

1) “My Home” service

This service is exclusively available for villa-type houses in selected Locations.

2) Approval of Landlord

The customer will be responsible for obtaining the landlord’s approval for P.O. Box installation. Emirates Post Group will not take responsibility for any dispute arising from installation of the P.O. Box or for any damage caused to the building or any part thereof as a result of the P.O. Box installation or removal.

3) Retaining a P.O. Box Number

A subscriber may apply for shifting a My Home P.O. Box to a new location in 14 working days, after payment of applicable fees, provided this service is available in the new location and the Subscriber’s P.O. Box number is within the 900000 – 999999 range.

4) Delivery & Pickup

Delivery and pickup service of the regular mail to the P.O. Box is available for 3 or 6 times a week with additional fees, according to customer’s choice. This service includes ordinary mail and small envelopes that can fit into the mailbox and which are free from customs duty.

Regarding

Large-size items and parcels, a notification will be sent to the P.O. Box advising the customer to collect the same from a designated post office. The postman will collect the outgoing letters (which must have stamps of prescribed value) from the outgoing mail compartment inside “My Home” Mail Box; in case of inadequate stamps, the mail will be returned to the customer. To calculate the required postage stamps, please visit our website: www.epg.gov.ae Emirates Post Group will determine the delivery schedule and has the right to change the delivery and pickup timings according to business requirements.

5) Cancellation of P.O. Box service

If a customer wants to cancel the service, he should settle all outstanding amounts and submit a cancellation form before 1st February 2016 at any post office; otherwise full charges will be applied. Subscription fees are not refundable.