

LOCAL, DOMESTIC AND OVERSEAS LETTER POSTAL SCHEME

Issue 3 - July 09

JERSEY POST LIMITED

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SCHEDULE 1

EUROPEAN AND OVERSEAS LETTERS - DESIGNATION OF COUNTRIES TO ZONES

THE JERSEY POST LIMITED LOCAL, DOMESTIC AND OVERSEAS LETTER POSTAL SCHEME (Issue 3)

Jersey Post Limited, herein after referred to as 'Jersey Post' by virtue of the powers conferred on it by Article 57 of the Law (as defined) and all other relevant enabling powers, hereby makes the following Scheme.

PART 1

INTRODUCTION

1 APPLICATION

- 1.1 This Scheme sets out Jersey Post's conditions for:
- 1.1.1 accepting a letter posted in Jersey for delivery to an address in or outside Jersey;
 - 1.1.2 accepting a letter sent from outside Jersey for delivery in Jersey; and
 - 1.1.3 providing other services in connection with local letter post and letter post in and outside Jersey.

2 DEFINITIONS OF TERMS USED IN THIS SCHEME

The **Interpretation (Jersey) Law 1954** as amended applies to the interpretation of this Scheme.

Any reference in this Scheme to any enactment, regulation, other Jersey Post Postal Scheme, Jersey Post statement of service or Jersey Post terms of business shall be construed as a reference to that enactment, regulation, Jersey Post Postal Scheme, Jersey Post statement of service or those Jersey Post terms of business as subsequently amended, re-enacted or replaced.

Any reference to 'this Scheme' is a reference to this issue of the Local, Domestic and Overseas Letter Postal Scheme.

The words "such as", "for example", "including" and similar expressions are not used as, nor are such words intended to be interpreted as, words of limitation.

In this Scheme, the following words and terms have the following meanings:

Term	Definition
addressee	means the person to whom a letter is addressed;
Articles for the Blind service	shall have the meaning given in section 25.4 of this Scheme;
BFPO address	means an address, recognised as a secure address by the British Forces Post Office, which meets the format and other requirements stipulated from time to time by the British Forces Post Office;
BFPO letter	means a letter addressed to a BFPO address which complies with section 26.2 of this Scheme;
Business	means any entity engaged in commercial, economic, social, governmental or other non-private activity, whether for profit or not, and irrespective of legal form;
Business Address	means a Postal Address at or from which a Business

	operates;
Business Direct	means the collection or delivery of letters and parcels from a Business's premises as set out in Jersey Post's 'Statement of Service for the Business Direct service';
Business Reply Service Letter	means a letter sent using the Business Reply service as set out in Jersey Post's statement of service for the Business Reply service;
Compensation Scheme	means the compensation scheme relating to the loss or damage to postal items, operated by Jersey Post from time to time;
cover	means any cover, envelope, or other packaging used to contain the contents of a letter. In the case of a postcard or other card without a cover, any reference to a cover shall be construed as a reference to an outside face of the card;
Delivery Point	means the physical location, Private Post Box or receptacle which Jersey Post deems to be suitable for the acceptance of letters;
Domestic Letter	means a letter addressed to the United Kingdom, the other Channel Islands or the Isle of Man;
Domestic Postal Address	means an address within the United Kingdom, the other Channel Islands or the Isle of Man but which is outside Jersey;
franked letter	means a letter bearing a franking indicium applied by means of a Franking Meter;
Franking Meter	is a machine which has been obtained by a customer of Jersey Post and the use of which has been licensed by Jersey Post as a means of applying postage which is pre-paid to the cover of letters;
Freepost Letter	means a letter sent using a Freepost service as set out in Jersey Post's "Statement of Service for Freepost Letter service";
indicium (pl. indicia)	means a marking or sign or indicator on a letter used as a substitute for a postage stamp;
International Signed For (Recorded) Letter	means a letter using the International Signed For (Recorded) service as set out in section 29 of this Scheme;
Jersey Post Postal Scheme	means any scheme made by Jersey Post under Article 57 of the Law;
Jersey Post staff	means any person employed by Jersey Post or by any agent appointed by Jersey Post or any person working for a Post Office;
Law	means the Postal Services (Jersey) Law 2004;
letter	means, for the purposes of this Scheme, any item transmissible by post other than an item which exceeds the size or weight limits set out in section 12 of this Scheme or which is posted, conveyed, delivered or

	otherwise dealt with using a parcel service;
Local Letter	means a letter posted in Jersey for delivery to a Postal Address in Jersey;
other Channel Islands	means those territories comprising the Channel Islands other than Jersey;
Overseas Letter	means a letter posted in Jersey for delivery to an Overseas Postal Address;
Overseas Postal Address	means an address outside Jersey, the United Kingdom, the other Channel Islands and the Isle of Man;
parcel service	shall have the meaning given in the Local, Domestic and Overseas Parcel Postal Scheme;
person	means any individual, corporation, or unincorporated association of persons or partnership;
Post Box	means a thing or place used by Jersey Post and represented by Jersey Post as a thing or place where the public may post items for onward transmission by placing them there without receiving any immediate acknowledgment or expression of agreement on the part of Jersey Post;
Post Office	means any premises occupied by Jersey Post, or under the control of a Jersey Post or operated under a contract between Jersey Post and a third party, being premises where Jersey Post or such third party performs any function connected with postal services;
post, posting or posted	a letter is posted if it has been entrusted to Jersey Post for transmission by post in accordance with one of the approved methods set out in section 9 of this Scheme (and related words should be construed accordingly);
postage	means the fee charged by Jersey Post for conveyance and handling of a letter;
Postage Account	means an account that has been allocated by Jersey Post to a customer for the purpose of recording and billing the postage for letters that are posted on credit and which is subject to any applicable terms;
postage paid impression	means an impression that is applied to the cover of a letter which is unique to the customer to which Jersey Post has issued it. The impression indicates that the postage will be paid for via a Postage Account or Franking Meter. The design, layout and positioning of the postage paid impression must conform to Jersey Post's current standards;
postage stamp or indicium	means a previously unused stamp or other device authorised for use by Jersey Post to indicate payment of postage and/or fees (in the currency of Jersey) on a letter or to indicate that the sender of a letter has entered into an arrangement with Jersey Post to pay postage and/or fees on that letter. A postage stamp or indicium may be adhesive in order for it to be affixed to a cover, or may be

	non-adhesive (when it is embossed, impressed or printed on a cover), as Jersey Post may from time to time permit;
Postal Address	means a Delivery Point within Jersey as allocated by Jersey Post and which is identified and the components and format of which are determined by Jersey Post;
Poste Restante	has the meaning set out in section 21.1;
Poste Restante letter	has the meaning set out in section 21.1;
postmark	means any impression or mark applied by Jersey Post to a cover to cancel a postage stamp or indicium, or any other impression or mark applied by Jersey Post for any other postal purpose;
Pre-paid in Cash Letter	means a service provided by Jersey Post for the pre-payment of postage and application of a postage stamp or indicium;
Pricing Guide	means Jersey Post's pricing guide issued from time to time;
Private Post Box	means a posting facility on private premises authorised by Jersey Post for the collection and delivery of post;
Residential Address	means a Postal Address which is not a Business Address;
Response Service	means a service for a Business Reply Service Letter or Freepost Letter;
Response Service Letter	means a letter sent using a Response Service;
return address	means the Postal Address of the sender;
sender	means, for the purposes of this Scheme, the person who sends or on whose behalf a letter is sent;
Signed For (Recorded) Letter	means a letter sent using the Signed For (Recorded) service as set out in section 24 of this Scheme;
undeliverable letter	shall have the meaning set out in section 15.1 of this Scheme;
unpaid letter	means a letter on which the postage has not been paid and/or fees payable under this Scheme have not been paid or which have been underpaid;
valuables	means any item in respect of which the sender may wish to seek compensation if it were damaged or lost whilst in the course of transmission by post;
working day	means Monday to Saturday (excluding any Public or Bank Holidays) inclusive; and
Zone	means the different geographic zones to which an Overseas Letter may be delivered.

