

## **EBOX Customer Collection Terms and Conditions (July 2025)**

### **1 Definitions used in these Terms and Conditions**

"Application Form" means the application form for the Service.

"Guernsey Post" means Guernsey Post Limited of Postal Headquarters, Envoy House, La Vrangue, St Peter Port, Guernsey GY1 1AA and which shall, where the context allows, include its successors and any assigns.

"Address" means the postal address to which this Service is to apply.

"Service" means the EBOX and/or Safe Place service which is subject to these Terms and Conditions.

"Signature" means services that must be signed for by the recipient in order to complete the delivery process.

"Terms and Conditions" means these terms and conditions.

"You" or "your" means the person(s) applying for the Service.

### **2 Application for Service**

2.1 Completion of the Application Form and use of the Service indicates agreement with these Terms and Conditions

2.2 We reserve the right to refuse any application for this Service

2.3 All addresses must be correct and contain the correct postcode - for full and correct address details please contact the Customer Services Team on 711720 or email: [custserv@guernseypost.com](mailto:custserv@guernseypost.com) or log on to [www.guernseypost.com/postcode\\_finder/](http://www.guernseypost.com/postcode_finder/)

2.4 Application for Service must be made in accordance with the requirements set out on the Application Form

2.5 The provision of this alternative delivery service at the relevant address is subject to Guernsey Post's agreement and exercised solely at Guernsey Post's discretion

### **3 Service**

3.1 Customers signed up to the EBOX service will receive a text or email message informing them that items have been sent to their collection point

3.2 Customers using a collection point will need to show the text/email message notification or photographic ID which matches the property address each time they wish to collect an item. Guernsey Post has the right to decline collection of the item if these identifiers are not shown

3.3 Items sent to the Town Post Office Retail outlet for collection should be no larger than Guernsey Post packet size limits which are L610mm, W460mm, H460mm max. Where an item within these size limits is deemed too heavy for collection at The Town Post Office, the customer will be advised of an alternative collection point

3.4 You are responsible for notifying Guernsey Post of any change of address. Guernsey Post has no liability for any items directed to the designated collection point if you have moved and Guernsey Post has not been notified of the move and/or new address

#### **4 Variation of the Service(s)**

##### **4.1 Suspension or termination of the Service**

- 4.1.1 We may suspend, limit or cancel this Service (in whole or in part) without penalty and with immediate effect;
- 4.1.2 during any technical failure, modification or maintenance to the Service;
- 4.1.3 where we are unable to provide the Service due to the occurrence of a Force Majeure Event; or
- 4.1.4 for any other reason as we, in our absolute discretion, see fit including if you breach these Terms and Conditions.

#### **5 Cancellation of the Service**

- 5.1. If you wish to cancel the Service you must do this in writing and we will take every practical step to cease the Service within one month of receiving your cancellation request.

#### **6 Personal information**

- 6.1 By requesting the Service, you hereby authorise Guernsey Post to collect, process and store the personal information requested on this Application Form and to disclose it to parties who are required to know for the purpose of providing the Service, including any parties related to Guernsey Post. Guernsey Post is registered with The Office of the Data Protection Commissioner and is required to comply with the Guernsey Data Protection Law and the GDPR. Please see our privacy notice for more information [https://www.guernseypost.com/privacy\\_notice](https://www.guernseypost.com/privacy_notice)

- 6.2 In addition, by subscribing for the Service, you hereby give your consent to Guernsey Post to:

- 6.2.1 Check from time to time whether you have applied for any redirection service and, if any redirection is identified, to terminate the Service in respect of the relevant address
- 6.2.2 To contact you by email with any updates or additions to the Service
- 6.2.3 Verify changes to details
- 6.2.4 If there is any change to the information contained in the application form, or if you change address, please provide Guernsey Post with new information within 30 days of such changes occurring

#### **7 Amendments to Terms and Conditions**

- 7.1 We may make changes to these Service terms from time to time without your prior consent.

For further information please contact Customer Services team on 711720