

## Return Policy

1. From time to time a parcel may be returned to the sender for any reason. This includes, but is not limited to, when:

- a. you do not accept receipt of that consignment;
- b. you do not pay any outstanding charges; and/or
- c. if the consignment is delivered and is Out of Gauge, for which you nor the recipient pay the underpayment.

2. When this occurs, we shall arrange for the parcel to be returned to the original sender which, depending on the reason for the return, **may be chargeable**. Circumstances where this may be chargeable include, but are not limited to, undelivered returns, underdeclared parcels and paid claims.

3. If our attempt to deliver the parcel to the original sender is unsuccessful, we will contact the original sender to confirm that our attempt to return the parcel was unsuccessful.