3 COMMENCEMENT, REVOCATION AND CITATION

- 3.1 This Scheme is made under Article 57 of the Law and comes into operation on 25th July 2009. It revokes and replaces all published charges, and other terms and

conditions applicable to Jersey Post's services covered by this Scheme with the exception of any special conditions provided for under section 20, Jersey Post's terms of business, and any applicable Jersey Post statement of service.

- 3.2 Jersey Post may amend this Scheme from time to time at its discretion. Notice of amendments will be published in the Jersey Gazette setting out the amendments or advising where copies may be viewed by the public. Amendments shall be effective from the date of publication or from such later date as stated in the amendment.

4 DISCRETION TO PROVIDE SERVICES UNDER THIS SCHEME

Jersey Post may provide the postal services referred to in this Scheme for such times, during such periods, at or from such Post Offices or Post Boxes and in such manner as it may in its discretion decide and, subject to the Law, on such terms and conditions as it sees fit.

PART 2

GENERAL CONDITIONS FOR POSTING A LETTER

5 LETTER SERVICE

- 5.1 A letter which complies with the applicable conditions of this Scheme will be sent by the service applicable to the ultimate destination of the relevant letter.
- 5.2 Jersey Post aims, but does not guarantee, that a letter sent from within Jersey to a local Postal Address will be delivered the next working day after posting.
- 5.3 Jersey Post aims, but does not guarantee, that a letter sent from within Jersey to a Domestic Postal Address will be delivered the next working day after posting.
- 5.4 Jersey Post aims, but does not guarantee, that a letter sent from within Jersey to an Overseas Postal Address will be delivered in keeping with the delivery service standards applicable to that country in addition to a suitable period to allow for the transit of that letter from Jersey to the final country of destination.
- 5.5 If the sender requires insurance against delay or failure of delivery then the appropriate insured service available from Jersey Post should be used.
- 5.6 A letter may be delayed in the course of its transit as a result of it being lawfully seized or inspected by the relevant representative or agent of customs or the police or any other similarly authorised body. Jersey Post is not obliged to honour any service standards and will not be liable for any compensation claim that might otherwise be due if service standards are not achieved as a result of any letter being delayed or seized by any such person.

6 PAYING POSTAGE AND FEES

- 6.1 Postage must be paid before a letter is posted, unless:
- 6.1.1 the letter is a Response Service Letter in respect of which a customer has paid or agreed to pay postage in accordance with Jersey Post's statement of service for the relevant Response Service;
- 6.1.2 the letter is re-posted to be forwarded in accordance with section 13 of this Scheme; or

- 6.1.3 the sender has entered into a credit agreement or other arrangement for payment of postage with Jersey Post.
- 6.2 All fees must be paid in advance unless Jersey Post agrees otherwise.
- 6.3 The sender must demonstrate with respect to each letter posted that postage has been paid, or that the sender has entered into an arrangement with Jersey Post for postage to be paid, on the letter. To demonstrate such payment or arrangement, a valid postage stamp or indicium or combination of valid postage stamps or indicia to the value of postage due must be fixed, printed, impressed, embossed or otherwise marked on the top right hand corner of the cover of the letter, or the letter must be marked in any other way which Jersey Post or Jersey Post staff may approve.
- 6.4 The method by which payment of postage has been demonstrated in accordance with the terms of section 6.3 must be marked on or affixed to the cover of the letter in such a way as to enable Jersey Post to mark it in whatever way Jersey Post deems appropriate so as to confirm that postage has been paid.
- 6.5 A postage stamp or indicium may not be used to demonstrate payment of postage on a letter, or to demonstrate that the sender has entered into an arrangement with Jersey Post for postage to be paid on a letter, unless postage has been fully paid or an arrangement has been entered into with Jersey Post.
- 6.6 A postage stamp or indicium may not be used if:
 - 6.6.1 it has already been used to pay postage;
 - 6.6.2 it has already been used to demonstrate that the sender has entered into an arrangement with Jersey Post to pay postage;
 - 6.6.3 it is materially damaged or materially imperfect; or
 - 6.6.4 it has been defaced, or if it has anything written or printed or affixed over it.

7 POSTAGE RATES AND FEES

- 7.1 Postage rates for delivery of Local Letters, Domestic Letters, Overseas Letters and BFPO Letters are set out in the Pricing Guide.
- 7.2 The Zones which apply to Overseas Letters are set out in Schedule 1 to the Scheme.
- 7.3 Jersey Post may change postage rates from time to time. A change to postage rates applicable under this Scheme and the date on which the changed rates will come into effect will be published 21 days in advance of the change in the Jersey Gazette or as otherwise required.
- 7.4 Jersey Post may charge fees (which may be in addition to any postage that may be payable) for the provision of the postal services set out in this Scheme. Jersey Post may change the rate of any fees from time to time. The fees will be printed and available for inspection, during normal office hours, at Jersey Post's registered office and at such Post Offices as Jersey Post may designate from time to time.

8 POSTAL ADDRESSES

- 8.1 Postal Addresses are allocated by Jersey Post at its discretion throughout Jersey in accordance with the operational needs of Jersey Post's network. The Postal

Addresses are required for the purpose of efficiently processing and correctly delivering letters and Jersey Post may amend them at its discretion. Jersey Post will notify affected customers of any such amendments.

- 8.2 A Local Letter and a Domestic Letter must contain a full and legible Postal Address and an Overseas Letter must contain a full and legible Overseas Postal Address, and any letter which does not contain such an address may, at Jersey Post's discretion, be delayed or be treated as undeliverable subject to the conditions set out in section 15 of this Scheme.
- 8.3 A Local Letter, Domestic Letter or Overseas Letter should contain a valid return Postal Address that is clearly visible externally either on the rear of the letter or in a position designated for a return address, unless another arrangement has been entered into with Jersey Post. If a letter is undeliverable and it does not contain a return address and no arrangement is in place, it may be treated as non-returnable subject to the conditions set out in section 16 of this Scheme.
- 8.4 Addresses should comply with Jersey Post's addressing standards as determined by Jersey Post from time to time and details of which are available from www.jerseypost.com.

