



## **Cowes Business Centre Terms & Conditions**

March 2021

### **What we will do**

1. We will provide you with a login to our online system so that you can manage your post and give us instructions for its disposal.
2. We will receive letters, packets and parcels (subject to an extra fee) on your behalf and store them for you for up to 30 days.
3. We will receive recorded delivery and other signed for post on your behalf.
4. We will receive items requiring payment on delivery subject to prior arrangement.
5. We will receive legal documents if you have signed up for our registered office service.
6. We will photograph each item of post and upload the images to our system so that you can decide what to do with it.
7. We will forward letters to your registered address, consolidated daily or weekly, for an extra fee.
8. We will open and scan the contents of your post and upload them onto our system for you to view and download for an extra fee.
9. We will destroy items of your post at your request or if held by us for more than 30 days.
10. We will destroy all images and scans after 30 days.
11. We will invoice monthly for our services and take payment by direct debit.
12. We reserve the right to refuse to accept any delivery should we have any concerns about it.
13. We reserve the right to charge an extra fee or cease service if we receive unreasonably large items or large quantities of items addressed to you.
14. We will cooperate with any investigation by the police or any other authority.

### **What we will not do**

1. We will do our best to look after your post but we cannot be held responsible for any loss or damage howsoever caused by our action or inaction. Our liability in respect of any damage or loss is limited to £5 for each claim and in aggregate shall not exceed the amount of the payment in any term.
2. We shall not be liable for any indirect or consequential loss, including loss of profit, nor for any liabilities, costs, claims, demands or expenses arising from any event beyond our control including, but not limited to, any loss, damage, delay or mis-delivery on the part of Royal Mail or any other carrier.
3. We do not provide a full time counter service to our customers. Any access we provide is by prior arrangement or by the supply of keys or access tokens.
4. If a delivery is attempted to us and fails for whatever reason we will contact the courier to arrange redelivery but we will not go and get it from their depot.
5. We will not take enquiries about any items by phone. Please use our online system.

### **What we want you to do**

1. You must provide us with proof of identity, proof of address and proof of company details if you have taken out our registered office service.
2. You must set up a direct debit mandate in order that we may take charges for our services.
3. You must agree to these terms and conditions.
4. You must keep your login to our system secure and not allow other people to use it.
5. You must keep secure any key or token we may issue you to gain access to your post and we reserve the right to charge a deposit for such keys or tokens.

6. You agree that we can sign on your behalf for any delivery sent to us.
7. You should let us know if you are expecting any large items or signed for items so that we can make sure we have somebody available to receive them.
8. You must pay your bill promptly. If you do not pay your bill then we will immediately cease any extra charge services, e.g. scanning and forwarding of post, and hold onto any post until payment has been made.
9. You will indemnify us against any expense, liability, loss, claim or proceedings we incur arising from your use of the mailbox service, except to the extent that the same is caused by our negligence.
10. If you want to cancel your service then please inform us in writing with 30 days notice. We will destroy any post received after your subscription has ended.

### **What we don't want you to do**

1. You must not use our services in connection with any illegal or immoral or antisocial practice.

### **GDPR**

Any personal information that you give us will be held securely on our system in order to verify your identity and to communicate with you in the course of our business.

If at any time you feel that we hold any incorrect information then please get in touch and we will resolve it.

We will not provide your personal data to any other business.