

## **Post & Parcel Service Policy**

We are happy to sign for items on your behalf if they do not fit into your post box, providing the items are not too large or heavy. If you are expecting something important such as a passport, please make us aware beforehand.

We will store your items securely in our parcel room and send you a text message and email to let you know you can collect your item. This email will contain a QR code which we will need scan for you to retrieve your parcel.

### **Terms of the CODE Parcel Service:**

1. You will need to bring some photo ID along with you on collection (your student card is acceptable) and the QR code contained in the email which was sent to you upon CODE receiving your parcel.
2. Due to limited space in our parcel room, we will hold your parcel for 2 weeks.
3. If you cannot collect your parcel within a friend can collect the parcel on your behalf. You must e-mail [coventry@codestudents.co.uk](mailto:coventry@codestudents.co.uk) (Fairfax Street) or [harper-road@codestudents.co.uk](mailto:harper-road@codestudents.co.uk) (Harper Road) to advise us of who will be collecting your parcel. The e-mail must match the one we hold for you on our system. Your friend must provide their own ID & your QR code on collection.
4. The name on your parcel must match the name on your Student Portal, we will not release parcels if the name does not match (unless otherwise agreed, as above).
5. In the unlikely event that something should happen to your parcel we will not accept liability for lost or damaged items.
6. CODE will not accept the following items:
  - a. Food
  - b. Perishable items
  - c. Any illegal goods or substances (including 'legal highs')

If CODE has any indication that a parcel contains any of the above, we reserve the right to open the parcel and dispose of it or take appropriate action.