9 POSTING

- 9.1 A letter, except one to which sections 9.3 to 9.5 apply, must be posted in one of the following ways:
- 9.1.1 by placing it in a Post Box;
 - 9.1.2 by placing it in a Private Post Box;
 - 9.1.3 by presenting it at a Post Office counter during the relevant opening hours;
 - 9.1.4 by a Business Direct collection; or
 - 9.1.5 in any other manner which Jersey Post may approve.
- 9.2 A letter placed in a Private Post Box will, for the purposes of this Scheme, be deemed to have been posted when collected by Jersey Post and not before.
- 9.3 A letter bearing a postage paid impression must be posted in accordance with the conditions set out in any relevant Postage Account statement of service.
- 9.4 A franked letter must be posted in accordance with the terms of the relevant Jersey Post Franking Meter licence.
- 9.5 A Pre-paid in Cash Letter must be posted:
- 9.5.1 by handing it to an authorised member of Jersey Post staff at a Post Office; or
 - 9.5.2 in any other manner which Jersey Post may approve.

10 PACKING

- 10.1 A letter must be packaged and sealed such that, in the opinion of Jersey Post, damage or harm will not be caused to other letters, equipment, or Jersey Post staff.
- 10.2 The method, quality and type of packaging used should be of sufficient quality, size, rigidity and design, and the contents should also be packed in such a way and using appropriate materials, so that it will provide adequate protection to the

- contents of the letter throughout the duration of its transit within the postal network.
- 10.3 The address must not be obscured or made difficult to read in any way including by the manner in which the contents are enclosed in the letter.
- 10.4 A letter must not have on its cover:
- 10.4.1 anything which obscures the postage stamp or indicium;
 - 10.4.2 anything which is likely, in Jersey Post's judgement, to make it difficult for Jersey Post to apply a postmark to the cover or envelope;
 - 10.4.3 anything which, in Jersey Post's judgement, is likely to make the postmark illegible or capable of being removed;
 - 10.4.4 anything which, in Jersey Post's judgement, may constitute a counterfeit or fake postage stamp or indicium;
 - 10.4.5 any postage stamp or indicium which has already been used to pay postage;
 - 10.4.6 signs, words or indicia, used without official permission, which could indicate that the letter was sent on Her Majesty's Service;
 - 10.4.7 signs, words or indicia, used without official permission, which could indicate or suggest that the letter is sent by or on behalf of Jersey Post or any other postal authority; or
 - 10.4.8 any signs, words, indicia or designs which, in Jersey Post's judgement, are offensive, unlawful, obscene or indecent.
- 10.5 A letter must not be made up in any way or have anything on its cover, which, in Jersey Post's judgement, makes it difficult or embarrassing to deliver the letter.
- 10.6 A postage stamp or indicium must not be attached to a letter using staples, sticky tape, or any other means that Jersey Post does not approve.
- 10.7 The sender shall complete and affix such certificates and other documents and declarations and labels, including any declaration of contents, or documentation or declaration required for the purposes of customs clearance, or identification and payment of duties or fees, or any other export or importation law or licensing requirement that may apply with regard to the content of the letter as may be required by Jersey Post or any other relevant Jersey authority, or the law of the country or place to which the letter is addressed or as Jersey Post may otherwise direct.
- 10.8 An Overseas Letter shall bear an air mail label or the clearly written words "Air Mail" or "Par Avion" on the top left hand corner of the cover or envelope of the letter, or the letter must be marked in any other way Jersey Post may approve.

11 PROHIBITIONS AND RESTRICTIONS

- 11.1 A person may not post, and Jersey Post will not knowingly accept, a letter that contains dangerous or restricted goods, including:
- 11.1.1 goods that are in one or more of the nine UN hazard classes as follows:

- a. explosives as defined in Class One;
 - b. compressed gases including aerosols as defined in Class Two;
 - c. flammable liquids as defined in Class Three;
 - d. flammable solids as defined in Class Four;
 - e. oxidising substances and organic peroxides as defined in Class Five;
 - f. toxic (poisonous) and infectious substances and medical substances as defined in Class Six;
 - g. radioactive materials as defined in Class Seven;
 - h. corrosives as defined in Class Eight;
 - i. miscellaneous dangerous goods as defined in Class Nine;
- 11.1.2 those goods designated as hazardous or dangerous (in general or whilst being transported) as defined under the latest edition of the International Civil Aviation Organization's Technical Instructions or by the International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) Manual or from a Recommended Security Standards Manual such as the Health and Safety Executive Carriage of Dangerous Goods Manual;
- 11.1.3 liquids with alcohol content higher than 70 per cent;
- 11.1.4 ammunition;
- 11.1.5 batteries that are classed as dangerous goods by the latest edition of the International Civil Aviation Organisation's Technical Instructions;
- 11.1.6 clinical and medical waste;
- 11.1.7 counterfeit money or counterfeit postage stamps or indicia that are prohibited unless they are no longer available for current use and therefore of value only as collectors' items;
- 11.1.8 drugs of any description except those allowed under section 11.3 below;
- 11.1.9 environmental waste;
- 11.1.10 indecent, obscene or offensive material;
- 11.1.11 infectious substances listed by the World Health Organisation to be in risk group 4 and the group 3 substances listed in schedule 3 and 9, part 5 of the Control of Substances Hazardous to Health Regulations 1999 (COSHH);
- 11.1.12 lottery tickets except any lottery ticket duly licensed for use within Jersey by the Gambling Control and Channel Islands Lottery Administration under the Gambling (Jersey) Law 1964 (as amended) and associated regulations;
- 11.1.13 matches (including safety matches);
- 11.1.14 pesticides;
- 11.1.15 radioactive material and samples that are classified as radioactive using table 2-12 of the latest edition of the International Civil Aviation organisation's Technical Instructions;
- 11.1.16 solvent-based paints, varnishes and enamels (unless dried);
- 11.1.17 water-based paints, varnishes and enamels with volume of over 150 millilitres (unless dried);
- 11.1.18 weapons of war except as permitted by section 11.3 below;

- 11.1.19 any item prohibited by law in any territory which the letter is to be delivered or through which the letter will travel; and/or
- 11.1.20 any item that in the opinion of Jersey Post may be harmful or dangerous to Jersey Post staff or the staff of any other relevant organisation or to any other person.
- 11.2 All dangerous or restricted goods are prohibited as are any items which are manufactured using or which include contents or components listed in section 11.1.
- 11.3 A letter containing any of the following specified items may be posted provided that the sender meets all Jersey Post's requirements for acceptance of the item, including packaging requirements and the use, where Jersey Post deems appropriate, of any applicable service:
 - 11.3.1 liquids with alcohol content lower than 70 per cent;
 - 11.3.2 batteries other than those prohibited under section 11.1.5;
 - 11.3.3 battery operated goods, excluding batteries if prohibited under section 11.1;
 - 11.3.4 drugs sent in emergencies for medical or scientific purposes;
 - 11.3.5 guns for sporting use providing that no ammunition (including blanks) is included and that the gun has been disabled from firing or being fired and meets all restrictions in force at that time associated with or by the International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) Manual or Recommended Security Standards Manual;
 - 11.3.6 diagnostic substances listed in the World Health Organisation's risk groups 1-3 inclusive (except as mentioned in section 11.1) - these must always be sent in packaging that complies with Packing Instructions 650 available from the UK Department of Trade and Industry. The total sample volume/mass in any letter shall not exceed 50ml/g;
 - 11.3.7 items containing infectious substances in Risk Groups 1, 2 and 3 must be sent in UN2814 or 2900 packaging as detailed in Packing Instructions 602 available from the UK Department of Trade and Industry or the Department of Health. The total sample volume/mass in any letter shall not exceed 50ml/g;
 - 11.3.8 living creatures; certain living creatures are accepted only if enclosed in packs constructed so as to prevent injury or contamination or damage to any person or equipment or to other items within the postal system. The following are accepted, subject to those terms: bees; silkworms; leeches and certain parasites, destroyers of noxious pests, other insects sent to or from officially recognised institutions, mealworms, earthworms, caterpillars, rag worms, pupae and chrysalides, lugworms, maggots and fish fry and fish eggs;
 - 11.3.9 magnetised materials other than those prohibited under section 11.1;
 - 11.3.10 water-based paints, varnishes, enamels with volumes less than 150 millilitres;
 - 11.3.11 perishable goods such as fresh fruit, meat, fish, flowers and other perishable articles should be adequately packed so as to be able to withstand the journey and must be clearly labelled "PERISHABLE". In all cases the contents must be enclosed in adequate containment to prevent contamination. All perishable articles should be packed in such a manner

