



Royal Mail Account Terms

Royal Mail Account Terms. Valid from 8th June 2009.

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Royal Mail Group Ltd, registered in England and Wales. Registered Number 413 8203. Registered office 100 Victoria Embankment, London EC4Y 0HQ

Introduction

These Account Terms set out the different ways you can pay **Postage** for the postal services (**Services**) we provide to you and should be read in conjunction with the Royal Mail general terms and conditions, and the terms and conditions for each of those Services.

You may only use your Account in conjunction with a PPI (Printed Postage Impression) licence (**PPI Licence**) and by using your Account you acknowledge that you have read, accept and are bound by our PPI Licence terms and conditions. You can find the PPI Licence on royalmail.com/ppi

We offer the following types of account:

1. Credit Account

You may apply for credit facilities with us which will allow you to pay Postage after we have provided the Services to you. You must be over 18 to apply.

We will assess whether you are eligible for credit in line with our standard procedures. If you are eligible for credit we will set up a Credit Account for you and give you an account number. Your Credit Account will be subject to our standard Credit Policy terms which can be found at royalmail.com/creditpolicy and any other terms and conditions that we tell you.

We will not provide Services to you until you have an account number and access to ordering facilities.

You must comply with all terms and conditions that relate to your Credit Account, including the credit limit we place on your Credit Account. If you are part of a group of companies, we will treat each separate legal entity within your group individually for the purpose of determining a credit limit,

We will monitor and record your payment performance, and we may make such records available to any credit referencing agency who may share that information with other businesses in assessing applications for credit and in fraud prevention.

2. Reducing Customer Balance Account

This is a prepayment facility. You will pre-pay amounts into this account to maintain a credit balance, which will be used against the Postage you incur for the Services.

You must ensure that the balance on your account is sufficient at all times to settle six weeks' anticipated Postings.

We may suspend any Service without notice if the funds in your account fall below the agreed level.

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Billing Frequency

We will send you invoices for the services each week and you must pay all invoices in full within 30 days of the date of the invoice, unless we agree otherwise.

You should keep copies of all invoices. We may charge you an administration fee if you request duplicate copies.

If the Service requires payment of a fee on a fixed or subscription basis, we will send you an invoice 30 days before the anniversary or renewal date of that Service. We may terminate that Service if we have not received payment by that renewal date.

Minimum Order Value

If you place an order for Services using your online business account (**OBA**) and the value of your OBA sales order is less than £5, we will invoice you £5 for that sales order.

If you place an order other than through OBA and the value of your sales order is less than £20, we will invoice you:

£20 for that sales order; and
a £1 handling fee for each posting cheque, regardless of value.

We will tell you if we change these minimum order amounts.

Consolidated invoicing

We may agree to provide you with a consolidated invoice in respect of all accounts you have with us. You can request details on consolidated invoicing, including how to apply, from a member of your account team or by calling our sales centre on 08457 950950.

Mailing Standards Levy

We administer the funding of the Mailing Standards Levy (**Levy**) which is a voluntary levy used to part fund the Advertising Standards Board of Finance (**ASBOF**). This in turn funds the regulation of direct mail through the Advertising Standards Authority and the Mailing Preference Service. The Levy is a contribution of 0.2% of the net postage cost of each posting. This amount will be included in all invoices for postings unless you either negotiate a fixed annual contribution directly with ASBOF billed on a quarterly basis, or apply to be exempted from the Levy contributions. Full details of the Levy and an application form for exemption are contained in the leaflet 'Self-Regulation of Direct Marketing' which can be found at royalmail.com.

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Methods of Settlement

You can settle your accounts by:

- Direct Debit;
- BACS/CHAPS; or
- Company cheque.

Payment in cash or by credit card or debit card will be accepted at our sole discretion. All payments shall be made in full in pounds sterling. You are responsible for any bank or other charges, which you incur as part of your payment to us.

Ending or suspending your account

We may suspend or close your account with us immediately if:

- You fail to comply with the terms and conditions relevant to your account; you become bankrupt or are unable to pay your debts;
- you pass a resolution for winding up or if a Court makes an order that you are to be wound up (in either case other than for the purposes of reorganisation);
- a receiver, manager or an administrator is appointed over any or all of your assets; or
- you make any compromise or arrangement with or for the benefit of your creditors.

If we suspend or close your account for any reason you must settle any outstanding invoices immediately.

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