



Use of Easipik parcel lockers-Terms and Conditions

About the Service

The Easipik locker network is a collection point network that allows for convenient collection of e-commerce purchased items in the form of packets and parcels. The network is not intended to be used for letter mail products and such deliveries will be conducted using traditional means when intercepted.

The Easipik lockers are only to be chosen as a delivery address by the recipient and the service will be offered free of charge except for third party deliveries. To avail of this service the Client is to subscribe by accessing www.maltapost.com/easipik and provide personal details required to enable MaltaPost to communicate the information required for the correct functionality of the service. Information on service charges (if applicable) is also available on the same website.

1. The Easipik lockers are not an alternative address and cannot be used as a delivery address for registered companies or for any official communication such as banks and utility companies. The Easipik subscription can be refused or terminated for any valid reason and MaltaPost reserves the right not to discuss such a reason. MaltaPost's decision will be final.
2. When registering for the service on the MaltaPost portal, the Client must provide true, current and updated personal information as presented on a valid identification document such as identity card, residence permit or passport.

Following successful registration, the client can avail of the Easipik parcel locker service. The service is free of charge for deliveries by MaltaPost. A charge is applicable for deliveries by third parties courier operators. The Client may purchase single delivery credits or multiple delivery bundles from the MaltaPost Portal at <http://www.maltapost.com/easipik>. Each prepaid delivery credit is valid for one delivery to one of the Easipik parcel lockers. The credit is consumed when the item is placed in the locker by the MaltaPost Courier. The Client will receive a unique security code via SMS sent to the mobile phone number provided during registration. If an item is received and no deliver credits are available, the Client will receive an e-mail / sms informing that payment is required to complete the delivery. The security code will not be released until delivery credit/s have been purchased. Purchased credits are not refundable and expire within two years of purchase date.

3. To be eligible to retrieve registered packages from the Easipik parcel locker network, the Client must visit a Post Office together with his/her valid identification document for validation by a MaltaPost official. This validation can be affected at any Post Office. A copy of the identification document will be taken for administrative reference. For a full list of Post Offices visit: www.maltapost.com/outlets.

4. When a parcel is delivered to an Easipik locker and is ready for the Client to collect, the Client will receive a unique security code which must be keyed into the parcel locker screen in order to collect that parcel. The Client must keep that security code confidential and must not provide it to any other person. If the Client loses the mobile connection to which the security code has been issued, the Client needs to contact MaltaPost's Customer Care so that another code is sent that grants access to the Client's parcel. To the maximum extent permitted by law, MaltaPost will not be liable for any loss, damages, costs or expenses incurred as a result of any unauthorised access to an Easipik parcel locker, or collection or removal of a parcel or other article, as a result of the Client's failure to comply with this clause.

5. Items that require customs clearance may be withheld from delivery to lockers on request of customs officials and alternative delivery or collection arrangements may be requested by the same authorities. Any customs Duty, Taxes and/or VAT must be paid prior to the item being made available for collection. Such payment may be effected via the MaltaPost online payment gateway. The Easipik security code will not be released until all payments have been effected and confirmed.

6. By using the Easipik parcel locker service, the Client agrees that notwithstanding any specific term in MaltaPost's Terms and Conditions, MaltaPost will not obtain or require a signature to evidence delivery of the parcel via traditional paper-based means. The entry of a recipient's credentials, unique security code and the signature provided on the parcel locker's touch screen will be evidence of delivery. The Client should ensure that such signature is correct and aligned with the signature on the official identification documents used upon subscription. Failure to adhere to such instruction may result in the termination of the Easipik service to the subscriber.

7. All items will be stored in the parcel lockers for a determined period. If the item is not collected within the date and time specified in the SMS notification received by the Client, it will be relocated to the nearest Post Office.

8. The maximum weight permitted for an item to be delivered to a parcel locker is 30kg. The dimensions of the lockers are as follows:

Small - 10x40x60cm	Medium - 20x40x60cm	Large - 40x40x60cm
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9. MaltaPost reserves the right to refuse delivery of an item to a parcel locker, including but not limited to, when;

- Item is too large to fit into the largest parcel locker
- Item is too heavy
- Payment has not been made
- Item requires proof of identity
- Item arrive damaged or unsuitably packaged
- Item contains hazardous/prohibited goods
- Item contains perishables
- Item is identified as letter mail

Handling of Unsuitable Parcels

10. Any parcel which does not meet the requirements of the above clause is deemed unsuitable for the Easipik parcel locker Service. Parcels too large to fit into the largest locker or which require proof of identity may be forwarded for delivery to the Billing Address as inputted by the customer. For other reasons of unsuitability, the Client will be notified of any unsuitable parcel, using the email address and/or mobile phone number s/he had provided to register for the service and receive tracking and other notifications and alternative arrangement will need to be made for delivery. Charges may apply depending on the nature of the item.