- and using such materials that during transportation the contents are kept at an appropriate temperature that is unlikely to give rise to a risk to health. Packages of fish should be smoked or chilled, and sealed in vacuum packs before consignment;
- 11.3.12 all radioactive materials and samples that are not classified as radioactive using table 2-12 of the latest edition of the International Civil Aviation Organisation's Technical Instructions;
- 11.3.13 vaccines and prescription drugs may be sent specifically for professional, medical or scientific purposes and must clearly show the sender's address for prompt return in case of non-delivery. Private individuals can, in emergencies, send prescription quantities provided they include their own Postal Address on the outside of the letter. The properties of these drugs must not meet any of the nine UN hazard classes listed within the prohibitions section when classified by the sender;
- 11.3.14 sharp objects may only be posted if they are packaged appropriately so that they do not represent a risk to Jersey Post staff or any other postal operator's employees or any other person, or to other items in the post or the intended recipients.
- 11.4 If a letter is identified as containing, or is suspected to contain, any item which is prohibited or restricted or which may or has any potential to cause harm or injury or damage to any person or equipment, Jersey Post may:
- 11.4.1 withhold the letter from despatch, or delivery; and
- 11.4.2 request appropriate professional or expert advice from persons such as the emergency services or any other duly qualified health and safety experts who may open the letter for the purposes of determining the contents.
- 11.5 If a letter is found or suspected to contain any item that is prohibited or restricted, the letter shall be treated as undeliverable and section 15 shall apply or Jersey Post may, at its discretion, make the letter available to the police or other relevant authority.
- 11.6 Any person posting an item which contains a prohibited or restricted item or any item which may potentially cause injury or harm to anyone else will be liable to prosecution under Article 60 of the Law.
- 11.7 Without limitation to any sanction under the Law for the conveyance of letters without a licence, there shall not be posted any letter containing two or more letters addressed to different persons at different addresses. Any letter found to be in breach of this section, may, if Jersey Post thinks fit, be delivered to the addressee of each letter subject to such charges as Jersey Post may determine. If the charges are not paid within the time specified by Jersey Post, or if Jersey Post decides not to deliver the letters, each letter shall be treated as undeliverable in accordance with section 15.
- 11.8 This section 11.8 is without limitation to any sanction under the Law for the conveyance of letters without a licence and applies to letters addressed to addresses within Jersey which were posted outside Jersey by or on behalf of any person, resident or entity carrying on Business in Jersey, having been made ready for sending within or outside Jersey. If Jersey Post so determines it may:
- 11.8.1 detain or return the letters to the country or place of posting; or
- 11.8.2 forward the letter and charge the addressee, sender or third party from whom Jersey Post receives the letter such value of postage and surcharge

as Jersey Post may determine in that particular case. The postage may not exceed the value of postage that would have been pre-payable had the letter been originally posted as an individual item in Jersey. Jersey Post may withhold the letter from delivery until such value has been paid. If the sums due to Jersey Post under this section are not paid within the period specified by Jersey Post, the letter shall be undeliverable and section 15 shall apply.

Further, Jersey Post may require information from any person connected with any such letters.

- 11.9 In addition to the above restrictions, other restrictions may apply in respect of items sent to particular destinations from time to time. A Sender should check with Jersey Post prior to sending a letter whether any such restriction does apply as any item which is subject to a local restriction may be seized by the local postal operator or authorised body. For the purposes of this section 11.9 only, 'local' means local to the ultimate destination of the relevant item.

12 SIZE AND WEIGHT LIMITS

- 12.1 A letter must comply with the size and weight limits set out below. Where a letter exceeds these limits, Jersey Post may:

12.1.1 convey the letter using a different service from the one paid for by the sender: in those circumstances the postage, fees and conditions of that service will apply;

12.1.2 refuse to accept the letter; or

12.1.3 return the letter to the sender.

Notwithstanding Part 4 of this Scheme, Jersey Post will not have any liability under this Scheme in the circumstances set out in sections 12.1.2 or 12.1.3 above.

- 12.2 The maximum weight of:

12.2.1 a Local Letter or a Domestic Letter is 10kg; and

12.2.2 an Overseas Letter is 2kg.

- 12.3 The maximum size of a letter must not exceed 610mm in length or 460mm in width or 460mm in depth. For a roll shaped letter the length plus twice the diameter may not exceed 1.04m with the greatest dimension being no more than 900mm.

- 12.4 The minimum size of a letter shall not be less than 100mm in length, not less than 70mm in width and not less than 0.25mm in depth. Jersey Post may refuse to accept or to deliver a letter that does not meet these minimum requirements.

13 FORWARDING A DELIVERED LETTER

- 13.1 A recipient of a letter (except a Response Service Letter or Signed For (Recorded) Letter) may forward it from its original address to another local Postal Address, by re-posting the letter. A letter may only be forwarded in this way to the original addressee. Jersey Post may, at its discretion, refuse to forward mail to or from a particular person, address or to forward certain types of mail.

- 13.2 Jersey Post may charge postage and an additional fee for forwarding a letter to another address.

- 13.3 Jersey Post will charge additional postage and any applicable fee for forwarding a letter if:
- 13.3.1 it has been opened before being re-posted;
 - 13.3.2 the name of the original addressee is covered or obscured; or
 - 13.3.3 it is forwarded by a Business or a person acting on behalf of a Business.
- 13.4 In any case where Jersey Post considers that a letter has been forwarded to evade payment of postage it may treat it as an unpaid letter in accordance with section 19 of this Scheme.
- 13.5 Jersey Post may agree with any sender of a letter that it will not forward or redirect letters where any letter sent by any such sender is clearly marked, on the cover, that it is not to be forwarded and that letter complies with any other relevant conditions specified by Jersey Post.

