

Mailbox Rental Terms & Conditions

City Address Limited



Subject to the customer (“the customer”) observing the Terms and Conditions set out below, City Address (“the company”) agrees to provide a mailbox service (“the mailbox service”) to the customer for the term (“the term”) at the premises (“the premises”) specified in the mailbox agreement (“the agreement”) upon receipt of the payment (“the payment”)

1. The mailbox service provided by the company will consist of the following services:
 - a. The company will provide the customer with a mailbox at the premises for which the customer will pay any applicable registration fee as specified in the mailbox rental agreement.
 - b. Where a physical mailbox is requested at the premises the company will provide the customer with a key to that mailbox for which the customer will pay a key deposit fee, refundable on the return of the key promptly at the end of the term.
 - c. Where a virtual address is requested at the premises the customer can collect mail from the sales counter during normal business hours.
 - d. Where 24 hour access is available at the premises and requested by the customer, the company will provide the customer with door entry access for which the customer will pay a 24 hour access fee.
 - e. The customer may use the mailbox service address provided by the company as the registered address at companies house, provided that the customer complies with the Companies House requirements and pays the relevant registered address fee to the company.
 - f. The company will receive on the customers behalf all pre-paid mail addresses to the customer at the premises and deposit the same in the customer mailbox, mail the same available for the customer collection from the sales counter, or forward the same onto an address of the customer choice using the service specified by the customer at a frequency specified by the customer.
 - g. The company will receive on the customers behalf items of special, registered or recorded delivery mail. If the customer refuses to accept any such item, the customer will pay any costs or fees associated with its refusal or return.
 - h. The company will receive items requiring cash on delivery, subject to the customer making advance arrangements for their receipt and payment by the customer to the company’s satisfaction.
2. Payment for the mailbox service is payable in full in advance. The customer may terminate the mailbox service at any time. There will be no refund for early termination by the customer.
3. The company may in its absolute discretion refuse to accept delivery of any item for any reason, including by without limitation that

- a. There is no or insufficient prepaid postage; or
 - b. In the company's opinion delivery of such item is in breach of condition 7; or
 - c. The customer is using the mailbox service for the delivery of unreasonably large items of mail or an unreasonable volume of items of mail; or
 - d. If the mailbox is being used for the storage or delivery of items of value; or
 - e. The customer has failed to make a payment due to the company
4. If the customer breaches any of these terms and conditions, the company may terminate the mailbox service forthwith. The customer following termination hereby authorises the company at the company's absolute discretion either to retain, or destroy any items of mail addresses to the customer or any items on the premises which are the property of the customer, or to return them to the sender, or to return them to the last known address of the customer at the customers own risk.
 5. If the customer fails to make any payment, any mail received after the expiry of the existing agreement may, at the company's absolute discretion, may retain for up to 30 days pending payment. In the event of a late payment a late payment fee will be charged.
 6. If the customer uses the mailbox service within any advertising undertaken via third parties including but not limited to printed or online directories, search engine portals or on the customers own or any other websites, payment will be required to cover the entire advertising period for which the mailbox address is being or is to be displayed.
 7. If any payments or other sums are outstanding to the company, the company shall have lien over all uncollected items until such payments are duly made.
 8. The customer undertakes
 - a. Not to use the mailbox service for any purpose which in the company's considered opinion may be deemed to be illegal or antisocial and if it does so it acknowledges that the company may report the same to any relevant authority; and
 - b. Not to send or deliver or permit to be sent or delivered to the premises any illegal, defamatory, obscene, dangerous or bulky object or material.
 9. If the customer is in breach of condition 8 of these terms and conditions, then the company may terminate the mailbox service with immediate effect. In this instance there will be no refund of the payment.
 10. The customer authorises the company and any of its representative's to sign at their discretion on the customers behalf for any deliveries addressed to the customer at the premises.
 11. If the customer fails to remove any and all items within one month of notice to that effect being given then the customer hereby authorises the company in its absolute discretion, either to destroy such items or to return them either to the customer at the customers last known address or to the sender at any time after the notice date without further notice at the customers expense.

