

## **Kew Riverside Policy for Parcel Holding**

There is provision for parcel holding at Kew Riverside however this service is limited.

All parcel holding is subject to the Managing Agent's T&C's as included within their resident registration form.

Anyone leaving parcels at the Apex will need to demonstrate they have tried to deliver to your address, the Apex parcel service is a safe place/ back up option only.

All parcels are to be collected within a 36 hr period.

DO NOT expect or request that the site team to deliver your parcels to you if they have been taken to the Apex reception because you have not been available to receive them.

If you do not collect your parcel within the allocated time-period it will be moved to a central store and an appointment will need to be made for collection.

If you do not collect your parcel within the allocated time-period your statutory rights for any refund maybe affected, through delayed return.

If you select the Apex reception as your safe place for delivery the courier company will have to demonstrate proof of delivery. It will NOT be the sellers' responsibility if your order goes missing.

If you have advised Royal Mail to deliver to the Apex reception as your safe place for delivery, it's not the sellers or Royal Mail's responsibility if it gets lost.

The Managing Agent will not take in parcels for anyone not subscribed to the Managing Agent's registration and therefore the T&C's.

A parcel will not be released to anyone not subscribed to the Managing Agent's registration and therefore the T&C's.

The Managing Agent will not accept an Amazon parcel when an OTP is being used.

### **Permitted**

Tracked and recorded deliveries including parcels letters and documents requiring signature

### **Not permitted**

Any food deliveries from companies like Just Eat or Deliveroo.

Any supermarket deliveries from companies like Ocado or Sainsburys.

Any parcel that obviously requires refrigeration may not be accepted and maybe disposed of, refused or returned to sender.

Bulky parcels more than 10kg in weight as they then cannot be safely moved by the site team.

Any parcel of high value for which a receipt is expected.