14 A LETTER WHICH DOES NOT MEET JERSEY POST'S CONDITIONS

- 14.1 Jersey Post may refuse to accept a letter that does not meet the conditions set out in this Scheme or may treat it as undeliverable in accordance with section 15 of this Scheme.
- 14.2 If a letter does not meet the conditions of the service paid for, Jersey Post may convey it using a different service. In this circumstance, the postage, fees and conditions of the service by which the letter is conveyed will apply, but notwithstanding Part 4 of this Scheme, Jersey Post will not have any liability under this Scheme. This provision applies to a letter which has been posted or found on Jersey Post's premises and which appears to be intended for posting.

15 A LETTER WHICH JERSEY POST IS UNABLE TO DELIVER (UNDELIVERABLE LETTER)

- 15.1 Jersey Post may consider that it is impracticable or unreasonable to deliver a letter:
- 15.1.1 if the Delivery Point is unsafe or is not permanently occupied;
 - 15.1.2 if the letter does not bear a complete and legible Postal Address identifying without ambiguity the location of the premises for delivery;
 - 15.1.3 if the letter contains or is believed by Jersey Post to contain anything which is unlawful, prohibited or restricted whether or not set out in section 11;
 - 15.1.4 which may for any reason compromise the health and safety of Jersey Post staff or Jersey Post's agents or contractors;
 - 15.1.5 if the size or shape of the item makes it undeliverable;
 - 15.1.6 if the letter is using a service that requires a signature upon delivery and it is not possible for any reason to obtain that signature;
 - 15.1.7 if the letter is refused by the occupier; or
 - 15.1.8 for any other reason at Jersey Post's discretion.
- Such a letter will be referred to as an 'undeliverable' letter.
- 15.2 If a letter is undeliverable and/or the addressee has requested that Jersey Post deliver the letter to either a collection point or a delivery point agreed with

- Jersey Post, then Jersey Post may attempt to deliver that letter to the designated collection point or delivery point, as the case may be.
- 15.3 If a letter is undeliverable, Jersey Post may leave an advice note in the form of a card or letter informing the addressee that Jersey Post has been unable to deliver a letter.
- 15.4 Where a letter is undeliverable and an advice note has been left as referred to in section 15.2 above, Jersey Post may retain the letter unopened for the minimum period set out in section 15.5 to allow a period of time for the addressee to contact Jersey Post and, subject to payment of any postage, fee or surcharge due:
- 15.4.1 deliver the letter to the original addressee's Postal Address at a time when the recipient is able to take receipt of the letter and which Jersey Post considers suitable;
- 15.4.2 deliver the letter to a different Delivery Point or to a suitable return Postal Address notified to Jersey Post and which Jersey Post considers suitable; or
- 15.4.3 make arrangements for the letter to be collected from a Post Office designated by Jersey Post.
- 15.5 The minimum period referred to in section 15.4 is:
- 15.5.1 for a Signed For (Recorded) Letter or an International Signed For (Recorded) Letter, 7 days; and
- 15.5.2 for any other letter, 21 days.
- 15.6 In relation to an undeliverable letter, other than an item referred to in section 15.1.3 or 15.1.4, Jersey Post may return the unopened letter:
- 15.6.1 where the letter was posted with Jersey Post, to the sender from whom the letter was originally posted where the postage was paid for with sufficient postage paid using a postage stamp, indicium, a Postage Account postage paid impression, or a Franking Meter postage paid impression, provided that the sender's name and return address, which is in Jersey, are legible on the cover; or
- 15.6.2 where the letter was posted other than with Jersey Post, to the postal operator that originally conveyed the letter to Jersey Post or, at its option and if applicable, to the postal operator with whom the letter was posted or to the postal operator of the country in which the sender's address is located where the letter was posted outside Jersey and the identity of any of these can be established from the cover.
- 15.7 Jersey Post may charge any additional postage or fee for returning an undeliverable letter in accordance with section 15.6 and the sender may have to pay any other surcharge and sufficient postage fees as set out in this Scheme or any other fees that apply, including charges raised by any other postal operator, as applicable. If any such fee is not paid, the letter may be treated as non-returnable and dealt with in accordance with section 16 of this Scheme.
- 15.8 Where a letter is undeliverable and:
- 15.8.1 the letter was originally posted in Jersey with insufficient postage;
- 15.8.2 the sender's name and address is not legible on the cover; or
- 15.8.3 the letter contains or is believed to contain anything which is prohibited or restricted,

Jersey Post may treat the letter as non-returnable. The provisions of section 16 will apply to any non-returnable letter.

16 A LETTER WHICH JERSEY POST IS UNABLE TO DELIVER AND IS ALSO UNABLE TO RETURN (NON-RETURNABLE LETTER)

- 16.1 Where a letter is undeliverable and non-returnable due to any factors including those detailed in 15 above, and where the reasons for the letter being undeliverable and non-returnable are not a result of the item containing or being believed to contain anything which is prohibited or restricted as referred to in section 15.1.3 or 15.1.4 above, Jersey Post may at its sole discretion retain the letter unopened for a minimum period of 7 days and a maximum period of 21 days to allow a period of time for the sender or addressee to contact Jersey Post and, subject to payment of any postage, fee or surcharge due:
- 16.1.1 deliver the letter to a different Delivery Point or to a suitable return Postal Address notified to Jersey Post and which Jersey Post considers suitable; or
 - 16.1.2 make arrangements for the letter to be collected from a Post Office designated by Jersey Post.
- 16.2 Jersey Post may demand any person requesting an undeliverable letter to be redirected or collected from as detailed in section 16.1 above to provide proof of identity using whatever methods are determined as appropriate by Jersey Post prior to any letter being redirected or collected.
- 16.3 If a different Delivery Point is notified under section 16.1.1 Jersey Post may charge the appropriate value of postage and any appropriate additional fee prior to delivery.
- 16.4 If the minimum period in 16.1 has elapsed and no Delivery Point or Postal Address has been notified to or identified by Jersey Post, Jersey Post may dispose of that letter and any contents at its discretion. In such circumstances, Jersey Post shall not be liable in any way for any costs or losses arising from the disposal or destruction of the letter or its contents.
- 16.5 If an item is undeliverable due to reasons as defined or referred to in section 15.1.3 or 15.1.4 above, Jersey Post shall seek appropriate expert advice and/or notify the relevant authority and may then, if it has grounds to believe that the contents are or may be prohibited or restricted, treat the letter and all contents as non-returnable and may dispose of that letter and contents at its sole discretion. In such circumstances, Jersey Post shall not be liable in any way for any costs arising from the disposal or destruction of the letter or its contents, and section 11.6 of this Scheme shall apply.
- 16.6 Disposal of the letter or contents under section 16.4 or 16.5 may involve the secure destruction of the letter or any contents using appropriate secure destruction facilities determined by Jersey Post to be suitable for destruction of such items.

17 TREATMENT OF LETTERS ADDRESSED TO DECEASED ADDRESSEES

- 17.1 Where Jersey Post is satisfied that the addressee of a letter is deceased, it may at its discretion and subject to the payment of a fee:
- 17.1.1 retain such letter for such period as it thinks fit;

- 17.1.2 on production of probate of the will or letters of administration to the estate of the addressee, together with the written application of one or more of the executors or administrators, deliver or redirect the letter in accordance with such application; or
- 17.1.3 treat such letter as undeliverable and/or non-returnable in accordance with sections 15 and 16.

