

Terms & Conditions

Schedule One – The Service

1. Mailroom Service

In respect of mail items (“Mailing Items”), Jersey Post will frank and post the Client’s Mailing Items, and despatch them on behalf of the Client. The mail should be presented to Jersey Post along with the completed instruction sheet.

2. Delivery Time Scale

The Client must present the Mailing Items to an authorised officer of Jersey Post (“Authorised Officer”) at the delivery time advised by your Client Sales Representative from time to time. Your Sales Representative will advise you of Authorised Officers. Failure to meet this requirement may result in the delay in the posting of your Mailing Items. In this instance collection will form part of your already arranged delivery and collection service

3. The Client’s Obligations

In order for Jersey Post to provide the Mailroom Service the Client shall:

- a. ensure that the contents of the Mailing Items are securely sealed in an envelope or other packaging as agreed with Jersey Post from time to time;
- b. ensure that the Mailing Items are addressed in a manner which complies with the Jersey Post addressing standards available from Jersey Post or by visiting www.jerseypost.com;
- c. include a legible return address, which is clearly marked as such, on the exterior of the Mailing Item if it wishes undeliverable Mailing Items to be returned to it;
- d. ensure that all identical Mailing Items are sorted into approximate bundles of 50, facing and orientated the same way and segregated into the following destinations:
 - i. Jersey;
 - ii. other Channel Island and UK; and
 - iii. other destinations;
- e. ensure that letter packets, parcels and premium delivery products have the appropriate labels and customs forms completed and affixed;
- f. ensure that the Mailing Items are presented in Jersey Post approved mailbags, collection boxes or such other form of containment agreed in writing with Jersey Post and that the maximum total weight of each such containment does not exceed 11kg or such other weight notified by Jersey Post from time to time;
- g. ensure that the items are presented clearly, identifying the number of items, the senders name, address and date.
- h. ensure that the Mailing Items are received by the **Outsourced Mailroom Manager, Jersey Post Headquarters, Rue Grèllier, La Rue Des Pres Trading Estate, St Saviour, Jersey, JE2 7QS** no later than the Delivery Time Scale, on each Business Day; and
- i. provide a minimum 24 hours notice of any extra-ordinary mailing, including bulk mailings. If no such notice is given then Jersey Post will not be liable for any delay to the collection or posting of Mailing Items.

4. Consent to Process Information

The Client hereby gives its consent for Jersey Post to collect, process and store personal information relating to the Client as required by Jersey Post for the administration and provision of the Services. Jersey Post is registered in accordance with applicable data protection legislation in Jersey.

5. Jersey Post’s Obligations

For the Mailroom Service Jersey Post shall:

- a. frank the Mailing Items with the correct Postage Rate; and
- b. except in unusual circumstances, post the Mailing Items on the day of receipt providing that the Client has performed all its obligations satisfactorily in a manner acceptable to Jersey Post.

Schedule 2 – Charges

6. Charges

The charges will be determined by Jersey Post annually and are subject to review at the discretion of Jersey Post. Details of the Charges can be found at www.jerseypost.com or by calling the Jersey Post Business team on 01534 616617.

In respect of the Service Jersey Post shall:

- a. charge for the following Mailroom Services:
 - i. Sorted mail (per item)
 - ii. Unsorted mail (per item)
 - iii. Ad hoc and unsorted mail handling fee
 - iv. All Items needing hand franking (per item)
 - v. Hand franked items handling fee
- b. charge the current Postage Rates according to the relevant Mailing Item’s destination. Current Postage Rates can be found by visiting the Broad Street Post Office, any Sub Post Office, or by visiting the Jersey Post website at www.jerseypost.com; and
- c. have the right to vary the Charges in accordance with the Terms of Business.