

PitneyShip®, SendPro® 360 Sending, PitneyShip® Pro, PitneyShip® Enterprise and ShipAccel™ Software Product Terms

(Last modified January 2, 2026)

Defined Terms

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

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

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

Use of the Service

In order to use the Service, you must complete the registration process. You may use the Service on behalf of third parties. You may permit your third party contractors to access the Service 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 Service. 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 Service.

Each individual Package Tendered for shipment must originate from a location in the U.S. or certain U.S. territories. You agree that you will only Tender Packages to a Carrier with shipping labels that correspond to the transportation method you selected.

Fees

The fees for the use of the Service don’t include the postage, shipping or other charges imposed by the Carrier for printing postage or labels and sending Packages through the United States Postal Service (the “USPS”) or another Carrier.

Trial Period

If your subscription includes a free trial period and if you don’t wish to continue your subscription past the trial period, you must cancel your subscription before the last day of the trial period to avoid being billed for the first month of the subscription once the trial period has expired.

Credit Cards; Accounts with The Pitney Bowes Bank, Inc.

Unless (i) you have established and maintain a Purchase Power® account or a Reserve Account with The Pitney Bowes Bank, Inc. (the “Bank”) and (ii) you have available funds in a Reserve Account or have available credit under a Purchase Power account, then as long as you’re utilizing the Service or have an outstanding balance with us, you’ll provide us with valid credit card information. You’ll replace the information for any credit card that expires with information for a different valid credit card. Some charges for the sending of parcels may be billed directly by the Carrier. For all other charges for postage or for the sending of parcels through the Service, including, without limitation, any charges imposed by a Carrier for which the charges paid by you were insufficient (all such charges are called “Shipping Charges”) and all fees for the use of the Service, we will charge your Reserve Account, if established, with any remaining unpaid balance being charged to your Purchase Power account, if established. In the event that (i) you do not maintain a Reserve Account or a Purchase Power account with the Bank or (ii) you do not have available funds in a Reserve Account and do not have available credit under a Purchase Power account, all such fees and charges will be charged to your credit card together with a credit card surcharge fee of up to 3% of the amount of all Shipping Charges and you authorize us to do so.

Carrier Requirements

As part of the Service, 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 Service, you must comply with the requirements of those Carriers.

If you use the Service for shipping with the USPS, you must comply with all applicable terms listed at <https://www.usps.com>. Failure to comply will constitute a material breach and the USPS will provide written notice of termination. However, if allowed by USPS, you will have ten (10) days from date notice is received from USPS or a copy of such written notification from us, whichever is earlier, to cure your violations of USPS policies and procedures and have USPS rescind its termination notice.

You may be entitled to receive discounted rates for Packages you Tender to the USPS for shipment. Rates are subject to change at any time.

If you use the Service to send Packages with a Carrier other than the USPS, you must comply with the requirements of that Carrier. The terms governing the use of FedEx to send parcels are located at <https://www.fedex.com/> and the terms governing the use of United Parcel Service are located at <https://www.ups.com/>.

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.

Package(s)

- a. 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.
- b. 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.
- c. 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 Harmonized 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.
- d. 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.
- e. 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.

f. 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 licenses, permits or authorizations 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 license/permit/authorization upon request.

g. 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.

HIPAA

If you will be providing Protected Health Information (as defined under the Health Insurance Portability and Accountability Act of 1996) to us in connection with your use of the Services (such as names and addresses of medical patients), then the Business Associate Agreement Addendum available at <https://www.pitneybowes.com/us/sendtech-shipping-saas-product-terms/baa.html> applies and is incorporated into this Agreement by reference.