

# PARCELPOINT™



## TERMS AND CONDITIONS

### Agents Obligations

1. Act in a professional and caring manner with all customers and parcels.
2. Keep parcels in the same or better condition after receipt.
3. Keep parcels in dry and safe accommodation for the duration of their custody.
4. Only allow parcels to be taken from the premises by a legitimate recipient.
5. Keep full records of receipt, condition, storage and collection of parcels.
6. Accept all legitimate delivery of parcels.
7. Check that parcels received have no visible damage.
8. All liabilities for responsibilities of care whilst the parcel is in custody of the Agent are the Agents'.
9. Be available for Customers to collect Parcels during normal advertised open hour.
10. Be available for Delivery Agents to deliver Parcels during normal advertised open hours.

### Customers Obligations

1. Accepts all liabilities for payments as specified by the ParcelPoint Agent in accordance with published Charges and Fees of ParcelPoint.
2. Accepts all liabilities for payments of whatever nature associated with the Parcel.
3. Accepts responsibility for condition of product in the parcel and any claims on product supplier and product supplier delivery agent for what ever reason.
4. To properly define delivery to ParcelPoint when wishing to use the service.

### General Exclusions

1. Parcels will not be accepted if damage is visually detected.
2. Parcels will not be accepted if requiring any payment and not authorised.
3. Parcels will not be accepted if they require specially conditioning; e.g. not able to be kept at ambient temperatures.
4. Parcels must not contain any illegal substances or items.
5. Parcels must not contain any dangerous or explosive or highly inflammable or chemically active substances or items.
6. Parcels will be refused if 4 and 5 above.
7. Parcels can be refused if not in the business interests of the agent.
11. Parcels become the property of the Agent if the Customer fails to collect the Parcel within 1 (one) calendar month unless authorised.
12. Parcels become the property of the Agent if the Customer fails to pay the required fees.
13. Parcel will only be available for collection or delivery during advertised opening hours.

### Exceptions

Exceptions are at the discretion and acceptance of the Agent and cannot be assumed. Generally these must be obtained in writing.