

# Mail Collect™ application form



To apply for our Mail Collect, please print and fill in this form and send it to the following address:

**Royal Mail, Mail Collect Team, PO Box 740, Dearne, S73 0UF.**

Please use a separate application form for each household member, including children under 16, who wishes to use Mail Collect™. Only one application per business is allowed.

Please complete this form in **black ball point** and write in **capital letters** in the white boxes only.

Please indicate: **Social Customer** ☐ or **Business Customer** ☐

## 1. Your details

**Title** Mr ☐ Mrs ☐ Miss ☐ Ms ☐

**First name**

**Surname**

**Name of child** (if appropriate)

**Job title** (business customers only)

**Name of organisation** (business customers only)

**Full address**

**Postcode**

**Telephone**

**Reason for application** Moving ☐ Holiday ☐ Delivery Issues ☐ Other ☐ (Explain below)

Will all residents at this address be using the Mail Collect™ service? Yes ☐ No ☐

## 2. Nominated collectors (maximum 3)

People authorised to collect mail (for you or your organisation) and their signatures

**Name**

**Signature**

**Name**

**Signature**

**Name**

**Signature**

## 3. Start date

You'll need to allow at least five working days for your Mail Collect™ service to be arranged.

Preferred start date    End date

Make sure you've read and understood the attached Mail Collect™ Terms and Conditions.  
If you have any questions, please call us on **08457 740 740**,  
Business customers should call **08457 950 950**

**4. Acceptance of Terms and Conditions**

I confirm that the information given on this form is correct. I am over 16 and agree to comply with Royal Mail's Mail Collect™ Terms and Conditions. I also authorise the people named on this form to collect mail on my behalf.

**Please note:**

If the applicant is under 16, a parent or guardian living at the same address must sign this form.

Signature

Print name

Date

**Business customers only**

If you are applying on behalf of an organisation this form must also be countersigned by a director, partner or officer of the organisation (unless you are a sole trader in which case this does not apply). You can only submit one application per business.

**To be completed by director, partner, officer of organisation**

I authorise the applicant on this form to apply for Mail Collect™ on behalf of our organisation, and for the persons named on this form to collect mail on behalf of the named organisation.

First name

Surname

Job title

Name of organisation

Signature

Date

**IMPORTANT**

Before you send off this application form, please check that you have:

- used a separate application form for each household member, including children under 16
- included proof of identity for each applicant, excluding children under 16. See booklet for details.
- read and understood the Terms and Conditions

Completed application forms should be sent to:  
**Royal Mail, Mail Collect Team,**  
**PO Box 740, Dearne, S73 0UF**

For official use only

Delivery Office Contact

Date request sent

Agreed by

# Mail Collect™

**collect mail from your local  
Delivery Office at a time that  
suits you or your business**

**proof of identity requirements  
and terms & conditions**



# proof of identity requirements for Mail Collect™

To help us to protect the security of your mail, when applying for a Mail Collect™ you'll need to provide specific forms of identification. These must be original documents as we cannot accept photocopies or documents downloaded or printed off the internet. When supplying bills and statements as ID, they must be dated within the last 3 months.

We'll return your original documents to you, but please make a copy, for your own reference, before posting them to us.

## Social Customers

When posting your form, please include one of the items from the list below as proof of ID.

- Two different utility bills (Not a mobile phone or a store/charge card statement)
- Bank/Building Society statement
- Credit card statement

## Under 16s

If you are applying on behalf of a child under 16, proof of their ID should not be sent with their application form. However, proof of their ID must be produced at the Delivery Office the first time the service is used. See next page for details.

## Business Customers

When posting your form, please include one of the items from the list below as proof of ID.

- A company bank / building Society / credit card statement
- Two different utility bills (Not a mobile phone or a store/charge card statement)
- A business rate demand
- Two different invoices

## Sole Traders

For sole traders, we accept personal or business account bank/building society/credit card statements as proof of ID.

