

Your Post Terms and Conditions revised July 2025.

Your Post is owned and managed by 2575 which is a group of businesses. Your Post will manage the services and within our terms and conditions we will make reference to Your Post (YP) and The User (You).

Service.

YP will provide all services to The User and 2575 will accept all payments by way of stripe allowing the user to pay remotely via credit / debit card or bank transfer for services undertaken and offered by YP.

To rent a virtual mailbox the user must pay the service charge for the selected plan, all prices will be clearly displayed by YP upon the website at www.your-post.com

Once the service charge is paid in full you will be asked to submit proof of identification, this is a legal requirement and we can and will not release any mail until this has been uploaded. YP will send the user a link to upload but this can also be sent via email. We are flexible with our ID requirements and we understand that not everyone has a drivers licence, passport or indeed utility bills. We will work with you to ensure that we can open your mailbox.

Upon acceptance of the Identification you will be advised of your user number, you will also have access to the range of services as described on the website within your plan. Your plan will stay active for a period of 1 year from the date of ID acceptance, we will send an email reminder 1 calendar month before your mailbox is due to expire. We do not use or subscribe the user to any auto renew function.

Scan to Email.

The user will need to give YP written consent to open their mail, all mail will be scanned and the fees for this are clearly displayed on the website www.your-post.com, all scans are billed fortnightly and invoices once issued need to be settled within 7 calendar days. Each invoice YP issues to the seller will be documented and it is your responsibility to ensure your email address is accurate and up to date at all times. Please note scan to email is optional and is priced per page scanned.

Each invoice will contain an invoice number and a payment link specific to you,

Post and Parcel forwarding / collection / storage.

We will forward or hold post and parcels for the user in line with the users instructions, please note that forwarding of letters, packages and parcels is optional, all post and parcels forwarded attract a handling fee as detailed on the website www.your-post.com, when forwarding such items we will invoice you the cost price plus a percentage depending on the plan you have selected. All invoices are issued fortnightly and all payments must be made within 7 calendar days without fail or exception.

We undertake a post run daily for your peace of mind, all mail is sent to our mail handling centre in Harbour Road, Rye, East Sussex. Mail is processed from this facility which is not open to clients or the public. Our satellite office in rope walk, Rye is open to clients for collections on an appointment only basis.

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Letter, package and parcel storage is subject to a fair use policy, excessive items on a continuous basis will lead to a request for a reduction and if not adhered to could lead to an account suspension. All items delivered are logged and recorded which includes letters, packages and parcels for security. We hold insurance for fire, flood and theft, each item of mail has a maximum nominal value of £5. When we accept your letters, packages or parcels they should be covered by the carrier.

When collecting mail or parcels you just need to simply tell us the day you will be arriving and all your post / parcels will be ready for collection. Our collections office is open 0900 to 1700 Monday to Saturday, we can occasionally open outside of these times by prior arrangement / agreement in writing.

When collecting parcels or post you will need to bring Identification with you or answer some security questions that only the account holder would know. You may nominate someone else to collect your items but we will need written authorisation.

Whilst your mail is in our care it is fully insured for loss, fire and theft.

Invoices for mail / parcel forwarding and email scanning.

Invoices for these services are issued on a fortnightly basis, these detail number of pages scanned, cost per scanned page, mail forwarded, cost and handling charges for forwarding.

When YP issues an invoice to the user they should be settled within 7 calendar days with no exception or excuses unless agreed in writing by both parties. Unlike other virtual mailbox providers we do not request a continual postage fund as this means your money could sit dormant in our bank account. We issue a payment link with the associated invoice which allows you to pay remotely and securely via credit or debit card and you also have the option of bank transfer with the link. Our payments are fully managed by Stripe and we do not accept over the phone payments for security reasons.

Vehicle registration, drivers licence registration and vehicle insurance.

On the bronze plan you are not permitted any of these, on the silver, gold and platinum plans you are permitted in accordance with your plan and as defined on our website www.your-post.com.

Please be aware that we accept no responsibility whatsoever should DVLA or your insurer decline to accept our address. We offer this service purely out of goodwill and not for any financial gain or incentive.

Bailiff / police / Authority visits.

Should we receive any bailiff / police / authority visits associated to your account there will be a fixed fee of £150 payable, this will be issued by way of invoice with a payment link attached. Your account will be immediately suspended until the payment is made in full, once payment is complete we will reinstate your account immediately.

Account Suspension.

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It is very rare indeed that YP needs to suspend a user's account, some basic but not exhaustive reasons are shown below and the user should make themselves aware of such circumstances.

Any criminal activity.

Any unpaid invoices for scanning or forwarding services.

Any abuse of account.

Excessive mail, packages or parcels.

Drawing unwanted and or negative attention to your-post in general.

In most cases we will speak to and confirm by email to the account holder any issues raised before any account suspension. Where we suspend an account we will reactivate it immediately once any issues have been resolved.

Mail Collection Office opening.

Monday to Saturday 0900 to 1700.

Collection is **strictly by appointment only.**