**Mailboxes at Chillington**

Virtual Mailbox

Just as the name says, this is a Virtual Mailbox, there is never a need for you to attend the site. All paperwork is handled electronically.

When you request a Mailbox at Chillington, you will be asked to complete a License Agreement, showing your name and address, email address and mobile number. It is imperative that these details are kept up to date to ensure that your mail is delivered to the correct place and that we can contact you if necessary. If any details do change, please inform us immediately, this is an ongoing responsibility on your part.

You will need to open a credit account to pay for any ongoing postal fees, this is in the sum of £20.00, to be topped up when it falls to £5.00 or less. A statement will be issued calendar monthly, by email, to show what monies have been used, if any, from the credit account.

We will notify you by email when we receive any post on your behalf.

We will accept all mail (up to A4 size) and small parcels up to 2kg in weight on your behalf. Fair usage applies. Arrangements can be made on an individual item basis for parcels of a larger size to be accepted, but this would incur an extra charge based on the parcel size and weight and would be advised by us on receipt of the parcel, but nothing over 20kg will be accepted. The maximum number of parcels that we will accept on your behalf in any one working week, will be 5. Any more than 5 will be charged a holding fee priced at £3.50 per item.

Parcel forwarding will be on Tuesday and Friday of each week. Only parcels that have arrived up to 11.00am on the day of posting will be forwarded. Times and days may vary during the Easter and Christmas periods. You may, of course, collect any parcels as you wish.

You will give us your written permission to open, scan and send your post via encrypted email. A password will be issued on the opening of the account in order for you to be able to unencrypt your mail. We will hold a copy of this password just in case you ever forget it.

If there is more than one name listed on the account, the person named on the License Agreement will be the only one that we accept instructions from as this is the person deemed liable for the account.

To book a Virtual Mailbox, all persons named must provide identification details as listed below, one of each:

1. Photo ID acceptable: Passport, Driving License

2. Proof of Address: Bank statement, Electricity bill, Telephone bill (not mobile), council tax bill, the documents must all have been issued in the previous 3 months.

No account will be opened until all proof of identity information for each person listed has been received to our satisfaction.

If you book your Mailbox and decide within 7 days that you no longer require it, even though we are not obliged to do so, we will refund any monies already received minus £20.00 to cover admin costs. After 7 days there will be no return of funds as per Terms and Conditions.

During any continuous term of rental, we will not increase the rental fees, be that for one or twenty years. To be a continuous term all rental fees must be paid in advance and before the expiry of the existing term. In order for you not to have to worry about forgetting to renew on time, we can set up a direct debit to take fees when due. If you choose to leave, the direct debit will be cancelled immediately (you can of course cancel it yourself at any time). At all times you will be covered by the Direct Debit Guarantee.

You may leave the mailbox at any time without giving notice, but in order for us to refund the monies from your credit account, we will require written confirmation of your date of leaving, email is perfectly acceptable. All monies remaining will be sent to your chosen bank account after 14 days have expired. Any post received after the notified leaving date will be returned to sender.

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Costs for Virtual Mailbox

Rental 1 person 2 persons

1 month £ 25.00 £ 50.00

3 months £ 43.00 £ 68.00

6 months £ 62.00 £ 87.00

12 months £ 92.00 £117.00

Registration Fee: Free

Credit Account: £ 20.00\*

SMS or email Notification: Free

Scan and email: £ 0.90 per A4 page

Parcel Holding Fee: £ 0.90 per item per day after first 48 hours

Mail forwarding: At cost

Parcel forwarding: At cost plus £ 2.50

Excess Parcel Acceptance: £ 3.50 per item and holding fee payable immediately

Mail per 100: £ 4.20

ALL PRICES INCLUDE VAT AT CURRENT RATE

\*Any remaining credit monies are refundable at the end of the term.