



## TERMS AND CONDITIONS

The General Post Office's Credit Card Ordering Service is designed to help customers who lack access to a credit/debit card, do not wish to use their personal cards or face challenges when trying to place orders online with different websites. To use this service, customers must agree to the following terms and conditions:

1. All orders should be submitted using the **GPO- Anguilla Credit Card Ordering Service** Chrome extension, which can be downloaded from the Chrome webstore.
2. Payment for the order submitted must be made in person at the General Post Office, using either cash or a cheque drawn on a local bank.
3. Customers are required to verify the description and quantities of items in their cart before the General Post can proceed with the order.
4. Customers must be 18 years of age or older and present a valid photo ID before any order is processed.
5. Customers interested in collecting their orders at the General Post Office are required to open an eCommerce (Home Shopping or eZone) account, if not already registered. This involves:
  - a. Paying the necessary subscription fees.
  - b. Keeping the account in good standing by paying applicable freight charges upon the arrival of packages in Anguilla.
  - c. Clearing packages through the Customs department.
6. When using the Chrome extension at the office of the General Post Office, customers will have a strict maximum of **10 minutes to place an order**; an additional fee will apply for any extension beyond this limit.
7. Be advised that **Primetime Amazon** orders will incur an additional fee per order.
8. Departments and ministries placing orders valued below **EC\$4,000.00** or its **USD** equivalent for furniture, computers, laptops, computer parts, accessories, standard phones, and mobile phones are required to present proof of approval from the Ministry of Finance/Department of Information Technology and E-Government Services (DITES) before the order is processed.
9. Customers are strictly prohibited from contacting suppliers after placing an order. All communication must be routed through the General Post Office.



10. The charge per order, inclusive of GST, may fluctuate based on the total cost of each order, as detailed in our published rate sheet.

The General Post Office of Anguilla is responsible solely for facilitating order placements on behalf of customers and maintains no business relationships with websites from which orders are sourced. Consequently, the General Post Office is not liable for:

- a. Delays in order fulfilment by suppliers.
- b. Delays in the arrival of packages at the General Post Office USA addresses.
- c. Damaged or missing merchandise, incorrect item, incorrect sizes/colours, or the quality of items ordered or received, etc.
- d. Partial cancellations of orders by the supplier.

The General Post Office will make every effort to contact suppliers regarding any issues with an order. Should a refund be possible, it is imperative that the General Post Office first confirms that the refunded amount has been credited to its credit card account before issuing a refund to the customer.

## Service charge

A service charge fee, inclusive of GST, is mandatory and payable to the General Post Office for each website. This fee encompasses the cost associated with order placement and administrative services.

Customers may be eligible for a refund only under the following specific circumstances:

- a. The supplier failed to process the order. *(Refund of half of the Service charge)*
- b. The Post Office's credit card was declined. *(Full refund of Service charge)*
- c. All items within an order were cancelled. *(Refund of half of Service charge)*

The service charge fee will be waived for all orders processed by government ministries and departments utilizing the Credit Card Ordering Service. **Please note that this fee remains applicable to government agencies and statutory bodies.**

By signing this document, you confirm that you have thoroughly read, understood and accepted the above terms and conditions. These terms will govern all orders placed via the General Post Office's Credit Card Ordering Service.

