

Terms and Conditions of mail forwarding services – in plain English

Any reference to “us”, “we” or “SFS” means Small Firms Services Limited, a company registered in England with company number 3658573 with registered office at 4 Cophthall House, Station Square, Coventry CV1 2FL, United Kingdom.

Any reference to “you” or “your company” means the person or company or authorised person of the company for which the service is provided.

1. Description of Service

We provide two types of mail forwarding service as follows –

Service 1 – Registered Office – to provide an address for use as a Registered Office Address for a UK registered Limited Company or Limited Liability Partnership. This service allows our address to be recorded at Companies House, your company name will be displayed at the entrance to our premises and SFS will receive and forward legal papers served at this address for your company. The only mail that will be received and forwarded at this address is as follows –

- Companies House
- Inland Revenue and Customs and Excise
- Other Government Departments
- Clearly marked Legal Papers

Any other mail is classed as trade mail. At our discretion we will forward a maximum of 3 items of trade mail, each item will be marked with a warning that it is trade mail. Any further trade mail will be returned to sender.

Service 2 – Trade Mail – this service covers all other items of mail not covered by Registered Office mail subject to these terms and conditions. The Trade Mail service is a limited service designed for light use, we therefore do not expect the number of items received per company to exceed 15 items per month. In the event this limit is exceeded we will contact you to arrange a higher fee for the service. In the event a higher fee can not be agreed we reserve the right to terminate the service for “breach of terms and conditions”.

NOTE: The use of service 2 does not permit our address to be used for Service 1 without making additional payment. If both services are required they must both be paid for.

2. Fees for mailing services

Fees for Service 1 (Registered Office) only

- a) All fees are payable in advance annually as advertised on our website.
- b) This is a fixed price service so no additional fees are charged during the year as long as we only receive items of mail specified as Registered Office Mail in point (1).
- c) If you initially provide a UK forwarding address and then later change this to an overseas address a higher annual fee is payable.

Fees for Service 2 (Trade Mail) only

- a) All fees are payable in advance annually as advertised on our website.
- b) When first ordering a one-off set up fee is payable. This fee is only paid once unless the service is cancelled or suspended and you later request the service be reinstated.
- c) An Annual Fee is payable. Our quoted prices are for low user services as detailed in point (1)
- d) A deposit must also be paid to cover postage and administration charges. We will notify you when this deposit is below £5 at which time you must top it up to avoid suspension of service. No deposit means no service until payment is received.
- e) If during a working week (Monday to Friday) mail is forwarded for your company we will deduct a £1 admin fee plus postage costs where applicable from your mail deposit.
- f) Where possible items will be forwarded via the UK postal system. If an item requires any additional postage the cost will be deducted from the trade mail deposit held for your account.
- g) If we receive deliveries from services other than Royal Mail we reserve the right to charge a £5 fee to cover handling and repackaging. Onward postage will also be charged – all fees being deducted from your deposit.
- h) We reserve the right to refuse deliveries for items weighing in excess of 1kg
- i) Our mailing addresses should not be used for the delivery of goods for your company. We reserve the right to refuse goods deliveries or to return such deliveries to sender.

- j) Mail cannot ordinarily be collected in person from any of our addresses.
- k) No deposit means no forwarding – after 7 days all mail will be returned to sender.

3. How our Trade mail addresses can be used

In general our trade mail addresses are used on websites, letter heads, contact address, general correspondence, trade marks and patents. If you wish to use the address for another purpose please contact us to discuss. If you have only paid for a Registered Office service then you can only use the address as defined in point (1).

Your mail is identified by the company name you have given to us. If the company name is not included in the address for items received we will attempt to identify the intended recipient but can not guarantee this will be possible. If we are unable to identify the intended recipient the mail will be returned to sender.

Trade Mail addresses **can not** be used for –

- a) receiving your trading goods.
- b) as a physical place of business address. For example, the UK Customs and Excise require a company to provide a "place of business" address. This is the physical location the business operates from. Our addresses must not be used for this purpose. You can inform Customs and Excise to use our address for correspondence only.
- c) any illegal activity.

4 . Telephone numbers at our address

Any telephone or fax number physically located\connected at our addresses or belonging to Small Firms Services Limited or its contractors can not be used in connection with your company. If you require a telephone service please contact us for information of our separate service.

5. Cancellation by us

Circumstances when no refund will be given

- a) If your company is in breach of any of these terms and conditions we reserve the right to cancel your service immediately without refund.
- b) If we are unable to contact you at your given address we reserve the right to cancel the service after 7 days of no contact.
- c) If we have reason to believe our address is being used for any illegal activity we will immediately suspend the service and write to you (email is an acceptable form of writing) notifying you of our concerns and giving a deadline to contact us to avoid cancellation.

Circumstances when we will give a refund

- a) We reserve the right to cancel the service at any time. We will give at least 28 days notice where possible and refund in full any remaining unused days of the annual fee if paid in advance. Any remaining deposit will also be refunded. The method of refund is at our discretion and any bank charges incurred by us will be deducted from the amount being refunded.

Cancellation of Registered Office Service by us or you

We reserve the right to amend Companies House records to show the address we are forwarding to as the new registered office address for your company if you fail to provide an alternative registered office address within 7 days of cancellation.

Any mail received after a service has been cancelled will be returned to sender.

6. Cancellation by you

If you wish to cancel the service you must contact us in writing (email is an acceptable form of writing) to notify us of your intentions. Any outstanding fees must be paid prior to cancellation.

You must also make alternative arrangements for your mail services. If cancelling a registered office service you must notify Companies House of your new address within 7 days or we will inform them of the address we hold on file for your company.

Refunds

Registered Office Service - The registered office fee is non-refundable due to the administration costs incurred setting up the service. If the service is cancelled during the 12 month service period any refund made will be at our discretion.

Mail Forwarding Service - Subject to point (5), if all mail forwarding fees are paid and up to date we will refund any full remaining months less three months fee as a cancellation fee to cover our administration costs. If we hold a deposit in your favour in excess of £10 this will be refunded. Once a refund has been issued no further mail will be forwarded.

Renewal of Services

These services are renewable on an annual basis at our discretion at the prevailing rate at time of renewal. We reserve the right not to offer a renewal of service after each 6 or 12 month period.

7. Identifying yourself to us

To receive our services you may be asked to provide us with details that confirm your identity, company identity, address and other contact details you have provided to us. We may, on demand, at the beginning or any time during provision of the service, require specific original or copy documents (as appropriate) to confirm and verify details that you have provided us. Failure to provide such documents within 7 days of our request could result in immediate termination of service without notice or refund. You must inform us immediately in writing (email is an acceptable form of writing) of any changes to your contact details.

8. Indemnity

Due to the type of service we provide any compensation claim shall be limited in total to one months service fee (one twelfth of the annual fee). We cannot accept any compensation claim that is the result of consequential loss to your business and, by accepting these terms you fully agree to indemnify us from any such claim. You also agree to fully indemnify us from any claim, for whatever reason, from a third party and that any such claims will be handled solely and completely between yourself and the third party.

9. Change of Terms and Conditions

These Terms and Conditions are subject to change without notice. For the most up to date version please visit our website www.sfsgo.com or contact us.