

Timed Collection/Delivery Terms and Conditions (July 2020)

- Customers need as Guernsey Post Account to be able to use the Timed Collection/Delivery Service
- The Account Terms and Conditions apply to the use of this Service
- Use of this Service also indicates agreement with the Service terms and conditions
- Customers wishing to use Timed Delivery will also need a PO Box address or a large user postcode and will only receive mail delivered to that PO Box or large user postcode
- Monthly payment or Direct Debit options available.
- Customers can commence service at any time and fees will be pro rata for the full month's service.
- In addition to completing the application form you will also be required to sign a service level agreement prior to service commencing which will include details of the service specification and mobile numbers for the relevant courier drivers.
- One month's notice required of change of collect location.
- Rolling contract.
- We may suspend, limit or cancel this Service (in whole or part) without penalty and with immediate effect;
- During any technical failure, modification or maintenance to the Service
- Where we are unable to provide the Services due to the occurrence of a Force Majeure event; or
- For any other reason as we, in our absolute discretion, see fit.