Boxes Etc. Shipping Terms and Conditions of Carriage Version 1.7 (valid from May 2018)

1) The Mail Boxes Etc. Franchise ("the Company") acting as forwarding agent for the Customer requesting and paying for the service ("the Customer") will receive from the Customer the goods to be carried ("the Goods") and arrange for their carriage by an appropriate carrier ("the Carrier").

2) This agreement supersedes all previous agreements, arrangements and undertakings between the parties and constitutes the whole agreement between the Customer and the Company. These Terms and Conditions will prevail notwithstanding any conflict with the terms and conditions in any order or contract submitted by the Customer in respect of other services provided by the Company.

3) The Customer acknowledges that the carriage of the Goods will be on the standard terms and conditions of the Carrier and that any Enhanced Cover provided will be on the standard terms and conditions of the provider. Copies of all terms and conditions are available from the Company on request.

4) The Customer shall provide a full and accurate postal address, including the postcode, and contact telephone number and where appropriate VAT number of both the consignee and the sender. The Company shall provide a commercial/pro forma invoice if required and will retain copies of both these and a Parcel Shipping Order as these will be required to support any claim.

5) The Company’s liability is limited to the level stipulated in the Carrier’s current terms and conditions or, if greater, the value of the Goods declared by the Customer ("The Value"), subject to the payment of the Enhanced Cover compensation fee as specified on the Parcel Shipping Order. No compensation is payable for consequential loss unless specifically requested, defined, agreed and paid for under Enhanced Cover.

6) Prohibited Goods

5) Foodstuffs and beverages requiring refrigeration or other environmental control

2) Money (cash - except numismatic/collectable coins and notes, stamps - except philatelic items and negotiable instruments equivalent to cash such as endorsed stocks, bonds, letters of credit and banker’sdrafts)

3) Class Two: Gases compressed, liquefied or dissolved under pressure

7) Drugs, including prescription drugs

1) Shipments requiring any special licence or permit for transportation, importation or exportation, except where the Customer provides the appropriate licence and subject to the Terms and Conditions of the Carrier.

2) Class Five: Oxidising substances and organic peroxides

3) Class Three: Flammable liquids

4) Class Four: Flammable solids

5) Class Five: Oxidising substances and organic peroxides

1) Shipments are delivered to the consignee's address. There is no obligation to deliver a shipment to the consignee personally. The Company may deliver to someone other than the person who signed for the goods.

2) Duty and taxes are controlled by the country of destination and are subject to change without notice. The Company cannot predetermine the amount of duty and tax for a given shipment.

3) Duty and Taxes as well as other charges including, but not limited to, customs penalties, storage costs, or other expenses incurred as a result of an action by customers or failure by the carrier to provide proper documentation or to obtain a required license or permit, will be charged to the consignee. The Customer, however, is liable for payment in the event of non-delivery of the package due to the consignee, or which for any other reason cannot be delivered, will be either abandoned or returned to the Customer at the Customer’s cost, and in the event, the Carrier is liable for all shipping and other applicable charges specified, including any duties and taxes if levied.

4) The Company shall not be liable in respect of any parcel where any person has been fraudulent or dishonest in any way in respect of that parcel or misrepresents his/her authority to receive a parcel on the consignee’s or the Customer’s behalf.

5) The Company shall not be liable to pay compensation for loss of, or damage to a parcel:

i) due to latent or inherent defect, vice or natural deterioration of items;

ii) containing Goods covered by specific exclusions;

iii) containing tickets, (including without limitation airline tickets, tickets for any mode of transportation, or coupons which are exchangeable for goods or services).

6) Any claim for loss or damage to goods shall be limited to the value as confirmed by satisfactory written or printed evidence. Such compensation will not exceed the value declared by the Customer and carries an absolute limit of £25,000 per consignment. The Customer will be required to prove the value.

7) The Company shall not be liable to pay any refund or compensation in respect of a parcel containing restricted or prohibited goods, a list of which is available from the Company upon request, to the extent that such goods are not covered by insurance.

8) The Company shall not be liable in any circumstances for any claim which relates to seizure or detention of the Goods in the course of transit by customs or other government authorities.

