



# Terms and Conditions

Effective Date: November 1, 2025

## MailRun Terms and Conditions

These Terms and Conditions (“Agreement”) govern all services provided by MailRun LLC or MailRun Orlando (“MailRun,” “we,” “our,” or “us”) to its customers (“Client,” “you,” or “your”). By booking a pickup, delivery, or related service through MailRun, you agree to be bound by these Terms in full.

### 1. Acceptance of Terms

By scheduling or using any MailRun service, you acknowledge that you have read, understood, and agree to be legally bound by these Terms and Conditions. If you do not agree, please do not use our services.

### 2. Scope of Service

MailRun provides pickup and drop-off delivery services for sealed boxes, parcels, and other mail items. We act solely as a courier agent to transport the package from your designated pickup location to the delivery carrier (such as USPS, UPS) or another drop-off point.

MailRun does not open, inspect, verify, or handle the internal contents of any package.

### 3. Responsibility for Package Contents

- All boxes, packages, or mail items remain the sole property and responsibility of the owner at all times.
- MailRun does not assume any responsibility or liability for loss, damage, delay, theft, or refusal by the carrier related to the contents or labeling of any package.
- MailRun staff will not review, open, or inspect any box or its contents under any circumstances.

#### 4. Labeling and Pre-Payment

All shipping labels must be purchased and paid for in advance of scheduling a MailRun pickup.

Packages must display a valid prepaid carrier label (e.g., USPS, UPS, FedEx) at the time of pickup.

MailRun is not responsible for invalid, expired, or incorrectly formatted labels.

#### 5. Weight and Package Accuracy

The weight declared on the shipping label must match the actual weight of the package.

If a carrier refuses or returns a package because the weight or information on the label is inaccurate, the item will be returned to the owner.

A \$10 penalty fee will apply, in addition to the original service fee.

#### 6. Refused or Returned Packages

If a package is refused or rejected by a carrier for any reason (including unpaid postage, invalid label, or excess weight), MailRun will make reasonable efforts to return the item to the owner.

A \$10 return handling fee will be charged on top of the original service fee.

#### 7. Liability Disclaimer

MailRun acts solely as a pickup and drop-off facilitator. We do not:

- Guarantee the acceptance or delivery of any package by a third-party carrier.
- Provide insurance for package contents.
- Accept responsibility for loss, theft, or damage once the package leaves your premises or is accepted by the carrier.

You, the customer, are solely responsible for ensuring:

- Proper packaging and sealing.
- Accuracy of the shipping label and carrier selection.
- Compliance with all applicable shipping regulations.

#### 8. Fees and Payments

All service fees are due at the time of booking. Any additional charges (such as return fees, weight penalties, or rescheduling costs) will be billed to the customer directly and must be paid prior to future service requests.

## 9. Cancellation and Rescheduling

Pickups may be canceled or rescheduled with reasonable notice. If a courier arrives at the pickup location and the package is not available, the service fee will not be refunded.

## 10. Limitation of Liability

To the fullest extent permitted by Florida law, MailRun shall not be responsible for, and shall not pay, reimburse, or compensate for any loss, damage, delay, theft, or destruction of items handled as part of its services. If liability is imposed despite this limitation, MailRun's total and maximum liability shall be strictly limited to the amount actually paid by the customer for the specific service giving rise to the claim, and no more. Under no circumstances shall MailRun be liable for consequential, indirect, incidental, special, or punitive damages, including but not limited to loss of value, loss of use, lost profits, or emotional distress, regardless of the cause or legal theory asserted. Customers acknowledge and agree that MailRun is not an insurer, and that customers are responsible for maintaining any desired insurance coverage on their own property.

## 11. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of Florida, without regard to conflict-of-law principles. Any disputes shall be resolved exclusively in the courts located in Orange County, Florida.

## 12. Amendments


MailRun reserves the right to modify or update these Terms and Conditions at any time without prior notice. The latest version will always be available on our website and shall apply to all services rendered thereafter.

## 13. Contact Information

### **MailRun Orlando**

 [info@mailrun-orlando.com](mailto:info@mailrun-orlando.com)

 [www.mailrun-orlando.com](http://www.mailrun-orlando.com)

 (689) 317-4084

## 14. Prohibited Items

MailRun strictly prohibits the pickup, transport, or handling of any packages containing:

- Weapons or firearms of any kind.
- Explosives, ammunition, or hazardous materials.

- Alcohol, drugs, or controlled substances.
- Living organisms, including plants, animals, or biological specimens.

Any package suspected to contain prohibited items will be immediately declined or returned to the sender without refund.

#### ✓ **Acknowledgment**

By scheduling a pickup or using MailRun's services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions, including all disclaimers and fee policies.