



MY MAILBOX SERVICE CLICK N COLLECT SERVICE

Completed forms can be emailed to hello@my-mailbox.co.uk

CUSTOMER REGISTRATION FORM

MyMailbox office use only

Customer registration number:

First name:

Last Name:

Address:

Post Code:

Mobile:

Email:

Tick if you you require a low level locker.

Proof of address included?

Yes

No

P.O.A must be a valid utility bill (6 months old or less) with the same address as detailed above. You can attach a copy here or you can call into the office and our staff will scan the P.O.A and attach to the completed registration form.

Photographic ID included?

Yes

No

ID must be either a valid UK, Irish or EEA passport or driving licence, an Electoral Identity Card, a Student Card or a Translink SmartPass. You can attach a copy here or you can call into the office and our staff will scan the ID and attach to the completed registration form.

Terms and conditions read and signed?

Yes

No

Failure to comply with the terms and conditions will result in withdrawal of this service. The company's decision is final.

I am happy to receive email communication from My Mailbox Services Ltd to include parcel delivery notifications and marketing information.



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TERMS AND CONDITIONS

- 1) Pre-registration for this service is essential and is available only to those aged **18 years** and over. No delivery will be accepted until pre-registration and acceptance of 'Terms and Conditions' is complete.
- 2) My Mailbox Services Ltd reserves the right to refuse any parcel in the following circumstances:
 - Parcel size exceeds 600mm x 600mm x 300mm.
 - Parcel is damaged or wet.
 - The delivery address is anything other than '**ClicknCollectAt**', **My Mailbox Services Ltd, 6 Margaret Street, Newry, Co. Down, BT34 1DF**'.
 - The customer's name does not exactly match a valid registration on our system.
- 3) Customers must agree with the supplier / courier prior to delivery to pay any charges, both delivery and additional, incurred from the delivery and transit of their parcel.
- 4) The following goods and materials will not be accepted and are excluded from the 'Click & Collect' service:
 - Ammunitions or Firearms; Gases; Pyrotechnics; Toxic Substances;
 - Noxious or Corrosive substances; Controlled Substances, including any classification of illegal drugs; Explosives; Dangerous or hazardous goods or goods likely to cause damage.
 - Live Animals; Perishable Foodstuffs; Live Plants.
- 5) Should the customer nevertheless deliver any such goods in a parcel to My Mailbox Services Ltd, the customer shall be liable for any and all loss or damage caused by, or in connection with the goods however arising and shall indemnify My Mailbox Services Ltd against all penalties, charges, damages, costs and expenses whatsoever arising in connection therewith and the goods.
- 6) Insurance limit of £150 applies to all parcels.
- 7) Goods with a value in excess of £150 must be insured separately by the customer.
- 8) My Mailbox Services Ltd reserves the right to open any parcels that are addressed to the 'ClicknCollectAt' but are missing the customer's name. The parcel will be opened for the sole purpose of documenting the contents so as to help identify the rightful owner. The parcel will be photographed upon opening and then carefully re-sealed.
- 9) Lockers are supplied up to a time limit of **72 hours**. After this time the customer will be notified and informed that the goods will be moved to the My Mailbox Services Ltd 'Customer Collect' area. Collection from the 'Customer Collect' area requires photographic ID and a copy of the delivery email. Parcels held in 'Customer Collect' for longer than 30 days will be disposed of.

- 10) Without prejudice My Mailbox Services Ltd can, under no circumstances accept liability for any delay in the delivery of parcels.
- 11) My Mailbox Services Ltd will not accept any liability for any detention of parcels or for any sub-sequential loss, damage or deterioration arising out of such detention.
- 12) My Mailbox Services Ltd will not be liable for any loss or damage to any parcel or for the loss or non-delivery of any parcel; or for the loss, damage or detention or any part thereof however caused, unless My Mailbox Services Ltd is advised thereof in writing, of the fact of the loss or damage or mis-delivery (as the case may be) within 7 days of the loss, damage or mis-delivery occurring and a quantified claim is made in writing within 28 days of the occurrence.
- 13) My Mailbox Services Ltd shall not be liable for loss or damage to any part of any parcel; or for the loss or non-delivery of the whole of any parcel, or for damage, delay or detention of any part therefore however caused, if the parcel is not correctly labelled with a registered customer's name and the correct My Mailbox Services Ltd address.
- 14) Goods remain the property of the customer at all times and customers must agree to ownership of such goods even whilst in the possession of My Mailbox Services Ltd.
- 15) Parcels should only be collected by the person registered to use this service. Customers should ensure that the parcel is in fact addressed to them and if not, any queries should be directed immediately to the Customer Service desk which can be reached at support@my-mailbox.co.uk.
- 16) No variation, extension or cancellation of these terms shall be binding upon My Mailbox Services Ltd unless it has been confirmed in writing by us prior to the parcel being delivered. No person other than the Managing Director has authority to negotiate or enter into any commitment on behalf of My Mailbox Services Ltd 'Click & Collect'.
- 17) A person who is not party to these terms shall have no right to enforce any part of these terms under the Contracts (Rights of Third Parties) Act 1999.

Failure to comply could result in withdrawal of the service for the customer.

My Mailbox Services Ltd management decision is final.

By signing these Terms & Conditions you are agreeing to all of the above.

Signature _____

Date _____

ID UPLOADS:

Proof of Address ID

Photographic ID

