



AGREEMENT

EZONE, HOME SHOPPING AND POSTAL PACKAGES

This agreement is made between the applicant hereinafter referred to as Customer and the General Post Office and shall be governed by the following terms and conditions to which the above parties do agree:

It is agreed that:

The General Post Office is authorized, as per the service requirement selected, to clear Ezone and or Home Shopping or postal packages received and addressed to the fore-mentioned named customer through Customs and deliver the same to the customer as per the address provided, if delivery is required.

TERMS AND CONDITIONS:

1. The customer is required to ensure that all invoices are uploaded to the Home Shopping and eZone system before the packages leave the USA and prior to requesting the clearance of packages. **Correctly formatted invoices must be uploaded.** Non-submission of invoices or incorrectly formatted invoices will result in packages not being cleared.

2. The General Post Office personnel along with Customs officials will inspect and verify that all items listed on submitted invoices are enclosed in relevant packages and merchandise was not received in damaged condition. Short shipment and or damage to merchandise will be recorded on the delivery document. Damaged merchandise will not be delivered. The customer will be required to visit the General Post Office to examine the contents.

3. The customer is required to verify and inspect the contents enclosed in each package against relevant invoices at the time of delivery. **The General Post Office will not be held liable for loss or damage to the contents of a package(s) after delivery to the customer.**

4. The customer agrees to remit payment for all associated freight charges, delivery fees, customs charges, and any other associated costs connected with a package(s) in advance of receiving the items.

5. Payment: Credit/Debit card

Customers are required to complete, sign and submit the General Post Office's Credit Card Authorization form along with a copy of a valid photo Identification. All clearance charges, including Customs charges, will be debited from the card submitted.

6. Delivery Times:

- a.** All requests and relevant documents must reach the General Post Office before **11:00 am** to ensure delivery before **4:00 pm** daily.
- b.** Requests received after **11:00 am** would result in the delivery of packages on the next working day.



7. Liability:

The General Post Office will not be held liable for:-

- a. Any missing or damaged merchandise. However, if the customer has elected to have all Ezone and Home Shopping packages insured prior to leaving the USA, the respective insurance agreements will be taken into consideration and a claim submitted to the relevant agency where applicable.
- b. The confiscation of goods deemed illegal by HM Customs.

8. Exceptions – packages not cleared via this service:-

- a. *Package containing merchandise with an invoice value of US \$1,500.00 or greater. The customer is required to obtain the services of a private brokerage company to prepare a customs declaration.*
- b. *Consolidated packages or packages not shipped from an established business.*

9. Termination:

The customer is required to give the Anguilla Post Office at least 24 hours' notice before this agreement can be terminated.

The Anguilla Post Office has the right to terminate this agreement if it is found that the customer:

- a. is using this service for illegal activities
- b. has refused to remit payment for services rendered
- c. has verbally or physically abused a Postal Officer during the provision of this service