18 POSTAGE STAMPS AND INDICIA AND POSTMARKS

- 18.1 Jersey Post may itself use and authorise others to use any postage stamp or indicium, postage paid impression, sticker, label or other device it considers suitable (including postmarks incorporating advertisements or postal information), to indicate payment of postage and fees, to cancel postage stamps or indicia or for any other postal purpose it considers appropriate.
- 18.2 Jersey Post may invalidate postage stamps or indicia and/or apply a postmark to a cover in any manner which it considers appropriate for postal purposes.
- 18.3 Jersey Post may charge a fee (to be fixed by Jersey Post from time to time) for cancelling postage stamps or indicia with a special postmark, or for applying a postmark which incorporates an advertisement.

19 UNDERPAID OR UNPAID POSTAGE AND FEES

- 19.1 Where the value of postage and/or fee paid in respect of a letter is less than the value payable under this Scheme, or where no postage or fee has been paid, Jersey Post may, subject to section 19.2:
 - 19.1.1 deliver the letter to the addressee;
 - 19.1.2 allow the addressee or someone on the addressee's behalf to collect it from a Post Office designated by Jersey Post; or
 - 19.1.3 treat the letter as undeliverable in accordance with section 15 of this Scheme,subject in each case to Jersey Post retaining the letter for as long as it considers necessary.
- 19.2 Jersey Post may require the addressee or sender to pay an additional value of postage before the letter is delivered or released for collection. In addition to the value of underpaid or unpaid postage or other fees due Jersey Post may require the addressee or sender to pay an additional surcharge fee as set out in the Pricing Guide.
- 19.3 Where the value of postage due and additional fee is not paid in accordance with section 19.2 the letter may be dealt with in accordance with section 16 of this Scheme.

20 SPECIAL CONDITIONS FOR LETTER POSTAL SERVICES

- 20.1 The general conditions set out in this Scheme must be complied with in addition to the special conditions set out in Part 3 of this Scheme, except where the general condition is inconsistent with the special condition in which case the special condition shall take precedence.

- 20.2 Jersey Post may impose terms and conditions in relation to the provision and use of postal services in addition to those set out in this Scheme where it considers it necessary or appropriate to do so and may change such terms and conditions from time to time. Such terms and conditions may be contained in application forms, licences, or any other document issued or authorised for issue by Jersey Post and shall be deemed to form part of this Scheme. Any such additional terms or conditions will be subject to the provisions of this Scheme unless otherwise specified.
- 20.3 Jersey Post may withdraw any service from one or more persons in the event of:
- 20.3.1 misuse;
 - 20.3.2 a breach of the conditions of this Scheme;
 - 20.3.3 in Jersey Post's opinion, damage to Jersey Post's reputation; or
 - 20.3.4 a failure to comply with an applicable statement of service or agreement.

PART 3

CONDITIONS FOR SPECIFIC SERVICES

21 POSTE RESTANTE

- 21.1 A letter may be sent to a specified individual, the addressee, and to an address that is a specified post office for collection by the addressee from that post office. This is called the "Poste Restante service" and any such letter a "Poste Restante letter".
- 21.2 The words 'To be called for' or 'Poste Restante' and the full and correct name for the addressee of the letter, and the name of the sender and a clear and accurate return address, must be clearly marked on the cover or envelope of the letter.
- 21.3 In the case of an item sent using the Poste Restante service from Jersey to a post office which is not in Jersey, the conditions as defined in this Scheme as appropriate for any letter sent to that destination using the normal postal services will apply. In addition, the destination postal operator may impose additional conditions with which the Sender must comply.
- 21.4 The following provisions apply to a Poste Restante letter:
- 21.4.1 this service may only be used to send a letter to a person who is in Jersey for no more than one month, except where Jersey Post decides otherwise;
 - 21.4.2 Jersey Post may refuse to hand over a Poste Restante letter if it is not satisfied that the identity of the person collecting the Poste Restante letter is the intended recipient;
 - 21.4.3 a Poste Restante letter may be collected from the Post Office specified by Jersey Post during normal opening hours;
 - 21.4.4 a Poste Restante letter will not normally be kept for more than one month; and
 - 21.4.5 Jersey Post may refuse to keep a Poste Restante letter for collection:
 - a. where, in the opinion of Jersey Post, the sender is not entitled to use or is misusing the Post Restante service;
 - b. where the letter is not marked in accordance with section 21.2;

- c. where the addressee's name is abbreviated or (in the opinion of Jersey Post) false;
 - d. where the letter is addressed to a Post Office which does not provide the Poste Restante service; or
 - e. where the Poste Restante letter has contents which are, or which Jersey Post suspects may be, prohibited or restricted; and
- 21.4.6 if a Poste Restante letter is not collected within the period shown in section 21.4.4 the Poste Restante letter will be treated as undeliverable in accordance with section 15 of this Scheme.

22 REDIRECTION OF A LETTER BY JERSEY POST

- 22.1 An addressee with a Jersey Postal Address may, upon satisfactory completion of relevant application forms and payment of applicable fees, request that letters be redirected from the original address to which those letters are addressed to an alternative address. This is called the "Redirection service".
- 22.2 Only letters that are addressed to the specific addressee will be redirected.
- 22.3 In any case where Jersey Post considers that a letter has been redirected to evade payment of postage it may treat it as an unpaid letter in accordance with section 19 of this Scheme.
- 22.4 Jersey Post may, at its discretion, refuse to provide a Redirection service to a particular person and may refuse to redirect mail to or from a particular person, address or to forward certain types of mail.

23 TEMPORARY RETENTION OF A LETTER BY JERSEY POST

- 23.1 An addressee with a Jersey Postal Address may, upon satisfactory completion and submission to Jersey Post of the relevant application form and payment of the applicable fee, request that letters be retained for a specified period and not delivered to the original address to which the letters are addressed. This is called the Retention of Mail service.
- 23.2 Letters will only be retained for a maximum period of two months from the date the service is initially commenced. Upon completion of the two month period all letters retained will be delivered to the original address.

24 SIGNED FOR (RECORDED) LETTER

- 24.1 The sender of a letter using the Signed For (Recorded) Letter service must pay postage at the appropriate rate together with the Signed For (Recorded) Letter fee.
- 24.2 A letter to be sent using the Signed For (Recorded) Letter service must:
- 24.2.1 be posted in accordance with section 9.1.3 or section 9.1.4 of this Scheme; and
 - 24.2.2 have a Signed For (Recorded) Letter service label completed in full and attached in the position specified by Jersey Post to the cover of the letter.
- 24.3 Other than for Local Letters, Jersey Post is reliant on the services third party postal operators in obtaining any signature for the Signed For (Recorded) service and therefore cannot guarantee that any such signature will be obtained. If a

signature is not obtained and the appropriate fee for the Signed For (Recorded) service has been paid and the time period set out in section 24.6 has not elapsed, then Jersey Post will refund the fee paid.

