

CONCORDE HOUSE MAILBOX TERMS, LEGAL REQUIREMENTS AND CONDITIONS

A. MAIL COLLECTION AND FORWARDING SERVICE

Upon a successful application, Concorde House Mailbox ("CHM") will provide the Client with the following services ("the Service")

- i) providing our Brighton mailing address for the Client's use
- ii) receiving and sorting the Client's mail
- iii) storing the mail for collection or forwarding it to the Client's specified address.

B. RECORD-KEEPING

We are required and licensed by law to record details of the Client's home address and keep copies of one piece of photographic identification and one utility bill to verify the Client's identity.

C. PRICING

Our prices are reviewed periodically and the next review will be on 1 February 2019.

D. CANCELLATION POLICY

The Service may be cancelled within 14 days of signing these terms and conditions, should the Client not have made use of the Service within that period.

E. ITEMS WHICH MAY NOT BE RECEIVED AND PARCELS

Please refer to Appendix A for a non-exhaustive list of items which we may not receive or handle on behalf of the Client.

Please refer to Appendix B for additional charges for some larger or heavier parcels sizes and charges for storage of such parcels; these do not apply to small packets or letters.

ADDITIONAL TERMS

1. Any charges imposed on the Client, including, but not limited to, import taxes, are the sole responsibility of the Client.
2. The Client grants permission to CHM to handle the Client's items of mail, including, but not limited to, receiving, sorting, forwarding and storing.
3. The Client also authorises CHM to use funds contained in the Client's CHM account or to invoice the client to pay for services the client has requested, including, but not limited to, forwarding parcels.

4. The Client accepts that the prices stated in Appendix B apply to most items of mail received. A Bulk/Heavy surcharge may apply to items of mail that are larger and/or heavier than the stated dimensions in Appendix B.
5. The Client is entitled to contact the office for any reasonable request or to ascertain if any post is waiting for them in their mailbox. All contact with the office should be made by email or post. If the request is urgently associated with danger to the public, to the staff of Concorde House or because of a legal requirement by a statutory authority the Client may telephone 01273 672262 between the hours of 9.30am and 4pm.
6. The Client agrees to obey all applicable laws and/or regulations both in the member's home country and in the United Kingdom/European Union. The Client agrees to not knowingly use the service to send and/or receive items of mail that have illegal or controlled contents, or contents that could be dangerous to members of staff or other items of mail. The Client will be solely responsible for any penalties or fines resulting from a violation of this condition. In addition, the Client accepts that should he/she receive goods that are, or CHM suspects are, illegal, dangerous, controlled or otherwise harmful, the Client accepts that such goods could be immediately disposed of, and the Client accepts all charges associated with the goods' disposal. CHM also reserves the right to immediately terminate the account of any Client who receives such goods outlined in Appendix A.
7. If the Client does not pay for the Service rendered following an invoiced request for payment beyond a period of 14 days or more, CHM reserve the right to cancel the Service. Once the Client's Service is cancelled, CHM reserves the right to return to sender or destroy any items of mail in the Client's mailbox. The Client forfeits all claims to items of mail contained in a mailbox that has been cancelled.
8. Illegal activity (as determined by UK and EU law) is not permitted by CHM. Any legal fees incurred by CHM enforcing the laws of the United Kingdom and European Union against a client or potential client will be the financial responsibility of the Client.
9. CHM reserves the right and is under legal obligation to disclose the Client's personal information when requested with a warrant or court order by the Police, Trading Standards, debt collection agencies, or any other law enforcement agency or official body.
10. CHM reserves the right to intervene in any way it sees fit if there is a suspicion that the Client is using the service for illegal or fraudulent purposes.
11. The Client agrees to take all reasonable steps to ensure that third parties do not contact or attempt to contact CHM by telephone, email or in person relating to the usage of the Service by the Client. Should CHM receive such communication or attempted communication, CHM reserves the right to levy a charge to cover the cost of handling such communication, and/or terminate the Client's Service.
12. Should a CHM Client choose to discontinue the Client's use of the Service, he/she agrees to take all reasonable steps to ensure CHM does not receive any further parcels or mail. If an expired account receives items, CHM reserves the right to levy a fee to cover

processing of such unwanted parcels and return to the sender all package mail received after the termination.

13. If the Client's account expires and is not renewed, CHM reserves the right to discard and/or return any mail or packages that are held or received after the expiration date.

14. The Client understands that payment for the Service is strictly in advance. If CHM performs the Service prior to receiving payment, the Client agrees to remit any overdue amounts immediately. If an account balance is in debit for a period of seven (7) days or longer, CHM reserves the right to charge a late fee of £5 plus 5% of the overdue balance per month based on the length of the last contract with the Client.

15. CHM will accept all sizes of envelope and any quantity during the subscription period. Parcels will only be accepted by prior agreement. Mail may be collected during Concorde House Office Hours. Any changes in these hours will be notified by Email 7 days prior unless the office is closed by Force Majeure.

16. While every care will be taken to ensure the accurate and fast dispatch of mail, it is expressly agreed that CHM will accept no liability for any delay, damage or loss of items and/or business arising from this agreement. The Client must ensure that mail is insured from sender to receipt by the subscriber. Concorde House Business Centre accepts no liability or responsibility in connection with mail lost in transit, damage, fire, flood theft from our premises or Act of God.

