

## Registered Office Share Default Charges

The registered office sharing service from Acorn Business Solutions, is extremely competitively price as the use of the address and the type of mail we are willing to receive is strictly limited. When the service is used as advertised and as detailed in your welcome email, there are no additional fees to pay.

However, when our address is used outside the scope of the registered office share the following charges will be applied.

### Unauthorised Registered Office

| Description   | Amount   |
|---|--|
| <b>Unauthorised Registered Office</b><br>Instances where our address is used as the registered office of a company which has not been authorised, or where a company continues to use our address as its registered office after expiration or termination of a service.  | <b>£1.00 per day</b><br>Charged per company from the date the unauthorised use began to the date it ended. |
| <b>Dispute of Registered Office</b><br>Where a company uses or continues to use our address as its registered office without permission. If possible, we will attempt to contact you and give you the opportunity to resolve by removing our address or ordering the relevant service (subject to the above charge) Failure to resolve will mean we have no option but to formally dispute the address with Companies House | <b>£85.00</b><br>Per Company   |

### Out of Scope of Service

| Description   | Amount                 |
|---|------------------------|
| <b>Unauthorised use public</b><br>The use of our address without permission in any public format including Amazon, Ebay, Google My Business, Websites, Yell.com etc | <b>£1.00 per day</b>   |
| <b>Unauthorised use private</b><br>Using our address outside the scope of the service for example with customers, suppliers, banks, etc                             | <b>No Daily Charge</b> |

### Unauthorised Mail Handling

The registered office is strictly limited to official mail. Non-official mail (except junk mail) will incur a handling charge. We will always attempt to refuse such unauthorise mail, however this is not always possible.

| Description   | Amount  |
|---|---|
| <b>Letters returned to sender</b><br>None official mail will be returned to sender. In the first instance there would be no charge. Additional items would be charged at  | <b>£0.50</b><br>per item  |
| <b>Returnable Parcels &amp; Packages</b><br>We will only return parcels and packages to sender, when this can be done at no cost to us (this is not always the case with certain couriers)  | <b>£8.00</b><br>per item handling + £1.00 per day storage           |
| <b>None-Returnable parcels &amp; packages</b><br>When returning at no cost is not possible. At our sole discretion we may choose to either, dispose of the item, return it at cost plus charges to the sender, or forward it at cost plus charges to the customer | <b>Cost +</b><br>£8.00 per item handling +<br>£1.00 per day storage |

## Virtual Address

When our services are used as advertised and as confirmed in your welcome email, the following default charges would not apply to you

### Unauthorised Registered Office

| Description   | Amount   |
|---|--|
| <b>Unauthorised Registered Office</b><br>The standard virtual address services including Mailbox Rental, Mail Forwarding and Mailbox Lite do not permit our address to be used as the registered office of a limited company. Using our address as the registered office without the applicable service will incur a charge.  | <b>£1.00 per day</b><br>Charged per company from the date the unauthorised use began to the date it ended. |
| <b>Dispute of Registered Office</b><br>Where a company uses or continues to use our address as its registered office without permission. If possible, we will attempt to contact you and give you the opportunity to resolve by removing our address or ordering the relevant service (subject to the above charge) Failure to resolve will mean we have no option but to formally dispute the address with Companies House | <b>£85.00</b><br>Per Company   |

### Expired Service

| Description   | Amount   |
|---|--|
| <b>Letters returned to sender</b><br>Upon expiration of the service any letters received after expiration will be returned to sender (without exception)  | <b>No Charge</b>   |
| <b>Returnable Parcels &amp; Packages</b><br>We will only return parcels and packages to sender, when this can be done at no cost to us (this is not always the case with certain couriers)  | <b>£12.00</b><br>per item handling + £1.00 per day storage                 |
| <b>None-Returnable parcels &amp; packages</b><br>When returning at no cost is not possible. At our sole discretion we may choose to either, dispose of the item, return it at cost plus charges to the sender, or forward it at cost plus charges to the customer | <b>Cost + £12.00</b><br>£8.00 per item handling +<br>£1.00 per day storage |

### Important Notice;

This default charging schedule applies exclusively to those who currently have an active service, or have held an active service within the preceding 6 month period.

Mail, parcels and packages received in unrecognised names or for those who have not had an active service within the preceding 6-month period will at our sole discretion be returned to sender (providing there is no cost to us) or disposed of.