

PitneyShip® Enterprise Product Terms

(April 2025)

1. Defined Terms

“Package(s)” means parcels and letters shipped under this Agreement.

“Carrier” means a third-party shipping vendor that you use within the Services.

“Tender” means the transfer of physical custody of a Package that has a Pitney Bowes Limited compliant shipping label affixed to it, by you to a Carrier as demonstrated by the scanning of the label by the Carrier.

2. Use of the Services

2.1 In order to use the Services, you must complete the registration process. You may use the Services on behalf of third parties. You may permit your third party contractors to access the Services solely on your behalf and for your benefit so long as the contractor agrees to fully comply with all terms and conditions applicable to the Services. You remain responsible for each contractor’s compliance with those terms and conditions and any breach of those terms. All rights granted to any contractor under these terms terminate immediately upon (i) conclusion of the Services provided by the contractor to you that gives rise to such right; or (ii) termination of your account or your use of the Services.

2.2 Each individual Package Tendered for shipment must originate from a location in the United Kingdom. You agree that you will only Tender Packages to a Carrier with shipping labels that correspond to the transportation method you selected.

3. Fees

The fees for the use of the Services don’t include the postage, shipping or other charges imposed by the Carrier for printing postage or labels and sending Packages. Usage-based fees for the Services which are posted on the Sites or described in an Order or SOW may be changed from time to time.

4. Shipping Charges

Charges for the sending of Package(s) will be billed directly by the Carrier.

5. Carrier Requirements

As part of the Services, Pitney Bowes partners with Carriers that enable you to print shipping labels, and these Carriers are responsible for shipping your items. As part of your use of the Services, you must comply with the requirements and terms of those Carriers.

6. Third-Party Systems

We may provide functionality to enable you to link your account to certain third-party systems, such as marketplaces, enterprise resource planning systems (or ERPs), warehouse management systems, and healthcare system platforms. These third-party systems (“TPS”), their authentication process and any data they provide us (and its accuracy) are not under our control and we are not responsible for it. You warrant that you are the TPS account holder of any account you link to us and will comply with all TPS terms and conditions.

7. Package(s)

7.1 You acknowledge that we are not (and shall not be) acting in any capacity (directly or indirectly) as the carrier, customs broker, agent, freight forwarder or transporter in respect of any Packages transported on your behalf or that are captured by documentation printed by a Pitney Bowes system.

7.2 We will not be liable for any Packages or the content of any Packages within shipments that are transported following the use of a Pitney Bowes system, including but not limited to, in respect of damage and compliance with any restrictions and local laws and regulations. You, and not us, are always the owner of all Packages and the content of any Packages, including when the Packages are transported following the creation of customs documentation using a Pitney Bowes system.

7.3 You acknowledge that we are not (and shall not be) responsible for the accuracy of any information contained in the customs documentation printed using a Pitney Bowes system. This includes, but is not limited to, the tariff classification of all Packages using the Harmonised System, the customs origin and the customs valuation of the Packages. You, and not us (and shall not be), liable for any financial obligations in the event that Packages have been incorrectly classified for tariff classification purposes or undervalued for customs valuation purposes.

7.4 You acknowledge that we are not (and shall not serve as) the importer or declarant in respect of any import of the Packages, nor do we intend to serve as (or otherwise be liable as) importer or declarant in respect of the Packages on your behalf.

7.5 You acknowledge that we are not (and shall not serve as) the exporter or declarant in respect of any export of the Packages, nor do we intend to serve as (or otherwise be liable as) exporter or declarant in respect of the Packages on your behalf.

7.6 You represent and warrant that:

- (i) the Packages are not subject to any restriction or prohibition on their sale, supply, transfer or export to their intended destination, end-user and/or end-use (including, for the avoidance of doubt, any ultimate end-use), including under applicable sanctions and export control laws; or
- (ii) if any of the Packages are subject to any such restriction or prohibition, that you have obtained all requisite licences, permits or authorisations from the competent Government Authority(ies) to enable the Packages to be sold, supplied, transferred and/or exported in compliance with all applicable laws. You undertake to promptly provide us with a copy of any such licence/permit/authorisation upon request.

7.7 Notwithstanding the above, you represent and warrant that the Packages are not intended, in whole or in part, for any end-use in connection with the development, production, handling, operation, maintenance, storage, detection, identification or dissemination of chemical, biological or nuclear weapons or other nuclear explosive devices or the development, production, maintenance or storage of missiles capable of delivering such weapons.