



LETS LETTERBOX

TERMS & CONDITIONS

This Lets letterbox Mailbox RENTAL AND RELATED SERVICES CONTRACT ("the Agreement") constitutes a legally binding agreement between Lets Letter Box, its associated trading styles and its agents ("LLB") and you ("You" or "Your").

BY CHECKING THE BOX BEFORE PAYMENT STATING THAT YOU HAVE READ AND AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT AS PART OF YOUR REGISTRATION WITH LLB, YOU AGREE AND CONSENT TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT, INCLUDING ANY CHANGES TO THIS AGREEMENT OR ADDITIONAL POLICIES INCORPORATED BY REFERENCE WHICH LLB MAY MAKE IN ITS SOLE DISCRETION IN THE FUTURE, FOR AS LONG AS YOU USE THE LLB SERVICES.

Lets Letter Box is a trading name of Cann Enterprises its associated trading styles and its agents ("LLB") agrees to provide a mailbox rental and associated services ("the Service") to a person or in the case of a business, persons responsible for the business ("the Customer") for a period of time ("the Term") at the premises ("the Centre ") specified in the Mailbox Rental Service Agreement ("the Agreement"), subject to the

Customer accepting and agreeing the Terms and Conditions set out below;

1 .THE SERVICE

a. LLB will provide the Customer with a Mailbox at our Business Centre for which the Customer will pay a subscription fee & ongoing rental charges as per the price matrix

The Service - The Service provided by LLB will consist of the following services:

b. LLB will provide the Customer with a Mailbox for the collection of mail if required, at our offices during normal working hours Monday to Friday

- c. Where a Virtual Mailbox is requested at the Centre, LLB will provide the Customer with a Mailbox Service Address and mail forwarding services.
- d. The Customer may use the Mailbox Service Address provided by LLB as the Registered Company Address at Companies House, provided that the Customer subscribes to one of the Limited Company subscriptions on our website. In this instance, the customer must also comply with Companies House requirements and provide LLB with all statutory information including full names and residential addresses of all directors. Photographic ID and proof of residential address is required.
- e. LLB will receive on the Customer's behalf all pre-paid mail addressed to the Customer's Mailbox
- f. LLB will receive on the Customer's behalf items of special, registered or recorded delivery mail
- g. provided that, if the Customer refuses to accept any such item, the Customer will pay any costs or fees associated with its refusal or return.
- h. LLB will receive items requiring cash on delivery, subject to the Customer making advance arrangements for their receipt and payment by LLB to the satisfaction of LLB.
- i. LLB will, upon request by the Customer or in the case of a Virtual Mailbox, forward items of mail at the Customer's own risk to an address nominated by the Customer at periodic intervals requested by the Customer. The Customer agrees to reimburse LLB, all postage and packaging costs associated with this service in addition to a handling fee levied by LLB.
- j. LLB will, upon request by the Customer, scan and send items of mail by email at the Customer's own risk to an email address nominated by the Customer.

2.

LLB may in its absolute discretion refuse to accept delivery of, forward or scan & send any item for any reason, including, without limitation, that there is no or insufficient prepaid postage; or

- a. any payment is outstanding or
- b. in LLB's opinion, delivery, forward or scan & send of the item is in breach of Clause 10 or
- c. the Customer is using the service for the delivery of unreasonably large items of mail or an unreasonably large volume of items of mail or
- d. any item delivered is addressed to an individual or business name not listed as a mailing name within the Agreement or
- e. the Service is being used for the storage or delivery of items of value

3. The Payment

Payment for the Service ("the Payment") is payable in full in advance. The Customer may terminate the Service by providing one month's notice after the mandatory MINIMUM 6 MONTH contact period has expired. In addition, where the customer has used their new address as their official Limited Company Registered Office with Companies House, subscription payments will still be payable until either

- a) Lets Letterbox receive proof of change of Registered Office Address provided by the customer or
- b) Lets Letterbox receive proof that the customer's Company has been dissolved or struck-off

There will be no refunds for early termination by the Customer. If the Customer fails to make any Payment, any mail received after the expiry of the existing Agreement may, at LLB's absolute discretion, be retained for up to 30 days pending Payment. In this event a Late Payment Fee will be charged.

4. Postage Deposit

The Customer with Virtual Mailbox or upon request of Mail Forwarding or Mail Scan & Send services in addition to the Physical Mailbox, agrees to LLB taking and holding a Postage Deposit of an amount determined by LLB and authorises LLB to charge all costs and fees associated with providing the additional service. The Customer also agrees to maintain an adequate balance at all times, to cover future costs. LLB will at the end of the agreement, return any money unused to the Customer

5.