11. Easipik parcel locker availability times. Whilst most Easipik parcel lockers are accessible on a 24/7 basis, some may not. The Client needs to check whether the Easipik parcel locker destination that s/he wish to use suits his/her availability requirements. MaltaPost reserves the right to change the availability times for access to any Easipik parcel locker at its absolute discretion.

No guarantee of access or availability

12. The Easipik parcel locker service is offered subject to availability at a given time. The Client acknowledges and agrees that, to the extent permissible under law, MaltaPost do not guarantee, warrant or represent that:

- (a) there will be, at any given time, sufficient numbers of appropriately sized parcel lockers at the Easipik parcel locker destination that you've nominated to ensure that a parcel can be collected from a Parcel Locker at that nominated facility; or
- (b) Parcel Lockers at any given facility will always be in service or otherwise available for use.

13. In such circumstances, if it is not possible for MaltaPost to load a parcel addressed to the Client for collection, a second attempt may be made to load the Parcel later, and if again unsuccessful, it will be scanned as awaiting collection at the closest Post Office to be collected over the counter.

14. MaltaPost reserves the right to withhold this Service for items processed locally by third party couriers with whom it would not have a prior written agreement.

15. In cases where an item addressed to an Easipik subscriber for delivery to the Easipik lockers is delivered by a third-party courier operator that does not have an agreement with MaltaPost for the forwarding of items to the Easipik network, MaltaPost has the right to refuse such item. In line with data protection practices MaltaPost will not forward any subscriber information to the third-party courier company and it is the responsibility of this same company to contact the client and arrange an alternative delivery.

Removal of Easipik parcel locker from service.

16. MaltaPost reserves the right to remove from service any Easipik parcel locker at any time at its absolute discretion, whether due to operational reasons or any other reason whatsoever.

17. Compensation awarded to customers does not cover the value of the contents in the postal article, unless the postal article is insured. Refer to Mail Insurance Terms and Conditions.

18. If for any reason other than the parcel being too large to fit into the largest locker or requiring proof of identity, MaltaPost is unable to deliver an item to the parcel locker MaltaPost will attempt to contact the Client and make alternative arrangements for deliveries. Items addressed to an Easipik delivery address for Clients who have not subscribed to the Easipik service cannot be delivered and will be retained by MaltaPost for 30 days. Unclaimed items within this time period shall be processed in line with the Company's procedures for handling of such items.

Personal and Confidential Data

19. MaltaPost treats any information about the Client and/or its use of this service as confidential. MaltaPost may open a parcel with a court order, in cases in which it has not been possible to find the addressee and/or sender, or in cases in which this may be necessary to establish the extent of, or minimise any damage to the parcel. MaltaPost processes information received to the extent to which this is necessary to fulfil its duties and obligations for this service with the Client. To this aim, MaltaPost will not engage with any intermediary that is not authorised by both MaltaPost and the client for delivery of a client's item to an Easipik parcel locker. The client may acquire insight into the personal data that MaltaPost processes about him/her, object to the processing or correct the information by contacting MaltaPost.

Right of Cancellation of the Service

20. The Client may not cancel the Service once an order using the Service has been placed, if the parcel or article has reached MaltaPost.

21. The Client may cancel the Easipik service by providing MaltaPost written notice. This notice must be handed to a MaltaPost official, or, sent by registered mail or by electronic mail at the

addresses specified below.

Online Payment

22. MaltaPost p.l.c shall only be bound to deliver the goods once the client has made the relative payment. Payment shall become due once customer receives sms for payment of item.

23. Authorisation through the client's credit/debit card or other online payment methods of the price of the delivery of the good together with any taxes and/or VAT due on dutiable items shall be effected once an order is confirmed.

24. If the Client fails to make the payment on the due date then, without prejudice to any of the Company's other rights, MaltaPost may:

- suspend or cancel deliveries of any article/s due to the client; and/or
- appropriate any payment made by the client to such of the goods as MaltaPost may in its sole discretion think fit.

Customer Care

25. MaltaPost encourages Clients to seek assistance or direct any queries regarding the Service to its Customer Care Department:

E-mail: info@maltapost.com

Website: by completing our online contact form [here](#).

Telephone: (+356) 21 224 421 (office hours)

In person: MaltaPost p.l.c., Head Office, Customer Care, 305, Triq Hal Qormi, Marsa MTP 1001, MALTA (office hours)

Registered Mail: MaltaPost p.l.c., Head Office, Customer Care, 305, Triq Hal Qormi, Marsa MTP 1001, MALTA

Office Hours: Monday to Friday, 07:30 hours – 16:00 hours