- 24.4 If a letter with a Signed For (Recorded) Letter service label attached to it is not posted in accordance with the conditions set out in this section or is found on Jersey Post premises, the letter will, at Jersey Post's discretion, either be delivered to the address or returned to the sender as a Signed For (Recorded) Letter. In either case the recipient will be charged a fee to be fixed by Jersey Post from time to time and if that is not paid then the letter will be dealt with in accordance with section 15 of this Scheme. Any postage that may have been paid that is additional to the normal postage due for that letter will be accepted as either part or full payment of the Signed For (Recorded) Letter service fee.
- 24.5 If a Signed For (Recorded) Letter is returned to the sender in the circumstances set out in section 24.3 of this Scheme, and the sender pays any fee payable, the letter will (subject to section 15) be delivered to the addressee.
- 24.6 Subject to payment of the applicable fee, the sender of a Signed For (Recorded) Letter may request Jersey Post at any time up to 6 months after delivery of the letter to provide the sender with a copy of the signature of the recipient of the letter obtained on its delivery. This service is called Proof of Delivery.
- 24.7 Subject to payment of the applicable fee, Jersey Post will procure confirmation of the delivery of the Signed For (Recorded) Letter. This service is called Proof of Delivery. The fee for Proof of Delivery is shown in the Pricing Guide and must be acquired at the same time that the Signed For (Recorded) service is purchased.
- 24.8 The compensation provisions applicable to Signed For (Recorded) Letters are set out in the Compensation Scheme.

25 ARTICLES FOR THE BLIND

- 25.1 Provided that the conditions in this section and any other applicable conditions of this Scheme are met, Jersey Post will accept and deliver free of charge a letter containing articles for the blind. This is called the Articles for the Blind service.
- 25.2 The Articles for the Blind service may not be used to send items which may result in any form of commercial gain to the sender.
- 25.3 In this Scheme, "blind people" and "the blind" means:
- 25.3.1 a person registered with the Jersey Blind Society or having a certificate from that Society to the effect that the person is blind; or
 - 25.3.2 persons whose standard of close-up vision, with spectacles, is N12 or less. Jersey Post has the right to require verification of such visual impairment.
- 25.4 In this Scheme, 'Articles for the Blind' means:
- 25.4.1 books, papers and letters, which are specifically prepared for use by blind people;
 - 25.4.2 papers sent to anyone to be specially prepared or impressed so that blind people can use them;
 - 25.4.3 relief maps;
 - 25.4.4 machines, frames and attachments for making impressions for blind people to use;
 - 25.4.5 writing frames and attachments;

- 25.4.6 braille instruction manuals;
 - 25.4.7 games (including card games);
 - 25.4.8 mathematical appliances and attachments;
 - 25.4.9 'talking books' and 'talking newspapers', which are recordings of readings from printed sources, such as books, journals, newspapers, periodicals or similar publications;
 - 25.4.10 equipment used to play talking books and newspapers;
 - 25.4.11 metal plates impressed or sent for impressing for use by blind people;
 - 25.4.12 supplies of covers, envelopes and labels for sending articles for use by blind people;
 - 25.4.13 watches, clocks, timers, tools and measuring equipment designed for blind people to use;
 - 25.4.14 walking sticks adapted for blind people;
 - 25.4.15 harnesses for guide dogs; and/or
 - 25.4.16 computer disks and digital compact discs (CDs) which have been prepared for blind people and do not contain information which can be read without specially prepared encryption software.
- 25.5 The Articles for the Blind may only be sent using the Articles for the Blind service to blind persons by registered charitable organisations or institutions which have a special arrangement with Jersey Post or by blind persons to such organisations or institutions.
- 25.6 A letter to be sent using the Articles for the Blind service must comply with the following conditions:
- 25.6.1 it must weigh less than 7kg;
 - 25.6.2 the words 'ARTICLES FOR THE BLIND' and the sender's name and address must be clearly marked on its cover or envelope;
 - 25.6.3 it must have a cover that can easily be removed so that, to the extent permitted by law, Jersey Post may inspect its contents; and
 - 25.6.4 it must not contain any item or personal message which is not an Article for the Blind, with the exception of a label showing the name and address of the sender, and instruction booklets, guarantees, technical documentation and other information provided for use with an Article for the Blind.
- 25.7 Standard or large print items may not be sent using the Articles for the Blind service unless, in the reasonable opinion of Jersey Post, they fall within the definition of Articles for the Blind and, in particular, the items listed in section 25.4.1 of that definition.
- 25.8 A letter shall not be posted using the Articles for the Blind service in this section, if it consists of or contains any article liable to customs duty in the country or place of destination.
- 25.9 Valuables are not to be sent using the Articles for the Blind service in this section.
- 25.10 The Articles for the Blind service does not apply to letter sent by the Signed For (Recorded) Letter or International Signed For (Recorded) Letter. If the Signed For (Recorded) Letter or International Signed For (Recorded) Letter service are

required the postage and fees applicable to those services is due to be paid in full prior to posting the letter.

- 25.11 Jersey Post reserves the right to determine whether an item being sent under this section should be sent by a letter post or parcel post service.

26 BRITISH FORCES POST OFFICE (BFPO)

- 26.1 Provided that the conditions in this section and any other applicable conditions of this Scheme are met, Jersey Post will accept and deliver letters addressed to BFPO addresses. This is called the BFPO service.
- 26.2 The BFPO service may not be used to send items which may result in any form of commercial gain to the sender and which arises primarily as a result of using the BFPO service.
- 26.3 A letter to be sent using the BFPO service must comply with the following conditions:
- 26.3.1 the addressee must be a BFPO address; and
 - 26.3.2 the sender's name and Postal Address must be clearly marked on its cover.
- 26.4 A BFPO letter will be charged in accordance with the Pricing Guide, the Domestic Letter rate at the same rate as if it were being sent to a Postal Address in the United Kingdom, another Channel Island or the Isle of Man.
- 26.5 The rate specified in section 26.4 for a BFPO letter does not apply to letters sent by the Signed For (Recorded) Letter service or the International Signed For (Recorded) Letter service. If the Signed For (Recorded) Letter service or the International Signed For (Recorded) Letter service is required, the postage and fees applicable to those services are due to be paid in full prior to posting the letter.
- 26.6 Jersey Post reserves the right to determine whether an item being sent under this section should be sent by letter post or parcel post service.
- 26.7 Jersey Post has the right to decline to send any item using the BFPO service if Jersey Post at its sole discretion feels that the BFPO service is being misused.

27 A BUSINESS REPLY SERVICE LETTER OR FREEPOST LETTER TO AND FROM JERSEY

- 27.1 A letter which is marked as a Response Service Letter will only be delivered if the addressee has a valid and current subscription to the relevant Response Service, otherwise it will be treated in accordance with section 15.

PART 4

LIABILITY AND COMPENSATION

28 EXCLUSION AND LIMITATION OF LIABILITY

- 28.1 Jersey Post does not exclude or restrict liability for death or personal injury resulting from its own negligence.
- 28.2 Where a claim relates to delay, loss or damage to an ordinary letter which has originated from a postal operator other than Jersey Post, then that claim must be brought against the originating postal operator.
- 28.3 In addition to section 28.1, Jersey Post shall have no liability under this Scheme for:

- 28.3.1 any economic losses (including loss of revenues, profits, contracts, business or anticipated savings);
 - 28.3.2 any loss of goodwill or loss or damage to reputation;
 - 28.3.3 any special, indirect or consequential losses; or
 - 28.3.4 the loss of cash.
- 28.4 Jersey Post will pay compensation for a lost or damaged letter in accordance with the terms set out in the Compensation Scheme.
- 28.5 Without limitation to the other provisions of this Scheme, no claim may be brought in respect of any letter unless the claimant is either, but not both, the sender or the addressee of the letter provided that if either the sender or the addressee brings a claim then the other may not.