If the Service availability becomes disrupted or terminated at any of the Centre, LLB will notify the Customer immediately giving as much notice as practicably possible and offer to transfer the Service to an alternative Centre closer to the Customer's existing Centre. If the Customer refuses to accept the transfer offer, LLB will terminate the agreement and refund fees paid for the unused period of the Agreement. Upon termination, the Customer agrees NOT to use the Mailbox Service Address as from the date of termination. The Customer agrees NOT to hold LLB liable for any losses or damages arising from this.

6.

MINIMUM TERM FOR ALL SUBSCRIPTIONS WILL BE 6 CALENDAR MONTHS

Subject to Clause 3 provision being met by Limited Company Registered Office Address Customers(where applicable) and in ALL cases irrespective of subscription, one month's notice must be provided before cancellation of service

7.

LLB may terminate the Service immediately if, at any time, the Customer breaches any of these Terms and Conditions. The Customer following termination hereby authorises LLB at LLB's absolute discretion either to retain, or destroy any items of mail addressed to the Customer or any items on the Centre 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 Customer's own risk and expense.

8.

If the Customer uses the Service address within any advertising undertaken via third parties including but not limited to printed or online directories, search engine portals or on the Customer's own or any other websites, Payment will be required to cover the entire advertising period for which the Mailbox Service Address is displayed.

9

If any Payments or other sums are outstanding to LLB, LLB shall have a lien over all uncollected items until such Payments are duly made.

10.

The Customer Undertakes

a. not to use the Service for any purpose which in LLB's considered opinion may be deemed to be illegal or antisocial and if it does so it acknowledges that LLB may report the same to any relevant authority; and

b. not to send or deliver or permit to be sent or delivered to the Centre any illegal, defamatory, obscene, dangerous or bulky object or material.

11.

If the Customer is in breach of Condition 10 of these Terms and Conditions, then LLB may terminate the service with immediate effect. In this instance there will be no refund of the Payment. LLB will, in its absolute discretion, refuse to accept further delivery of mail on the Customer's behalf or handover to the relevant authority.

12.

The Customer authorises LLB and any of its representatives to sign at their discretion on the Customer's behalf for any deliveries addressed to the Customer's Mailbox Service Address. The Customer agrees to collect the mails within 48 hours of delivery notification and upon collection of such items, agrees to sign LLB record book as proof of delivery. A Package Holding Fee may be levied on uncollected items at LLB's sole discretion.

13.

If the Customer fails to remove any item within one month of notice to that effect being given ("the Notice Date") then the Customer hereby authorises LLB in its absolute discretion, either to destroy such items or to return them either to the Customer at the Customer's last known address or to the sender at any time after the Notice Date without further notice at the Customer's own risk and expense.

14.

The Customer will indemnify LLB against any expense, liability, loss, claim or proceedings incurred by LLB arising from use by the Customer of the Service, except to the extent that the same is caused by the negligence of LLB.

15.

Any item deemed to be a parcel (as defined by Royal Mail) will be subject to a handling fee as per our current parcel handling fee price list

16.

LLB may at its sole discretion, amend the acceptable parcel size and weight requirements without prior notice to the customer.

17.

Where the Customer utilises the Mailbox Service for the regular receipt of parcels that are smaller than Large Item of Mail or significant volumes of mail which exceed the capacity of the Mailbox service allocated, LLB in its own discretion may request the customer to upgrade the Mailbox service where available or charge any additional mail handling fee.

18.

The Customer may, subject to availability, request LLB to upgrade the Mailbox size or the Service during the term by making additional Payment for the remainder of the term.

19.

The Customer requesting temporary change to the Service must notify LLB of the change at least 72 hours in advance.

20.

The Mailbox Service is not to be used for the storage or delivery of items of value. LLB has no knowledge of the value of any item of mail and will not accept notification of value. The liability of LLB in respect of any damage or loss is limited to £20 for each claim and in aggregate shall not exceed the amount of the Payment in any Term.

21.

LLB shall not be liable for any direct, indirect or consequential loss, including loss of profit, nor 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 mis-delivery on the part of Royal Mail or any other carrier

22.