9) In relation to electronic items sent by the Customer, the Company shall not be liable for any mechanical or electrical fault if there is no evidence that the Goods have been physically damaged.

10) In accordance with applicable regulations in various jurisdictions the Company or the Carrier is required to undertake X-ray screening. The Company or the Carrier may undertake such screening and the Customer and consignee hereby waive any possible claims for damages as a result of screening.

11) The Company shall not be liable for any mechanical or electrical fault if there is no evidence that the Goods have been physically damaged.

12) The Company shall not be liable for any loss or damage to the Goods, collected by or on behalf of the Company, in transit to the Company’s premises, or held in trust for the Customer at the Company’s premises except where the Company is able to prove, to the Customer’s satisfaction, that the failure was caused by the Carrier and not by the Company.

13) All complaints shall be submitted to the relevant Packaging Material and Handling charges will pack the Goods to the standard required by the Carrier. Compensation up to a maximum of £75 per consignment will be payable for loss or damage to a parcel packaged by the Company except where the Customer has paid an additional fee for Enhanced Cover.

14) The Company shall not be liable for any other consequential packaging and shipping charges will be payable by the Customer.

15) The Customer acknowledges that the Carrier’s packaging standards for pressure, shock, vibration, temperature and compression have been explained by the Company and that the Customer accepts that, in the event of non-delivery of the package due to the consignee, or which for any other reason cannot be delivered, will be either abandoned or returned to the Customer at the Customer’s cost, and in the event, the Customer is liable for all shipping and other applicable charges specified, including any duties and taxes if levied.

16) The Customer shall not be liable to pay compensation for loss of, or damage to a parcel:

i) due to latent or inherent defect, vice or natural deterioration of items;

ii) containing Goods covered by specific exclusions;

iii) containing tickets, (including without limitation airline tickets, tickets for any mode of transportation, or coupons which are exchangeable for goods or services).

17) The Company shall not be liable for any mechanical or electrical fault if there is no evidence that the Goods have been physically damaged.

18) The Company shall not be liable for any loss or damage to the Goods, collected by or on behalf of the Company, in transit to the Company’s premises, or held in trust for the Customer at the Company’s premises except where the Company is able to prove, to the Customer’s satisfaction, that the failure was caused by the Carrier and not by the Company.

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i) due to latent or inherent defect, vice or natural deterioration of items;

ii) containing Goods covered by specific exclusions;

iii) containing tickets, (including without limitation airline tickets, tickets for any mode of transportation, or coupons which are exchangeable for goods or services).

20) Any claim for loss or damage to goods shall be limited to the value as confirmed by satisfactory written or printed evidence. Such compensation will not exceed the value declared by the Customer and carries an absolute limit of £25,000 per consignment. The Customer will be required to prove the value.

21) The Company shall not be liable to pay any refund or compensation in respect of a parcel containing restricted or prohibited goods, a list of which is available from the Company upon request, to the extent that such goods are not covered by insurance.

22) The Company shall not be liable in any circumstances for any claim which relates to seizure or detention of the Goods in the course of transit by customs or other government authorities.

23) In relation to electronic items sent by the Customer, the Company shall not be liable for any mechanical or electrical fault if there is no evidence that the Goods have been physically damaged.

24) In accordance with applicable regulations in various jurisdictions the Company or the Carrier is required to undertake X-ray screening. The Company or the Carrier may undertake such screening and the Customer and consignee hereby waive any possible claims for damages as a result of screening.

25) The Company shall not be liable for any mechanical or electrical fault if there is no evidence that the Goods have been physically damaged.

26) In relation to electronic items sent by the Customer, the Company shall not be liable for any mechanical or electrical fault if there is no evidence that the Goods have been physically damaged.

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43) The Company shall not be liable in any circumstances for any claim which relates to seizure or detention of the Goods in the course of transit by customs or other government authorities.

44) In relation to electronic items sent by the Customer, the Company shall not be liable for any mechanical or electrical fault if there is no evidence that the Goods have been physically damaged.

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46) Cash-on-delivery shipments

47) Toxic and infectious substances

48) Radioactive material

49) Corrosives

50) Miscellaneous dangerous goods