



CUSTOMER AGREEMENT FORM



AGREEMENT

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:

1. The Customer is required to:

- a. Pay to the General Post Office an annual subscription fee. **This fee is non-refundable and is due between 1st January to 31st March each year.** Additionally, unpaid subscription fees will be collected concurrently with the payment of outstanding freight charges during the stated period. By remitting payment for annual subscription fees, the customer accepts the terms and conditions of the existing agreement.
- b. **Collect packages within 7 days of receipt of notifications** to avoid suspension of accounts. All uncollected packages should be collected at the same time. **Fragile and or hazardous merchandise, plants/seeds/bulbs and perishable food items should be collected immediately.**
- c. Upload invoices to their online eZone accounts **BEFORE** packages leave the USA. Uploading of invoices is required for local and USA Customs import and export requirements and for insurance purposes. **The General Post Office management and or employees will not be held liable for erroneous information being provided by customers whether intentionally or unintentionally.**
- d. Inform the General Post Office in writing or by completing the **Amendment to eZone account form** of their intent to close their account. All outstanding balances must be settled, **inclusive of charges on uncollected or abandoned/unclaimed packages** before an account can be closed. Failure to inform the General Post Office will result in the annual



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subscription fees being automatically deducted from the account.

- e. Pay the annual subscription fee in full when reactivating their account.
2. The **General Post Office** will not be held liable for any damage sustained to packages after the stipulated 7 day period.
3. The customer agrees not to use this medium to import into Anguilla: **Pornography, controlled drugs, alcohol, firearms, radioactive material, material related to the practice of witchcraft and other like items**, or other items prohibited under the laws of Anguilla.
4. Freight charges are subject to change in accordance with transportation and other direct costs.
5. The Customer may choose to decline insurance on packages shipped and received via the eZone service. Once the customer has declined insurance coverage he/she cannot claim for any partial or complete loss of or damage to packages. Excluded from insurance are: items of unusual intrinsic value such as cash, negotiable securities, fine jewelry and animal skins, weapons, firearms, explosives, aerosol cans, perishables, seeds, plants, catalogs, magazines, personal mail, bank statements drugs and controlled substances.
6. In no circumstances shall eZone or the General Post Office be liable in contract, tort (including negligence or breach of statutory duty) or otherwise howsoever, and whatever the cause thereof for any:
 - i. increased costs or expenses;
 - ii. loss of profit, business, contracts, revenues or anticipated savings, or
 - iii. special indirect or consequential damage of any nature whatsoever, including, but not limited to, loss of use, loss of business or loss of profits,



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arising directly or indirectly out of the provision by eZone of any of its Services, or of the performance, non-performance or delayed performance by eZone.

7. **A daily storage fee** per cubic foot, as per EX MEM **11/394** will be charged on packages remaining in the Post Office storage facility. The fee will commence on the **tenth day** after the notification of arrival of packages have been emailed to customer.
8. **A maximum of two (2) persons** are allowed to one account; a primary account holder and a secondary user.
9. The primary account holder is allowed to authorize **ONE** person in addition to the secondary user listed on the account to collect packages on their behalf.
10. A valid photo identification is required for ALL persons visiting the General Post Office to collect packages
11. **Packages remaining uncollected after 10 weeks will be turned over to the Anguilla Customs Department for auction.**
12. The General Post Office reserves the right to suspend or terminate an account if the same is not in good standing and is suspected of fraudulent and or illegal activity.