Proof of identification- The Customer must provide, prior to using the Mailbox or other Services:

- a. the full name, address and telephone number of all persons for whom mail is to be received, held, forwarded or scanned;
- b. a mail forwarding address and an email address for sending scanned mails;
- c. the nature of business to be undertaken or reason for rental where rental is not for business purposes. a business can be defined as an activity involving the sale of goods and/or services
- d. One original form of identification for all persons for whom mail is to be received, held, forwarded or scanned, of a type approved by LLB, including a 'proof of identity' and a 'proof of address.' A full list is will be provide with any application form or on the web site (approved ID & address list) LLB may disclose this information if requested by an appropriate authority for the purpose of fraud and crime prevention or if required for the pursuit of legal action;
- e. in the case of a business, full names and address of all directors or owners, persons with significant control and statutory status documents.

23.

Additional Names:-

- a. Subject to additional fees, mailbox rental customers are entitled to the primary box holder's name plus one different last name.. A "Personal" mailbox may not be used for business purposes.
- b. Additional 2 names may be listed subject to a monthly additional user fee.
- c. It is the responsibility of the Customer to notify LLB of any change in address or contact details, or

any change to named recipients of mail in writing, during the period of the Mailbox Agreement.

d. The rights and obligations of LLB and the Customer under this Agreement shall be governed and construed in accordance with law in Northern Ireland The Customer may not assign any of its

Rights or benefits hereunder. 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 Service or any other services provided by LLB.

24.

Cancellations/Refunds

a. Where the Customer has subscribed to LLB's service online, the Customer may cancel the order and receive a full refund provided LLB receives the Customer's request in writing to info@letsletterbox.com within the normal 14 day "cooling off" period. The Service purchased will be considered live and operational once LLB has issued a Mailbox number or confirmed Virtual Service. The Term will commence at this time.

b. Any cancellation of a Service, where the service has not been used, made up to 14 days after this point, will incur a cancellation charge of £25 to cover administration costs.

c. Where the Customer requests cancellation of service during the term of the Agreement due to LLB moving the Customer's service to another Centre, a refund equivalent to unused period of the term will be given.

d. In all other circumstances, Clause 3 and 6 will apply

25.

Notwithstanding Clause 3, payment may be made in instalments in limited, specific circumstances, at LLB's sole discretion.

26.

LLB is obliged to maintain accurate and current details of the Customer as required by relevant UK authorities. Eg HMRC. 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 may be withheld and/or inspected at LLB's discretion, pending investigation of information provided.

27. Anti Money Laundering Legislation

Lets Letterbox is regulated by HMRC Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 (MLR 2017). By accepting these Terms and Conditions you are granting us authority to carry out a digital ID verification check or similar for the purposes of checking your identity and address record, and a record of the search will be retained.

28.

Data Protection Act 1998 (the Act)

- The information gathered from the Customer may also be used to verify identity. That information will be held securely on our systems. It will only be passed to other group companies of ours and our and their trading partners for use exclusively in connection with the provision of services. It will not be passed to any other party without your express permission, unless we are required to do so by law or regulation. We will store the information and our verification thereof in accordance with relevant legislation after which it will be destroyed. The Act confers rights of access to certain information we hold. Details are available on request. In addition this information may be used for the prevention or detection of offences for fraud prevention purposes. We may share any information we collect with the Police to assist with investigations and/or enquiries as well as other public or private sector agencies or representative bodies complying with legislation and in accordance with relevant statutory and regulatory obligations. Information may be shared with the Business Centre Association and their members. Information shared in this way will not be used for marketing purposes.

29.

Privacy Policy

Lets Letter Box and its associated trading styles recognise the importance of protecting your privacy. When you contact us we may need to collect personal data from you and use your personal details, for example your name and email address, to deal with your query or sales enquiry. We use your personal details only to send you the information you have requested from our company or to contact you with information and services offered by our company that we think may be of interest to you. We do not store credit card details nor do we share customer details with any third parties. Your continued use of this site signifies your assent to this Privacy Policy. If you do not wish to receive such correspondence, please notify us in writing.

30.

Website Terms of Use

TERMS OF USE

The materials provided within our website are intended for informational purposes only. They are not meant to encompass Lets letterbox.com in its entirety, but rather to provide a snapshot of the company and its services. All content, graphics, design, database programming and functionality contained within are copyright of Lets letterbox No information on this site may be used or reproduced without express written permission of LetsLetterBox.com. Any violation will be prosecuted to the fullest extent of the law.

Although Lets Letterbox makes every effort to ensure the accuracy of this site, we cannot guarantee that all information contained herein is error-free and updated. To the extent permitted by law,.com shall not be liable for any damages whatsoever arising from misuse of this site or from outdated information received from this site or any that it accesses.

Copyright © 25 March 2024, Lets Letterbox: All rights reserved.