# using Mail Collect™

Once we have set up your Mail Collect™, we will send you a letter confirming the name and address of the Delivery Office and the date the service will start.

We will also send you a white card that must be signed and presented at the Delivery Office each time you collect your mail.

To protect the security of your mail, the first time you use the card, you will be asked to produce the letter and one accepted form of identification.

## Social Customers

Accepted forms of identification:

- Cheque guarantee/credit/debit card
- Driving licence - photocard
- Bank /Building society book
- EU member state identity card
- Passport
- National ID cards and Foreign National ID cards

## Under 16s

If you've applied on behalf of a child under 16, the first time you use the service, along with the letter, you will be required to produce one of the items listed below as proof of ID,

- Birth Certificate,
- Child Allowance book / statement,
- National Savings book
- Bank / building society book or statement

These must be original documents as we cannot accept photocopies or documents downloaded or printed off the internet

## Business Customers

Accepted forms of identification:

- Company credit card
- Company registration document

## Sole Traders

Accepted forms of identification:

- Bank/building society book
- Full passport
- Personal or business account cheque book
- Personal or business account cheque guarantee/credit/debit card

## Please remember:

Mail must be collected at least once a month.

Failure to do so may result in the cancellation of the Service

# Mail Collect™ Terms & Conditions

1. These terms and conditions shall apply to the Mail Collect service as described below. No other terms and conditions apply to this service.

## 2. Definitions

- 2.1 In these Terms and Conditions the following words and expressions shall have the meanings given below, except where the context requires otherwise:

|                                 |   |
|---------------------------------|---|
| <b>‘Customer’</b>               | means an individual described as the applicant on the Mail Collect Application Form or, where the applicant is applying on behalf of an organisation as specified on the Application Form;  |
| <b>‘Mail’</b>                   | Means all items of mail except parcels addressed to the Addressee at the Delivery Address using the Correct Addressee Name;   |
| <b>‘Mail Collect Service’</b>   | means the service described in Clause 3 below;  |
| <b>‘Correct Addressee Name’</b> | means the name of the Customer or, where the Customer has applied for the Mail Collect Service on behalf of a child under 16 years of age, the name of that child, as shown precisely on the Mail Collect Application Form enclosed;  |
| <b>‘Delivery Office’</b>        | means the Royal Mail delivery office specified in the Mail Collect Application Form or such other delivery office as Royal Mail may from time to time nominate and notify to the Customer;  |
| <b>‘Delivery Address’</b>       | means the Addressee’s address as specified in the Mail Collect Application Form;  |
| <b>‘Working Week’</b>           | means the period Monday to Saturday inclusive in any week;  |
| <b>‘Working Day’</b>            | means any day except Sundays and Public and Bank Holidays;  |
| <b>‘Scheme’</b>                 | Means any Scheme or Schemes (and any amendments thereto) relating to inland and overseas postal services made by Royal Mail Group plc from time to time either under Section 28 of the Post Office Act 1969 or under Section 89 of the Postal Services Act 2000 (or under any statutory modification or reenactment thereof). |

- 2.2 The masculine shall include the feminine and the singular shall include the plural unless the context requires otherwise. Clause headings are for convenience only and shall not affect interpretation.

## 3. The Mail Collect Service

- 3.1 In consideration of the Customer agreeing to collect Mail from the Delivery Office at least once every Working Week, Royal Mail agrees to retain Mail at the Delivery Office and to allow the Customer to collect Mail from the Delivery Office during its hours of opening on Working Days in accordance with the following terms and conditions.

