Terms and Conditions

1. Definitions used in these Terms and Conditions

"Application Form" means the application form for the Service.
"Client" means the person(s) agreeing to these Terms and Conditions with Jersey Post.
"Jersey Post" means Jersey Post Limited of Postal Headquarters, La Rue Grèlier, La Rue Des Pres Trading Estate, St Savior, Jersey JE2 7QS and which shall, where the context allows, include its successors and any assigns.
"Named User" means any person or entity obtaining the benefit of the Service on behalf of the Client, including family members and anyone noted in section 3 of the Application Form.
"Service" means the Redirection of Domestic Mail Service.
"Terms and Conditions" means these terms and conditions.
"Terms of Business" means Jersey Post's Terms of Business, a copy of which is available at www.jerseypost.com, as amended from time to time.

2. Using the Redirection of Domestic Mail Service

Application Form
Completion of the Application Form by the Client indicates agreement by the Client with these Terms and Conditions. Jersey Post has the right to refuse any application for the Service.
All addresses must be correct and contain the correct postcode – for full and correct address details please contact the Customer Services Team on 616616 or eMail:
customerservices@jerseypost.com or log on to www.jerseypost.com

Service and period of redirection
Jersey Post will commence the Service on the 'Start Date' set out in section 2 of the Application Form. Correctly addressed mail will be redirected to the "New Address" set out in section 1 of the Application Form. Mail which is not correctly addressed may not be redirected.
Mail will be redirected for the period indicated in the Application Form. The maximum period for redirection of mail is 2 years.

Delay of redirected mail
Due to the additional operational burden associated with the Service, redirected mail may be delayed for up to 24 hours and Jersey Post has no liability for any delay as a result of the Service.

Authority to redirect mail
The Client acknowledges that it is a criminal offence to redirect or attempt to redirect mail without the authority of the addressee. Jersey Post will refer any suspected unauthorised redirection to the appropriate authorities.

Client's compliance
The Client will ensure that the use of the Service complies with:
a. Jersey Post's Terms of Business and any schemes and conditions for provision of the Service; and
b. all laws, regulations and requirements applicable in Jersey or, where appropriate, any other law which may be relevant and including, without limitation, laws relating to anti-money laundering activities.

3. Variation of the Service

Mail Jersey Post cannot redirect
Jersey Post cannot redirect the following types of mail:
- mail addressed to a multiple occupancy residence such as a hotel, a guest house, a nursing home, a college or similar.
- Special Delivery and Recorded Delivery items when the redirection address is outside the UK or Channel Islands. Please note that any redirection of Special Delivery or Recorded Delivery items within the UK or Channel Islands will not meet any delivery time guarantee which may have originally been placed on the relevant item and Jersey Post has no liability in that respect. Jersey Post will return non-deliverable items to the sender.
- Social Security and similar mail. We may be required by law not to redirect social security and similar mail and to pass on the redirection details to the Social Security Department. To prevent problems arising, Clients should contact the Social Security Department and advise them of the new address as soon as the Client knows it. For full and correct address details please contact the Customer Services Team on 616616 or eMail:
customerservices@jerseypost.com or log on to www.jerseypost.com
- mail on which the sender indicates that the mail is not to be redirected.
- items delivered to your old address by other delivery services and courier companies.
- mail which is not correctly addressed.

Correct form of addressee
Where the addressee's name on an item of mail is deemed by Jersey Post, at its sole discretion, to be 'questionable', Jersey Post has the right to deliver the item as addressed. "Questionable' addressee details include, without limitation, where the addressee's name is a nickname or abbreviation or where it is unclear whether an item is intended for the addressee notified on the Application Form.

Redirecting from a PO Box
Jersey Post will only redirect from a PO Box which has been closed and for a period not exceeding 6 months. However, Jersey Post has the right to defer redirection until agreement from any relevant external authorities has been sought.
Jersey Post will not redirect mail from a PO Box to another PO Box (but, to avoid doubt, will redirect from a physical address to a PO Box).

Suspension or termination of the Service
Jersey Post, at its sole discretion, has the right to suspend, terminate or limit the Service at any time. In particular, Jersey Post may suspend or terminate the Service in relation to any Client at any time if the Client breaches any of the terms of these Terms & Conditions.

Cancellation of the Service
Any cancellation of the Service by the Client must be made in writing and be signed by all relevant parties, including any Named Users.

4. Costs

Charges
The charge for the Service varies according to the duration of redirection, the redirection destination and the number of different surnames involved. The charges will be determined by Jersey Post annually and are subject to review at the discretion of Jersey Post.

