

Post My Parcels Limited

Terms and Conditions of Carriage for Auction Collections

Version 2 valid from 24/10/2020

1. The Post My Parcels Limited ("the Company") acting as forwarding agent for the Customer requesting and paying for the service ("the Customer") will receive from the Customer the goods to be carried ("the Goods") and arrange for their carriage by an appropriate carrier ("the Carrier").

2. This agreement supersedes all previous agreements, arrangements and undertakings between the parties and constitutes the whole agreement between the Customer and the Company. These Terms and Conditions shall prevail notwithstanding any conflict with the terms and conditions in any order or contract submitted by the Customer in respect of any other services provided by the Company.

3. The Customer acknowledges that the carriage of the Goods will be on the standard terms and conditions of the Carrier and that any Enhanced Cover provided will be on the terms and conditions of the Carrier and their insurance cover. It is the responsibility of the customer to notify the Company if they require enhanced insurance cover as goods are sent on standard terms by default unless notified to us by the Customer. Copies of all terms and conditions are available from the Company on request.

4. For each parcel the Customer shall provide a full and accurate postal address, including the postcode, and contact telephone number and where appropriate VAT number of both the consignee and the sender. The Customer shall provide a commercial/pro forma invoice if required and will retain copies of both these and a Parcel Shipping Order as these will be required to support any claim.

5. The Company's liability is limited to the level stipulated in the Carrier's current terms and conditions or, if greater, the value of the Goods declared by the Customer ("The Value"), subject to the payment of the Enhanced Cover compensation fee as specified on the Parcel Shipping Order. No compensation is payable for consequential loss unless specifically requested, defined, agreed and paid for under Enhanced Cover.

5a. Prior to shipping, the Company's liability for any loss or damage to the Goods, collected by or on behalf of the Company, in transit to the Company's premises, or held in trust for the Customer at the Company's premises will not exceed £2,500 for any item or, if greater, the value of the Goods declared by the Customer ("The Value"), subject to the payment of the Enhanced Cover compensation fee as specified on the Parcel Shipping Order.

5b. The Company does not accept any liability greater than £20 per consignment for loss or damage however caused and will not assist in any claims unless Enhanced insurance cover has been taken out.

6. The Company on payment of the relevant Packaging Material and Packaging Labour charges will pack the Goods to the standard required by the Carrier. Compensation up to a maximum of £20 per consignment will be payable for loss or damage to a parcel packaged by the Company except where the Customer has paid an additional fee for Enhanced Cover.

7. The Customer acknowledges that the Carrier's packaging standards for pressure, shock, vibration, temperature and compression have been explained by the Company and that the Customer accepts that neither the Company nor the Carrier will be liable for any damage claimed to any Goods packed by the Customer. In this instance the carriage of the Goods packaged by the Customer is at the Customer's own risk.

8. The Company acts as an agent for the Customer and accordingly is not liable for any acts or omissions by the Carrier, including but not limited to any liabilities, costs, claims, demands or expenses arising from:

i. any loss or damage to the Goods

ii. any failure or delay to delivery or misdelivery of the Goods and in this respect the Customer accepts that any statement made by the Company as to probable date of delivery of the Goods by the Carrier is merely a statement of opinion by the Company and not a representation on behalf of the Carrier.

9. The Company or the Carrier may, at its option, or upon the request of the competent authorities, open and inspect any shipment at any time, and shall incur no liability of any kind therefore.

10. All complaints relating to the carriage of the Goods must be notified to the Company immediately upon receipt and addressed in writing to the Company no later than 3 days of the date of shipment as shown on the Parcel Shipping Order. The Company will make all reasonable efforts to process and resolve complaints with the Carrier but accepts no responsibility for their satisfaction. The Customer accepts that no claim relating to Goods damaged on arrival at their destination will be satisfied without an inspection by the Carrier's local agent of the damaged parcel(s) and packing.

11. Duty and taxes are controlled by the country of destination and are subject to change without notice. The Company cannot predetermine the amount of duty and tax for a given shipment. Duty and Taxes as well as other charges including, but not limited to, customs penalties, storage costs, or other expenses incurred as a result of an action by customs or failure by the Customer or the consignee to provide proper documentation or to obtain a required license or permit, will be charged to the consignee. The Customer, however, is liable for payment in the event of non-payment by the consignee. Packages refused by the consignee, or which for any other reason cannot be delivered, will be either abandoned or returned to the Customer at the Customer's cost, and in the event, the Customer is liable for all shipping and other applicable charges specified, including any duties and taxes if levied.

12. Shipments are delivered to the consignee's address. There is no obligation to deliver a shipment to the consignee personally. The Company may deliver to someone other than the person named on the Air Waybill.

13. Where the Company has accepted or collected the Goods for shipment on behalf of the Customer and payment is not received and/or no shipping instructions are provided, the Goods will be held for up to 7 days without further charge. Following this period, a storage fee may be levied. If instructions and payment are not received within a further 60 days, the Company may dispose of the Goods, and make any payment received to the Customer, net of all fees payable and expenses incurred. During this period goods are stored at the Customer's risk.

14. It is the responsibility of the Customer to inform the Company if a licence or permit is required for transportation, importation or exportation.

Standard Terms and Conditions of Carriage relating to Compensation and Enhanced Cover

15. The declared value for Enhanced Cover should represent the total actual value of the item covered including all shipping and packaging charges. Where a lower value of cover is declared and paid for, the maximum settlement in the event of a claim will be the cost of the loss or damage, proportioned down to the extent that the value has been understated.

16. The Company shall not be liable (whether for payment of compensation or refunds or otherwise) for failure to perform, or delay in performance of any of its obligations under these Conditions to the extent that such delay or failure results from circumstances outside its control, including without limitation any adverse weather conditions, traffic congestion, mechanical breakdown, obstruction of public or private highway or from any civil or industrial action whatsoever.

17. The Company shall not be liable in any circumstances for any claim which relates to seizure or detention of the Goods in the course of transit by customs or other government authorities.

18. In relation to electronic items sent by the Customer, the Company shall not be liable for any mechanical or electrical fault if there is no evidence that the Goods have been physically damaged by

the Carrier during transit. For electronic items compensation will only cover material damage which may be caused to the Goods in transit.

19. All claims for compensation must be made on a fully completed Post My Parcels Limited claim form, which must be received by the Company within 7 days of despatch.

20. The Company will require the Customer to substantiate a claim by providing any relevant information about the parcel. This includes proof of despatch, proof of value, at least 3 estimates for repair costs, cost price, invoices, weight and nature of the item(s) lost or damaged. In the case of damage the Customer will provide photographs of the parcel and any items damaged as well as retain the parcel and its packaging for inspection.

21. The Company may make such investigations as it deems necessary to satisfy itself of the validity of any claim.

22. Where a compensation payment is claimed for damage, the Company may, at its sole discretion, choose to (i) pay the cost of repair; or (ii) arrange for repairs to be made at its expense or (iii) pay the full value declared for the damaged item, and take title to the item, in which case the Customer will ensure the careful return of the item to the Company at the Company's expense.

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