

IMPORTANT TERMS AND CONDITIONS

KEY CONTRACT TERMS – This is a summary of the key contractual terms governing your transaction today.

- You acknowledge and agree that your transaction is subject to our terms and conditions in effect as at the date of your transaction to the exclusion of any other terms. These full terms can be found at <http://www.ipostparcels.com/media/docs/terms-and-conditions.pdf>
- You have contracted with UK Mail Limited, t/as ipostparcels.com, a company incorporated in England with registration number 00965783, 120 Buckingham Avenue, Slough SL1 4LZ through our agent Argos Limited. Consequently, some of our terms and conditions may not apply to you as you have contracted with us through an agent. Please read through our terms and conditions carefully. We have indicated which sections and terms would not apply.
- Our logistics system is not suitable for items that are fragile, easily breakable, valuable, or dangerous. This is because we operate a network that is automated in parts and parcels may collide with each other. You agree and acknowledge this and will ensure that your parcel does not contain any of the prohibited items described in this booklet or set out in our full terms, which can be found at the web-link above.
- You must ensure that your parcel is properly packaged and protected against knocks and drops that might happen as it moves through an automated part of our system. We are not responsible for any consequences that are caused by improperly packaged and protected parcels.
- Whilst you can track the progress of your Consignment through our network, remember to upload your tracking information in to the sold items section of 'My eBay' to allow your buyers to check on the status of the parcel.
- If anything should go wrong with the transaction and your parcel is lost or damaged, you agree that you will follow our claims process which is found at www.ipostparcels.com/contact-ipostparcels
- You acknowledge that we will use our reasonable endeavours to deliver your parcel within 24 hours from collection (subject to parcel being dropped off by 3.30pm).
- Notwithstanding our full terms and conditions (as set out on our website), we accept responsibility for your parcel at the time that your parcel is accepted in-store by Argos.
- UK Mail's (which includes our Agent's) limit of liability in relation to loss or damage to your parcel is £25 unless you purchase the Extended Liability

You have the option to purchase Extended liability cover if our normal limit of liability is not enough to cover the value of your parcel. We recommend that you purchase Extended liability cover if our normal limit of liability will not cover the value of your parcel.

Extended Liability cover is not insurance. It is where we extend the normal limit of our liability for loss and damage to parcels in return for an additional payment. This means that if your parcel is lost or damaged, it will still need to be established that we were liable (e.g. that we had lost your parcel or caused the damage). We would not be liable where the loss and damage was not our fault or caused by your failure to comply with your responsibilities (e.g. you sent prohibited or no compensation items).

***Extended Liability is not available for any 'prohibited' or 'no compensation items'. We would not be liable where the loss and damage was not our (or our Agent's) fault.**

DATA PROTECTION – How we will use any personal data you give to us.

- You have contracted with UK Mail Limited, company registration number 00965783, 120 Buckingham Avenue, Slough SL1 4LZ and as part of your contract, you may give us information relating to you or a third party to enable us to fulfill our contract with you and such information may be regarded as personal data under law.
- We will only use the personal data you provide us to help us and our partners provide the services to you and to keep such personal data for only as long as it is reasonably necessary to do so.
- Our partners may only use the personal data you provide us in order to help us provide our services to you under the contract we have made, for example to help us and our partners resolve your customer queries, or perform analysis on aggregated and unidentifiable basis to help us improve our services to you the next time you use us.
- You agree that the above constitutes 'fair processing' of your personal information and if you change your mind about us using your data, or you believe the data we have about you is incorrect, you can contact our Information Security Manager at UK Mail Ryton, Express House, Hillman Way, Ryton-on-Dunsmore, Warwickshire CV8 3ED.
- Notwithstanding any terms to the contrary in the terms and conditions, UK Mail won't use personal information for marketing purposes.

EBAY DROP-OFF

WHAT'S INSIDE:

- Items you are not allowed to send
- Items that can only be sent without compensation
- How to track your parcel
- Important terms and conditions



ITEMS YOU ARE NOT ALLOWED TO SEND (PROHIBITED ITEMS)

For clarity, Dangerous Goods are substances or articles that can pose a hazard to the health and safety of people or may cause damage to property or the environment (in the event of a leak or spillage), for example any hazardous items specified in the United Nations Recommendations on the Transport of Dangerous Goods ("UNRTDG")

IMPORTANT: This list is not exhaustive; it exists as a rough guide only. Please visit www.ipostparcels.com for a comprehensive list.



7. Weapons/Explosives 8. Animals/Animal parts/Livestock and insects 10. Car body panels/Bumpers/Car seats/Air-bags/Batteries/Windows/Windcreens 12. Including but not limited to replicas, imitations and blank firing pistol 18. Inc lighter fluid 19. Inc tobacco products 20. Inc fridges/freezers, Washing machines etc.

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ITEMS THAT CAN ONLY BE SENT WITHOUT COVER (NO COMPENSATION ITEMS)

The below listed items are unsuitable for carriage in our network and as such can only be carried on a no compensation basis. If such items are dispatched through this service then the goods will travel at the risk of the sender and compensation will not be made should loss or damage be incurred.



HOW TO TRACK YOUR PARCEL

If you would like to track the progress of your delivery, then please visit the UK Mail website: www.ukmail.com/manage-my-delivery

For delivery enquires please email cssupport@ukmail.com

Our Parcel Tracker uses the tracking scans from our depots and drivers to provide you with all the latest information, just enter the 14 digit consignment number (which can be found on the shipping document attached to this leaflet) into the parcel tracker and a screen will appear showing you the consignment status. **Remember to upload your tracking information into the sold items section of 'My eBay' to allow your buyers to check on the status of the parcel.**

2. Inc Works of Art 5. Gift vouchers/Travellers cheques /Money orders/Negotiable instruments in bearer form 6. Inc Pottery/China/Stoneware/Marble etc. 7. Inc handbags/Footwear/Clothing/Watches/Jewellery 8. Inc over the counter medicines and prescription drugs 10. Assembled i.e. Sofa's/Wardrobes/Tables 11. Inc mirrors/light bulbs etc 13. I.e. Passports/Tenders/Share option certificates etc 14. Inc Precious Stones (i.e. Gold, Silver, Diamonds etc) 16. Or other electronic graphical display equipment with screen size exceeding 37 inches

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