12. Any person having possession of the customers mailbox key is deemed to be authorised by the customer any the company will not be bound to enquire into the authority of such as person. The company will not be liable for any loss or damage arising in the event that the key is in the possession of any unauthorised person.
13. If the customer loses the key of the mailbox or fails to return it to company on termination of this agreement, the customer will forfeit the key deposit fee referred to in 1.b above. The customer will pay a key replacement key if a new key is required. If a mailbox key is not returned at the customers own expense within 10 working of the company requesting its return the company will enlist the services of a locksmith to change the mailbox lock, the fee charged by the locksmith will be charged to the customer will become immediately payable.
14. The customer will indemnify the company against any expense, liability, loss, claim or proceedings incurred by the company arising from the use by the customer of the mailbox service, except to the extent that the same is caused by the negligence of the company.
15. The customer may check by telephone or email to see if they have any mail awaiting collection. The company may also send automated emails to inform the customer that mail is awaiting collection. It is understood that although the company may confirm whether or not mail is awaiting collection for security and privacy reasons the company will not open any item of mail on behalf of the customer or confirm who sent any item of mail.
16. Packages, oversized mail including parcels and bulk deliveries received address to the customer will be subject to the applicable handling and storage fee as specified in our price schedule.
17. Where the customer used the mailbox service for the regular receipt of parcels or significant volumes of mail which exceed the capacity of the mailbox allocated, a mail handing fee will be applied at the discretion of the company.
18. The mailbox service is not to be used for the storage or delivery of items of value, The company has no knowledge of the value of any item of mail and will not accept notification of value. The liability of the company in respect of loss or damage is strictly limited to £5.00 for each claim and in aggregate shall not exceed the amount the customer has paid for the use of the mailbox service the current term.
19. The company shall not be liable for any indirect or consequential loss including loss of profit, not for any liabilities, costs, claims, demands or expenses arising from any event beyond its control including, but not limited to any loss, damage, delay or misdelivery on the part of Royal Mail or any other carrier.
20. In order to activate the mailbox service the Company must be satisfied that the customers true identity has been confirmed. The company will use various electronic methods to confirm the customer identity where such check fail the customer will be required to confirm their identity and that of all individuals to whom mail is addressed to, held for or forwarded to.
21. The customer may select a mail forwarding service. The company will forward mail to an address nominated by the customer on an agreed basis. For this service the customer will pay a mail forwarding handling fee of

£0.10 in addition to the cost of forwarding the mail. A mail forwarding deposit will be required to cover these additional charges.

22. Whilst time may be of the essence with forwarding of mail, it is understood and accepted that City Address use their best endeavours to ensure that mail is forwarded to the customer as per the customer's instructions. It is further understood that the company shall not be held liable for any loss whatsoever as a result of the delayed forwarding of mail where such a delay is caused by circumstances beyond the company's reasonable control including but not limited to, hardware or software breakdown, strike, industrial action or the failure of any third parties.
23. It is the responsibility of the customer to notify the company of any change in the address or contract details or any change or addition to the name recipients of mail. Any such notification to the company must be done so in writing giving a minimum of 24-hour's notice. All notifications will be confirmed by the company by email.
24. The rights and obligations for the company and the customer under this agreement shall be governed and construed in accordance with English Law.
 - a) The customer may not assign any of its right or benefits hereunder.
 - b) These terms and conditions shall prevail notwithstanding any conflict with the terms and conditions of any order or contract submitted by the customer in respect of the mailbox service or any other service provided by the customer.
25. Where the customer has purchased the mailbox rental service online, the customer may cancel the order and receive a full refund provided the company receives the customer's request in writing to admin@cityaddress.co.uk before the customer's services have been activated and confirmed by the company. The mailbox service will be considered as active once the company has issued a confirmation email or letter. All orders placed in branch over the phone and in person shall be considered as active immediately.
26. The company is obliged to maintain accurate and current details of the customers as required by relevant UK authorities. These requirements may change from time to time. The customer will promptly advise any change in details and provide all information reasonably requested and accepts that mail and packages including parcels and bulk deliveries may be withheld and/or inspected at the company's discretion, pending investigation of the information provided.
27. The customer understands that the company may at any time open and inspect the contents of any item of mail including parcels and packages as and when the company deems doing so is required to ensure our services are being used in accordance with these terms and conditions. It is further agreed that if the company is requested to send any item internationally including regular mail, parcels, packages and bulk items the company will open and inspect the contents of any such item.