Payment
All payments for the Service must be made at the time of application. Jersey Post will not commence any redirection unless and until payment has been made in full and funds have cleared in respect of such payment.

Methods of payment
- Cheque made payable to: 'Jersey Post'
- Credit card payments enquiries - please call 616625.

Refunds
No refund will be made in respect of a cancellation of the Service by Jersey Post as a result of a breach of these Terms and Conditions by the Client. As the Client chooses the initial period of redirection, no refund will be made where the Client wishes to cancel the Service prior to the date on which the Services are scheduled to end. Any other refund will be entirely at Jersey Post's discretion.

5. Other

Personal information
By requesting the Service, you hereby authorise Jersey Post to collect, process and store the personal information requested in the Domestic Redirection Service Application Form and to disclose it to parties who are required to know for the purpose of providing the Service, including any parties related to Jersey Post. Jersey Post is required to comply with data protection legislation applicable in Jersey.

Due diligence documentation required
Jersey Post requires verification of the identity of the Client who is applying for the Service as set out in section 3 of the Application Form. The Client must ensure that, in the event of any change to the information contained in such documents, the Client will provide Jersey Post with new documents recording such changes within 30 days of such changes occurring.

Amendments to Terms and Conditions
Jersey Post reserves the right to amend these Terms and Conditions at any time.The provision of the Service is subject to compliance with these Terms and Conditions and the Client will forfeit all rights by a failure to comply with all or any of these Terms and Conditions.

For further information please contact the Customer Services team on 616616, fax 871629 or logon to www.jerseypost.com

Application Form

Forwarding mail to a private address

1 Details of your move

PLEASE COMPLETE IN BLOCK CAPITALS.

Please be advised that if a redirected item cannot be delivered, we will return it to sender with the new address showing.

Old address where mail is sent now.

House name/no. or flat no.

Street name

Parish

Postcode

New address where you want mail redirected to.

House name/no. or flat no.

Street name

Parish/town

Country

Postcode

You must give us the correct postal addresses and postcodes. To check your correct address, please contact our Customer Services team on 616616 or visit our web site at www.jerseypost.com

In case we need to contact you.

Date you are moving from old address

Email address

Old daytime phone number

( )

Mobile number

New daytime phone number

( )

Other daytime phone number we may contact you on if different from above

( )

For your security... we send an acknowledgement to your old address. If you do not want us to include details of your new address, please tick here [ ]

2 When you want mail redirected

Start date We need at least ten working days from receipt of your application to set up your redirection.

We may be required by law to pass on your redirection details to the Social Security or other States of Jersey Departments, so that they can update their records.

Please redirect my/our mail for [ ] **1** [ ] **3** [ ] **6** [ ] **12 months**

If your move is temporary... please tell us when you want the service to end.

3 Name and signatures of everyone wanting a Redirection...

Each person requesting the service must sign to authorise the redirection of their mail before we can process this application. ***Please note that it is a criminal offence to apply to redirect mail without the authority of the addressee.***

Please put any additional names and signatures on a blank sheet of paper and attach to this application.

We cannot process your application unless each person involved has signed the form and provided the appropriate documentation.

It is very important that you let us know any abbreviations or other names you are known by, e.g. Edward may become Ted, Susan may become Sue, so that we can be sure to redirect all relevant mail.

Title	First name – include abbreviations or other names you are known by.	Surname	Middle Initials	Tick if under 16	Signatures – *If under 16, a parent or guardian must sign*
				[ ]	
				[ ]	
				[ ]	
				[ ]	
				[ ]	
				[ ]	

If the entire household is included in this move, please tick here [ ]

Continued overleaf

PERF

Please note that we cannot accept your application unless we see valid identification for each different surname.

4 Identification we need

We take the security of your mail very seriously. In order for us to verify your application we need two forms of identification for each different surname on the form, one from list A and one from list B together with payment.

When supplying bills and statements as a form of ID, they must be dated within the last six months.

List A

One of the following photo ID with signature:

- Passport
- Driving Licence
- Pensioners' bus pass

or

- A declaration from a practising lawyer, accountant or doctor, or a police officer or a member of the Royal Court that they have known the applicant for at least 3 years and that the signature on the form is the applicant's true signature (if applying by post, please provide the original declaration).

List B

Plus one of:

- Two different utility bills
- Recent bank/building society statement
- Credit card statement

FOR OFFICE USE

CONFIRM ID REQUIREMENTS

Notes: Utility bills/bank statements/credit card statements must show a geographic address (a PO Box or "care of" address is not sufficient).

About your ID...

ID must be original and relate to the address you are moving from.