17. CHM reserves the right to cancel a subscription with not less than one month's notice: in this event CHM will reimburse the client commensurately for the remainder of the subscription period.

18. CHM's service of forwarding mail free of charge within the UK is subject to our understanding of Royal Mail's terms of service. This free service may be withdrawn at any time should this understanding with Royal Mail or its successor change.

19. CHM has the right via the freeholder to give to the Client the use of the address Concorde House, 18 Margaret Street, Brighton, East Sussex, UK BN2 1TS as the registered address of the client's business, registered at Companies House in accordance with The Companies (Address of Registered Office) Regulations 2016. However, permissions to use the Concorde House address is withdrawn by CHM after cessation of the contract between the Client and CHM. CHM then applies to Companies House to remove or change the Client's address as shown and registered at Companies House.

Read and agreed by the Client

Signed by Client _____

Print name _____

Date ____/____/____

APPENDIX A

This is a list of some of the items NOT allowed to be delivered through CHM company via the Royal Mail. Prohibitions and restrictions in the UK Royal Mail website will further detail items. If in doubt, please consult the Royal Mail.

Items collected, carried, posted and delivered, by organisations other than the Royal Mail will have their own 'forbidden to carry' list. Please contact your carrier for advice, if you are not using the Royal Mail.

Aerosols for toiletry or medical purpose ARE permitted but all other aerosols are NOT permitted, these include Spray paints, Lacquers, solvents, air fresheners, oven cleaners, etc.

Alcoholic liquids over 70%ABV Ammunition (including lead pellets and other airgun and air-soft projectiles)

Asbestos if NOT fixed within an inert material such as glue or resin and wrapped in bubble wrap. Also, include sender's name on the outside of the package.

Batteries that are classified as dangerous goods by the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organisation (ICAO)

Batteries that are new or used lithium ion and lithium polymer unless contained in equipment.

Batteries new and used Lithium metal/alloy batteries when not sent with or contained in equipment.

Butane lighters and refills.

Clinical and medical waste.

Controlled Drugs and narcotics.

Corrosives

Flammable, non-flammable, toxic compressed gases

Counterfeit money or counterfeit postage stamps

Electronic items containing any batteries exceeding 100Wh

Dry ice

Environmental waste

Explosives

Flammable liquids or solids

Frozen Water

Lottery Tickets (Foreign)

Gases

Guns, or other offensive weapons, unless for sporting use.

Goods made in foreign prisons

Human remains (including ashes)

Infectious Substances and pathogens as specified and published in (ICAO)

Living creatures

Lighters containing gas or flammable liquid.

Indecent, obscene or offensive material

UN2814 or UN290 Infectious substances as classified at 6.2 of the 2005-2006 edition Technical Instructions for the Safe Transport of Dangerous Goods by Air, published by ICAO (International Civil Aviation Organisation).

Magnetised material with a magnetic field strength of 0.159A/m or more at a distance of 2.1m from the outside of the package

Matches (including safety matches)

Oxidising materials or organic peroxides Pesticides.

Tickets and related advertisements for illegal lotteries.

Poisons, Toxic liquids, solids or gases.

Solvent-based paints, varnishes and enamels.

Waste, dirt, filth or refuse. Soil samples are permitted but only packaged well.

Weapons

Please note that this list is not comprehensive. Anything considered to be illegal or dangerous will not be accepted. If in doubt, please feel free to contact us in advance by email or post if you are unsure about a specific item or go to the Royal Mail website.

APPENDIX B

PARCEL CHARGES

CHM fully understand that the delivery of parcels and packages has become an increasingly convenient part of your requirements to our service. CHM clients are more frequently using online services to order a number of goods which has increased demand on CHM's resources to store parcels. In line with a number of mailbox type facilities, CHM has adopted a charging policy for parcels based on the sizes of the Royal Mail guidance for weights and dimensions, to encourage clients to collect parcels promptly.

We have no objection to either quantity or sizes of the parcels we receive on our customers behalf within the limitations of our storage facilities. Please ensure you have Concorde House's agreement prior to arranging its collection of Large or Oversize parcels as stated below.

| Item | Weight | Max length | Max Width | Max Depth | Charge |
|--|------------|--|--|--|---|
| Small parcel or soft large envelope package | Up to 2Kg | 25cm | 25cm | 25cm | No charge for the first 7 days. 50p per day after 7days |
| Medium parcel | Up to 12Kg | 45cm | 45cm | 45cm | 50p per day from day (any time up to 16.30hrs) of arrival. |
| Large parcel BY PRIOR ARRANGEMENT | Up to 18Kg | Over 60cm | Over 60cm | Over 60cm | £1.00 per day from day (anytime up to 16.30hrs) of arrival. |
| Oversize By prior agreement only BY PRIOR ARRANGEMENT | Over 18Kg | Dimensions must be agreed to by Concorde House | Dimensions must be agreed to by Concorde House | Dimensions must be agreed to by Concorde House | £1.00 per Kg over 18Kg per day. |

These charges will be made at the time of collection in cash only please.