PART 5

OVERSEAS LETTERS

29 INTERNATIONAL SIGNED FOR (RECORDED) SERVICE

- 29.1 A letter may be sent to an Overseas Postal Address where the sender requires that a signature of receipt be obtained from the recipient. This is called the International Signed For (Recorded) service.
- 29.2 The International Signed For (Recorded) service is available for those destinations described in Schedule 1. The sender of a letter using the International Signed For (Recorded) service must pay postage at the appropriate rate and the International Signed For (Recorded) fee set out in the Pricing Guide.
- 29.3 Jersey Post is reliant on the services of third party postal operators in obtaining any signature for the International Signed For (Recorded) service and therefore cannot guarantee that any such signature will be obtained. If a signature is not obtained and the appropriate fee for the International Signed For (Recorded) service has been paid, then Jersey Post will refund the fee paid provided that any such claim must be brought within 6 months of the date on which the International Signed For (Recorded) Letter was originally sent.
- 29.4 Valuables posted to an Overseas Postal Address should only be sent using the International Signed For (Recorded) service. The sender will be required to declare the value of the International Signed For (Recorded) Letter and such value must be correct and relate to the replacement value of the letter including its contents only.
- 29.5 A letter to be sent using the International Signed For (Recorded) service must:
- 29.5.1 be posted in accordance with section 9.1.3 or 9.1.4 of this Scheme; and
 - 29.5.2 have an International Signed For (Recorded) label completed in full and attached in the position specified by Jersey Post to the cover or envelope of the letter.
- 29.6 If a letter with a completed International Signed For (Recorded) label attached to it is not posted in accordance with the conditions set out in this section and is found on Jersey Post premises, the letter will either be delivered to the addressee or returned to the sender as a signed for letter. In either case the recipient will be charged a fee to be fixed by Jersey Post from time to time and, if not paid, it will be dealt with under section 15. Any postage that may have been paid will be accepted as either part or full payment of the fee.

- 29.7 If an International Signed For (Recorded) Letter to be delivered to an Overseas Postal Address is delivered to the addressee in the circumstances set out in section 29.6 of this Scheme, and the recipient fails to pay the fee payable, the letter will be dealt with in accordance with the relevant postal operator's procedures.
- 29.8 Jersey Post does not accept liability for delay. In the event of loss or damage to an International Signed for (Recorded) letter, Jersey Post will pay compensation in accordance with the terms set out in the Compensation Scheme.

PART 6

GENERAL CONDITIONS RELATING TO INBOUND RECORDED LETTERS

30 UNDELIVERABLE INBOUND RECORDED LETTERS

On delivery of an inbound recorded letter, including an inbound Signed For (Recorded) Letter, within Jersey the recipient must sign and print their name on a prescribed form of receipt to confirm its delivery. Where such a receipt is not obtained, the letter may be dealt with in accordance with section 15 of this Scheme.

PART 7

MISCELLANEOUS AND GENERAL

31 GENERAL

- 31.1 The conditions set out in this Scheme shall apply to:
- 31.1.1 a letter posted in Jersey for delivery within Jersey;
 - 31.1.2 a letter posted within Jersey to an address outside Jersey (referred to as an "outgoing parcel"); and
 - 31.1.3 a letter posted outside Jersey for delivery to an address in Jersey (referred to as an "incoming parcel"),
- except where expressly stated otherwise.

32 VARIATION OF ROUTE

Where any letter from its size, weight, character, contents or condition is, in the opinion of Jersey Post, unfit for transmission by the route by which such letter would ordinarily travel in the post, such letter may be detained and/or forwarded by such other route or to such other Delivery Point as Jersey Post may think fit.

33 CUSTOMS AND EXCISE REGULATIONS

Nothing in this Scheme shall prejudice, or affect the operation of, the provisions of the States of Jersey Department for Customs and Immigration regulations, or HM Revenue & Customs regulations, or any regulations made by the Commissioners of Customs and Excise under any enactment for the time being in force relating to customs.

SCHEDULE 1

EUROPEAN AND OVERSEAS LETTERS - DESIGNATION OF COUNTRIES TO ZONES

EUROPEAN COUNTRIES.

The following countries are treated as Europe for postal pricing purposes.

Albania	Kirghizstan
Andorra	Latvia (EU)
Armenia	Liechtenstein
Austria (EU)	Lithuania (EU)
Azerbaijan	Luxembourg (EU)
Azores (EU)	Macedonia (Former Yugoslav Rep. of)
Balearic Islands (EU)	Madeira (EU)
Belarus	Malta (EU)
Belgium (EU)	Moldova
Bosnia-Herzegovina	Monaco (EU)
Bulgaria	Montenegro
Canary Islands	Netherlands (EU)
Corsica (EU)	Norway
Croatia	Poland (EU)
Cyprus (EU)	Portugal (EU)
Czech Republic (EU)	Romania
Denmark (EU)	Russia
Estonia (EU)	San Marino (EU)
Faroe Islands	Serbia
Finland (EU)	Slovakia (EU)
France (EU)	Slovenia (EU)
Georgia	Spain (EU)
Germany (EU)	Spitzbergen
Gibraltar	Sweden (EU)
Greece (EU)	Switzerland
Greenland	Tajikistan
Hungary (EU)	Turkey
Iceland	Turkmenistan
Irish Republic (EU)	Ukraine
Italy (EU)	Uzbekistan
Kazakhstan	Vatican City State

OVERSEAS COUNTRIES.

The following countries are treated as Overseas Countries that are not European (and not local or domestic) and are designated into specified Zones for postal pricing purposes.

The following countries are treated as Overseas (Non European) for postal pricing purposes.

Zone 1

Zone 1 covers all countries not listed as: Local, Domestic, Europe or Overseas Zone 2.

Zone 2

Australia	New Zealand
Belau (Palau)	New Zealand Island Territories
China - People's Republic (inc. Tibet)	Norfolk Island
East Timor	North Mariana Island
Fiji	Papua New Guinea
French Polynesia	Philippines
French Southern & Antarctic Territories*	Pitcairn Island
Guam	Samoa (American)
Japan	Solomon Islands
Kiribati	Taiwan
Korea (Democratic People's Republic)	Tonga
Korea (Republic of)	Tuvalu
Marshall Islands	Vanuatu
Micronesia (Federated States)	Wake Island
Mongolia	Wallis & Futuna Is
Nauru Island	Western Samoa
New Caledonia	

* The services provided to French Southern & Antarctic Territories are surface services for the penultimate and final stages of delivery.

Dated 25th July 2009

Signed on behalf of **Jersey Post Limited** by
Ian Carr, Managing Director Jersey Post Limited
(a person authorised by Jersey Post Limited
to act in that capacity).

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