

ONLINE CARD TO CALL SERVICE – Terms and conditions

ACKNOWLEDGEMENT AND ACCEPTANCE

1. Use of the CourierPost Online Card to Call Service constitutes full acceptance of these Terms and Conditions for the Online Card to Call Service ("Card to Call Terms"), the Express Couriers Website Terms of Use and the Express Couriers Terms and Conditions ("Express Couriers Terms") available [here](#).
2. These Card to Call Terms are intended to be additional to, and be read together with, the Express Couriers Terms. If there is any inconsistency between these Card to Call Terms and the Express Couriers Terms, the Express Couriers Terms will prevail.

DEFINITIONS

3. In these Card to Call Terms:

"Business Day" means any day other than a Saturday, Sunday, national or regional public holiday in New Zealand.

"Card to Call" means the information card left with the Recipient stating that the item was not able to be delivered to the Original Delivery Address.

"Delivery" shall occur when the item is:

- (i) delivered to the Original Delivery Address or another address as directed by the Recipient using the Online Card to Call Service unless we have agreed to obtain a signature at the relevant address (in which case delivery of the item will occur on collection of a signature unless we have been given authority by the Recipient to leave the item at the relevant address without collection of a signature);
- (ii) returned to the sender in accordance with clause 9 below; or
- (iii) collected by the Recipient or other authorised person from a PostShop, CourierPost branch or depot.

"Local Sector" means the zone of each town in New Zealand within which the CourierPost delivery network operates available [here](#).

"Online Card to Call Service" means the online processing system you can use from our website to arrange collection, redelivery or redirection of an undelivered item.

"Original Delivery Address" means the original delivery address on the item given by the sender.

"Recipient" means the person or other entity named as the recipient on the item.

"You" means the person accessing or using the Online Card to Call Service.

"We" means CourierPost, a business owned and operated by Express Couriers Limited. "Our" and "us" have a corresponding meaning.

AUTHORITY

4. You confirm that you are the Recipient or that you have authority to use the Online Card to Call Service on behalf of the Recipient.
5. You agree not to use the Online Card to Call Service for any fraudulent or unlawful purpose.

PROCESS

6. A Card to Call will be delivered to the Original Delivery Address if an item is not able to be delivered to that address for any reason.
7. On receipt of a Card to Call, you may:
 - (a) collect the item from the location stated on the Card to Call from the following Business Day; or
 - (b) use the Online Card to Call Service and elect to:
 - (i) collect the item from another nearby PostShop, CourierPost branch or depot other than the one stated on the Card to Call by selecting one of the PostShops or CourierPost branches or depots provided as an option on the Online Card to Call Service. The item will be available for collection from the following Business Day;
 - (ii) have the item redirected to another address on a selected day (but note clauses 12, 13 and 14 below); or

(iii) have the item redelivered to the Original Delivery Address on a selected day (but note clauses 12, 13 and 14 below).

8. If, after receiving a Card to Call, you do not do any of the above, we will attempt to redeliver the item to the Original Delivery Address the Saturday immediately following our first attempt to deliver.
9. If the item cannot be delivered to the relevant address under clauses 7(b)(ii), 7(b)(iii) or 8 above ("Second Attempt"), a second Card to Call will be delivered to that address, stating the PostShop, CourierPost branch or depot where the item can be collected.
10. If the item has not been collected within 7 days following:
 - (a) an election made under clause 7(b)(i); or
 - (b) the Second Attempt,the item will be returned to the sender.

SELECTING A NEARBY POSTSHOP OR COURIERPOST BRANCH OR DEPOT FOR COLLECTION

11. The Online Card to Call Service will limit your selection of nearby PostShops or CourierPost branches or depots under clause 7(b)(i) to those within the relevant Local Sector of the Original Delivery Address.

SELECTING A PREFERRED DAY FOR REDELIVERY AND REDIRECTION

12. The Online Card to Call Service will limit your selection of preferred days for redirection under clause 7(b)(ii) or redelivery under clause 7(b)(iii) to the next 5 days following the day of delivery of the Card to Call.
13. We do not make deliveries on a Sunday, national or regional public holiday in New Zealand.
14. We will endeavour to deliver the item on the day you selected using the Online Card to Call Service. However, we do not guarantee delivery of your item on the selected day.

INFORMATION REQUIRED

15. In order to use the Online Card to Call Service, you will need the item tracking number which is noted on the Card to Call.
16. If you choose to redirect the item to another address, you will need a valid New Zealand Drivers Licence and will need to submit the details of this in order to complete the redirection. CourierPost will use the NZ Transport Agency database solely to authenticate your identity using the information you provide from your New Zealand Drivers Licence and will not store your Drivers Licence details if you are redirecting your mail using the online service. CourierPost takes no responsibility for the accuracy of the information provided or the misuse of identity information for the purposes of identity authentication through the NZ Transport Agency database. CourierPost does not act on behalf of NZ Transport Agency in the provision of information and the NZ Transport Agency takes no responsibility for CourierPost's conduct or actions in the provision of such information.
17. Other information may be required from you in order to complete the Online Card to Call Service. All such information shall be gathered and used in accordance with our Privacy Policy set out in the Express Couriers Terms available [here](#).
18. Collection of an item from a PostShop or CourierPost depot or branch requires submission of the original Card to Call together with a valid form of ID (such as a drivers licence or passport).

GENERAL

19. In addition to the limitations of liability set out in the Express Couriers Terms, we have no liability to the Recipient or the sender or any third party or user of the Online Card to Call Service for any loss or damage to the extent that the loss or damage:
 - (a) results from the fraudulent, unauthorised or unlawful use of the Card to Call and the Online Card to Call Service; or
 - (b) occurs after Delivery.
20. Information on the extent of our liability in relation to the carriage and delivery of items is set out in the Express Couriers Terms available [here](#).