- 3.2 If the Customer fails to collect Mail at least once every Working Week, Royal Mail reserves the right (but shall be under no obligation) to deliver to the Delivery Address, without prior notice and on a day convenient to Royal Mail, all accumulated Mail uncollected by that day. The exercise of this right by Royal Mail will not automatically lead to termination of the Mail Collect Service but shall not prejudice any other rights that Royal Mail may have, including any right to terminate the Mail Collect Service.
- 3.3 Except where the Addressee is a child under 16 years of age, the Addressee and the Customer must be the same person or organisation.
- 3.4 If the Customer fails to collect Mail at least once in any period of four consecutive Working Weeks, and irrespective of whether Royal Mail has exercised its right to deliver uncollected Mail to the Delivery Address under Clause 3.2 above, Royal Mail may terminate the Mail Collect Service by giving the customer not less than one week's written notice.
- 3.5 Items are only held by Royal Mail at the Delivery Office, for a period of 18 days before being returned to sender. Perishable items are not refrigerated. If the Customer fails to collect Mail, regularly, any Recorded Delivery Signed For and Special Delivery items will be returned to the sender before that Customer receives notification of receipt of the item from Royal Mail. If the Customer fails to collect Mail every Working Day, perishable items may deteriorate or perish. Royal Mail shall have no liability to any Customer for any loss, damage, liability, cost or expense that Customer may suffer as a result of items being returned to sender, deteriorating or perishing. Royal Mail reserves the right to dispose of perishable items that are not collected the same Working Day without incurring any liability to the Customer or any other person. Royal Mail reserves the right to treat any hazardous or dangerous items or any items prohibited by the relevant Scheme as it thinks fit without incurring any liability to the Customer or any other person.

#### **4. Termination**

- 4.1 Royal Mail may terminate the Mail Collect Service at any time for any reason upon giving the Customer not less than two weeks' written notice.
- 4.2 Royal Mail may terminate the Mail Collect Service forthwith without prior notice:
  - 4.2.1 if it considers at any time that there has been any fraud or deception or misrepresentation by the Customer in relation to the Mail Collect Service; or
  - 4.2.1 if the Customer fails to comply with a request made under Clause 5 below or is unable to comply with any such request to Royal Mail's satisfaction; or
  - 4.2.2 if Royal Mail becomes aware that the Customer or the Addressee (where different) no longer occupies the Delivery address; or
  - 4.2.3 if the Customer, being an organisation, is found to have made more than one application for the Mail Collect Service per Delivery Address.
- 4.3 The Customer may terminate the Mail Collect Service at any time upon giving Royal Mail not less than one week's written notice PROVIDED THAT such notice may only be served on the expiry of three weeks from the start of the Service.
- 4.4 Royal Mail may terminate the Mail Collect Service by giving the Customer not less than one week's notice in writing:
  - 4.4.1 if the Customer commits any material breach of these Terms and Conditions; or

- 4.4.2 if the Customer, being an individual (or where the Customer is a firm, any partner in that firm) has suffered an interim order (within the meaning of the Insolvency Act 1986 or the Insolvency (Northern Ireland) Order 1989) to be made against him or entered into a voluntary arrangement or suffered the making of a statutory demand for the presentation of a petition for a Bankruptcy Order or has suffered any petition for sequestration against his estate or if the Customer is a firm upon dissolution of the firm or if the Customer has made any composition with his creditors generally; or
  - 4.4.3 if the Customer, being a company has an administrator or a receiver<sup>9</sup> (including any administrative receiver or manager) appointed of the whole or any part of its assets or an order made or a resolution passed for winding-up the Customer or if circumstances arise which entitle the court or a creditor to appoint a receiver or manager or which entitle the court to appoint an administrator or make a winding-up order or if the Customer has made any composition with its creditors generally.
- 4.5 On termination of the Mail Collect Service, whether under Clause 3 or 4 Royal Mail shall resume deliveries of Mail to the Delivery Address and shall deliver all uncollected Mail to the Delivery Address on a day convenient to Royal Mail.

## **5. Evidence of occupation**

Royal Mail reserves the right from time to time to request the Customer to produce evidence satisfactory to Royal Mail of the Customer's and Addressee's (where different) continued occupation of the Delivery Address.

