

**These terms and conditions apply to An Post's Residential Redirection Service (hereinafter referred to as the "Service").**

In these terms and conditions "You" and "Your" refer to the applicant(s) for the Service and "We", "Us" and "Our" refer to An Post, having its registered office at GPO, O'Connell Street, Dublin 1.

1. The Service is only available for the redirection of residential post to which You are entitled. You confirm that the new address stated on this application is Your true and correct address.
2. Limitation on Liability: Our liability for any direct loss or damage arising from this contract is limited to the fee paid for the Service. We will not be liable, in any event, for any consequential or indirect loss or damage including, without limitation, loss of income, profits, interest, utility or loss of market, however arising in respect of the Service.
3. The applicant(s) who sign(s) this form must be 18 years of age or older. A parent or guardian must sign for a minor requesting the Service and insert the minor's date of birth where indicated.
4. We will require at least five working days' notice to put the Service in place.
5. There is a delay of at least one working day in delivery of redirected post.
6. A new address label is applied to each redirected item or pouch. If the item cannot be delivered it may be returned to the sender complete with the new address label.
7. Except in the case of temporary redirection, when the Service expires all post addressed to Your old address may be returned to sender.
8. If You wish to cancel the Service You must do so in writing. We will not refund the fee if You cancel the Service after it has started.
9. If post is addressed to more than one addressee and only one of the addressees has requested the Service We will deliver the post as addressed and We will not redirect it unless both parties agree in writing that one of them or a third party will receive it.
10. Items sent using the An Post Parcels Service (including Courier Post) will not be redirected.
11. We will not redirect post:
  - a. for applicants who share a name with someone who remains at the address from which the post is to be redirected (e.g. parent and child of the same name or people that share the same initials and surname);
  - b. sent poste restante;
  - c. from a college, boarding house or similar accommodation with one delivery point; or
  - d. addressed to a PO Box.
12. Deceased Persons: The following conditions must be satisfied before We will redirect post on the instructions of the executors or the administrators of an estate:
  - a. if the deceased person left a will, probate of the will must accompany this application form which must be signed by all the executors;

- b. if the deceased person left a will but there is a delay in obtaining probate, a copy of the will and a letter from the executors stating that probate has been applied for and that they know of no reason why it will not be granted must accompany this application form which must be signed by all the executors;
  - c. if the deceased person did not leave a will, letters of administration to the deceased person's estate must accompany this application form which must be signed by the administrators of the estate;
  - d. if the deceased person did not leave a will and letters of administration are not available, you must provide a written undertaking from a solicitor to produce letters of administration within a reasonable period (e.g. twelve months);
  - e. we reserve the right to request further documentary proof of any applicant's entitlement to receive the post of deceased persons.
13. We will not accept applications from persons acting on behalf of persons who are ill or incapacitated unless the applicant has been appointed as an attorney under a Power of Attorney and full supporting documentation is provided with the application.
  14. We reserve the right to refuse or discontinue the Service at Our absolute discretion, including, but not limited to, where the Service is unworkable. In this event, An Post will refund the fee paid for the Service but will have no further liability.

**15. Your Indemnity:**

In consideration of Us providing the Service You will indemnify Us and keep Us fully and effectively indemnified on demand from and against any and all losses, claims, damages, costs, charges, expenses, liabilities, demands, proceedings and actions which We may sustain or incur, or which may be brought or established against Us by any person, which in any case arise out of or in relation to or by reason of Your use of the Service in breach of any of these terms and conditions.

- 16. This agreement is governed by the laws of Ireland and is subject to the exclusive jurisdiction of the Irish courts.**

**If you have a query please call us on 1850 57 58 59 or write to us at:**

**An Post  
Redirection Unit  
Customer Services  
GPO  
Freepost  
Dublin 1**

# Moving House?

## Make sure your mail moves with you.

Residential Redirection



### RESIDENTIAL REDIRECTION CHECKLIST

**Please note that incorrectly completed forms will delay your application. Please tick box where appropriate.**

1. Have you listed a reason for booking An Post's Residential Redirection Service in the application form?  Yes  No
2. Have you completed fully the details of everyone who would like their mail redirected from your address (including date of birth for minors)?  Yes  No
3. Have you included your full contact details including old and new addresses?  Yes  No
4. Have you chosen a payment option?  Yes  No
5. If paying at the Post Office, does the individual bringing the application to the Post Office have proof of I.D. and proof of address?  Yes  No