When a child under 16 has a different surname, one form of ID must be produced from the following list:

Birth certificate, Child allowance book/statement, National Savings book, Bank/building society book/statement, Passport

Please note that we cannot accept your application unless we receive valid identification for each different surname at the time of processing the application.

5 Applying for your Redirection by post...

How to pay.
For postal applications we only accept payment by credit card or cheque payable to **Jersey Post**.
We must receive a cheque for each different surname.
Applicants applying by post must provide a certified copy of one of the documents set out in List A and one of the documents in List B of section 4 above. A 'certified copy' is a copy which has been certified 'as a true copy of the original' by a practising lawyer, accountant or doctor, or a police officer or a Member of the Royal Court.
The name and position/qualification of the person certifying the document must be included and be legible.

6 ...or applying for your Redirection at a post office

How to pay.
We accept payment by cash, credit card and debit card or cheque with a valid cheque guarantee card, payable to **Jersey Post.**

7 Working out your payment

Use the table to find out the cost per surname that applies to your Redirection. Then multiply by the number of different surnames involved.

Amount you are paying
£

	Local Redirection	National Redirection *(to UK, LOM, or other C.I.)*	International Redirection
Up to 1 month	**£18.04** per surname	**£32.71** per surname	**£48.87** per surname
Up to 3 months	**£29.33** per surname	**£57.71** per surname	**£101.18** per surname
Up to 6 months	**£47.39** per surname	**£120.75** per surname	**£160.43** per surname
Up to 12 months	**£82.37** per surname	**£225.73** per surname	**£337.29** per surname

Credit Card Details

Type of Card *(please tick)* **Mastercard** [ ] **VISA** [ ] **Switch** [ ] **Solo** [ ] **Expiry Date** | |

Card Holder's name *(exactly as on card)* **Commencement Date** | |

Number **Issue Number**

Signature **Security Code** *(Last 3 digits of number on reverse of card)*

8 ...or when a person has died or you have power of attorney...

This section is for use in special circumstances, where you may apply for the redirection of mail for a person...

[ ] who has died. We need to see the original death certificate or an office copy (which can be obtained from the Registrar of Births, Marriages and Deaths). We also need to see identification in the name of the person making the application, as specified in sections 4 and 5. Are you [ ] next of kin? [ ] personal representative e.g. executor?

[ ] for whom you may have Power of Attorney. We need to see a copy of the power of attorney document certified by a solicitor, together with ID in the name of the person making the application, as specified in sectors 4 and 5.
If you are a solicitor acting as a personal representative, we need to see an original or office/certified copy of the Grant of Probate or Grant of Letters of Administration. If you have Power of Attorney, we need to see a certified copy of the power of attorney document. If you are applying by post, we must receive payment by solicitor's cheque.

Name of person(s) for whom you are requesting redirection.

Title	First name	Surname	Other Initials

9 Declaration and Signature

Your name & signature. I confirm that I have full authority for the redirection of mail addressed to person(s) named in this section. I agree to the Terms and Conditions of the Domestic Mail Redirection service.

Title	First name	Surname	Other Initials	Signatures	Date

PERF

Jersey Post Redirection of Domestic Mail

What the service offers

Jersey Post's Domestic Redirection service enables you to have your domestic mail delivered to an alternative address within Jersey, the UK or internationally for up to two years. The cost simply depends on the length of the redirection, the redirection destination and the number of different surnames involved. Please note that we can redirect mail for someone who has died or for whom you have power of attorney.

Please note that you must have recently lived at the address from which you are redirecting mail. To redirect mail without the authority of the addressee is a criminal offence.

What happens next... step by step

- Complete the attached form to give us the details of your redirection request. Please note that, by submitting an Application Form, you are agreeing to the Terms and Conditions relating to the services which are set out in this leaflet.
- The Application Form should be submitted to: Jersey Post, Customer Services Team, Postal Headquarters, Jersey, JE1 1AA with the payment for the Service and the documentation required in section 4 of the Application Form.
- Once Jersey Post has processed and approved the application, Jersey Post will send written confirmation that the redirection service has been put in place.
- The application must be received by Jersey Post at least ten working days before the redirection service is required to commence.
- Jersey Post will write to the applicant offering to extend the Service approximately two weeks before the redirection is due to end. At the end of the redirection period, all mail will be delivered as addressed by the sender.
- To make any changes to the redirection once it has been set up, the applicant should contact the Jersey Post Customer Services Team on Tel: 616616.

Jersey Post
Postal Headquarters
JERSEY
JE1 1AA

Tel: +44 (0) 1534 616616
Fax: +44 (0) 1534 871629
www.jerseypost.com

Redirection of Domestic Mail

Effective from January 2007

We're delivering for you