



# Terms & Conditions

## Terms and Conditions

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We are not responsible for delivery delays beyond our control. All items are delivered by a third party, and delivery is governed by their shipping contracts. We reserve the right not to ship to certain addresses.

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## Your Postage Deposit

The funds held in your postage deposit will be used to cover the costs of postage and any other incidental mailing and accounts receivable fees. If you cancel your mail forwarding service you forfeit the funds remaining in your postage deposit. Funds held in your postage deposit are non-refundable, but do not expire across renewal periods, so the funds will remain available for postage and





incidental costs for as long as you maintain your mail forwarding service in good standing.

First Class Address / Mail Forwarding service details and fees

Registration: Company Registration: 1 company and 2 officers of the company can be registered to receive mail. Personal registration: You and your spouse can be registered to receive mail.

Frequency: Once a week your mail will be repackaged and forwarded to the address you supply us.

Carrier: All mail is forwarded USPS air unless otherwise specified or other arrangements are made at the request of the client.

Cost: \$300/year (or \$165 for 6 months), includes 50 pieces/year

Additional pieces @ \$0.50/piece

Actual Postage + 10% for forwarding (this equals our cost)

Address change: \$5

Filters: We filter junk mail to keep your costs down, only 1st class mail addressed specifically to you will be forwarded.

If we receive a PACKAGE we will charge you \$20 per occurrence (except checks and other packages sent by the bank we set you up with). All packages will be opened for inspection so that a Customs Declaration can be made when forwarding the package out of the USA. We reserve the right, as your office managers, to open any and all mail that comes in to the office (this is generally done only when it is a package or if we are making sure it isn't junk mail or when you've signed up for our Accounts Receivable Service). We define a package as anything that requires a customs declaration form, or is over 1lb if mailing within the USA, or doesn't fit in a standard 9 X 12 envelope. The USPS requires Customs Declaration forms on anything over 1lb, or anything of commercial value. Please note that we are an office, not a mail depot, we are setup to handle mail and the occasional package. Packages must be under 30lbs. If a package comes in over 30lbs it will be returned to sender as it is too large for us to handle, or we may decide to process it for you at an increased rate up to \$40 per package at our discretion. Pieces and packages are recorded as they come into the office, not as they go out of the office, so if 10 pieces come in and you ask us to throw out 3 of them (or 10 packages come in and you want us to combine them into 7) the piece count will still be 10, not 7, as 10 pieces have been handled.

If we are required to hold a package for more than 2 Wednesdays due to lack of postage to mail it out or because the client requests us to hold the package, the client will incur 'storage' fees in the amount of \$0.50 per Pound, per Week (each missed Wednesday) after the first 2 Wednesdays, charge when the package is finally shipped, in addition to the associated shipping fees described herein.

We do take special requests for scanning and emailing mail before forwarding it, or to meet your other needs. All special requests are charged at \$40 per hour, in 15 minute increments, with a \$10 minimum. So if it takes less than 15 minutes to perform the special request it will be a \$10 charge against your postage deposit, if it is 16 minutes to 30 minutes, it will be a \$20 charge, etc.

Risk of Loss

All items shipped/mailed by VALIS Group Inc. are made pursuant to a shipment contract. This means that the risk of loss and title for such items pass to you upon our delivery to the carrier.

Payment Policies

All prices quoted on all pages/emails/quotes/invoices are 'cash' discounted, ie; the price you pay if paying by cash or US\$ money order.

Refund Policies





100% of your money will be refunded prior to the service being performed. Once the service has been performed (ie, documents filed, mail received or EIN applied for) there will be no refund for that service. If you order multiple services and only part of the service has been performed (ie. you order Company Formation and Mail Forwarding and the company gets formed but you haven't given out our address to anyone as your own yet) then a refund for the portion attributed to the service that has not yet been performed will be refunded to you 100% less any payment fees for returning your money the same way you sent it to us (ie. if you pay by wire transfer we will refund by wire transfer 100% of the attributable funds less the \$15 receipt fee and the \$45 send fee).

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