## **6. Delivery to Delivery Address**

If Royal Mail is in any doubt as to whether any mail addressed to the Delivery Address should be retained at the Delivery Office for collection by the Customer under the Mail Collect Service or should be delivered to the Delivery Address, or if Royal Mail is instructed or requested by the sender to deliver an item to the Delivery Address. Royal Mail reserves the right (but shall be under no obligation) to deliver that mail to the Delivery Address and the Customer shall have no right of claim against Royal Mail in respect of such delivery.

## **7. Liability**

- 7.1 Save as set out in Clause 7.2 below, Royal Mail shall have no liability to the Customer or to any other person for loss, liability, cost or expense (including without limitation any consequential loss such as loss of income, business or profits) suffered or incurred by the Customer or any other person as a result of any act or omission by Royal Mail, its employees or agents arising out of or in connection with the Mail Collect Service and whether such act or omission is a breach of these Terms and Conditions or negligent or otherwise
- 7.2 If Royal Mail, its employees or agents negligently allows a person who is not the Customer or a person authorised by the Customer to collect Mail, Royal Mail shall, subject to satisfactory proof of posting being provided by the Customer, compensate the Customer for any loss or damage suffered by the Customer as a result, up to the maximum amount of compensation payable under the relevant Scheme for an item of the kind in question plus £1.
- 7.3 Royal Mail shall not be obliged to compensate a Customer under Clause 7.2 if it has paid compensation to the sender of the item of Mail or if it has paid compensation to the Customer under the Scheme or any other contract.



## **8. Delivery Office**

The Customer may only collect Mail from the Delivery Office during the opening hours of the Delivery Office (but not earlier than 8.30am) on any Working Day. Royal Mail will aim to have Mail available for collection by 8.30am on each Working Day but shall have no liability to the Customer if it fails to do so on any Working Day for any reason, whether or not this is as a result of any breach of contract or negligence by Royal Mail, its employees or agents. The Customer shall collect all Mail accumulated at the Delivery Office on each occasion that the Customer visits the Delivery Office. If the Customer refuses to accept an item of Mail or leaves an item of Mail on the Delivery Office premises, Royal Mail may dispose of that item as it thinks fit.

## **9. Authorised Persons**

The Customer may only authorise a maximum of three people to collect Mail on the Customer's behalf. Where the Customer is an organisation, Mail addressed to persons at the organisation at the Delivery Address will be retained at the Delivery Office as part of the Mail Collect Service but Royal Mail will allow only those persons authorised on the application form to collect Mail on behalf of the organisation, irrespective of whether they are the persons to whom the Mail is addressed at the organisation.

## **10. Force Majeure**

Royal Mail shall not be liable to the Customer for any failure or delay in performing its obligations in respect of the Mail Collect Service where such failure or delay is caused by circumstances beyond its reasonable control. This includes, without limitation, industrial action of any kind by its employees.

## **11. Notices**

11.1 All notices required or permitted by these Terms and Conditions or required by statute, law or regulation shall be in writing and shall be deemed to be sufficiently given if delivered by hand, sent First Class prepaid posts or facsimile number as may be subsequently notified to the other party in writing in accordance with this clause.

11.2 Any notice shall be deemed to have been served as follows:

11.2.1 if delivered by hand on a Working Day, at the time of delivery to the address of the recipient;

11.2.2 if sent by First Class prepaid post, two Working Days after the date of posting;

11.2.3 if sent on a Working Day by facsimile transmission, on successful transmission by the sender;

11.2.4 in this Clause, 'Working Day', does not include Saturdays.

## **12. General**

12.1 These Terms and Conditions shall be governed by English Law and the parties submit to the exclusive jurisdiction of the English Courts.

12.2 The parties acknowledge and agree that nothing in these Terms and Conditions shall confer on any third party any benefit, nor the right to enforce any of its provisions.