

# Our agreement with you

These terms apply when you use or receive any of our goods or services.

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**Public Contract** – our services are provided under the Public Contract, which covers everyone for the delivery of postal and courier items by New Zealand Post Limited.

**Postal Users' Guide** – the Postal Users' Guide forms part of the Public Contract, and contains all the detailed specifications of our services.

By using our services, you agree to the terms of the Public Contract and you must comply with the Postal Users' Guide. This includes not giving us items to deliver that are:

- prohibited in our network;
- restricted in our network, unless you comply with our specified requirements.

If you do give us any of these items for delivery, we are not liable to pay you compensation for any loss or damage to them; and you agree to pay us for any resulting damages or loss that we may incur.

When we provide our services to you, we agree to use reasonable care and skill, but our delivery targets are a guide only. We have no liability to you for delay in the delivery of any item.

Services bought in this branch are provided on the basis that our liability to you for loss or damage is limited to a maximum of:

- \$250 for any postal item, whether sent within New Zealand or overseas (other than a letter posted for 80c or less, for which we have no liability);
- \$1500 for any courier item sent within New Zealand;
- \$5000 for any courier item sent overseas.

Postage will also be reimbursed if the item has been lost.

Items over these values must not be sent. No additional insurance is available. Any claim for compensation must comply with the other terms of our Postal Users' Guide.

Consumer Guarantees Act 1993 – if you are using our services or acquiring goods for your business, you agree that the Act does not apply. In all other cases, our liability limits are subject to the Act.

You can read the full text of the Public Contract and Postal Users' Guide at [www.nzpost.co.nz](http://www.nzpost.co.nz) or in this branch.



**Brain Roche**  
Chief Executive