

WeWork India Mail, Package Delivery, and Storage Policy

This policy governs the receipt, handling, storage, and delivery of mail and packages at WeWork India locations. By using WeWork's mail and package handling services, members agree to the following terms.

1. Mail & Package Delivery Hours & Notification Process

- Mail and packages will be accepted only during WeWork Business hours from 9 am to 6pm IST on Regular Business Days (Monday-Friday) and on Saturday 10 am - 4 pm except for any government and bank holidays.
- Members will be notified of incoming mail or packages via email and acknowledgment from the member shall be confirmed on the internal tool.
- All mail and packages must be properly addressed with the member's full name and office location. Improperly addressed items may be returned to the sender.

2. Mail Handling Terms & Conditions

- WeWork accepts and sorts mail on behalf of members, but it is the member's responsibility to collect mail promptly.
- WeWork does not provide mail forwarding services. If a member relocates or ceases membership, they are responsible for updating their mailing address with third parties.
- WeWork reserves the right to return mail addressed to former members or inactive accounts unless prior arrangements have been made in writing and approval from WeWork.

3. Membership Termination and Mail Responsibility

- Upon termination of a member's WeWork membership, WeWork will no longer be responsible for storing or holding any uncollected mail or packages.
- WeWork will not accept any new mail or packages for former members once the membership has ended. Any mail or packages not collected by the member shall be disposed of if not collected within seven days from the date of termination of the membership.
- It is the responsibility of the former member to inform relevant parties of their address change and make arrangements for the redirection of mail prior to membership termination.

4. Storage Time and Policy for Mail and Packages

- All mail and packages will be stored free of charge for a maximum of thirty (30) days.
- After thirty (30) days, uncollected items may incur a storage fee of INR 1000 per week of non collection.
- Mail or packages left uncollected for more than 2 months will be considered abandoned and handled as per the **Uncollected Packages** policy under section 8 of this policy.

5. Mail Security and Liability

- WeWork provides secure storage for mail and packages but is not responsible for any loss, theft, or damage once items are in its possession.
- Members should arrange insurance coverage for high-value mail items. WeWork's liability is limited as per the terms of the membership and applicable laws.

6. Prohibited Items for Mail and Packages

The following items are strictly prohibited from being mailed or delivered to WeWork locations:

- Hazardous or illegal items, as defined by Indian law (e.g., Narcotic Drugs and Psychotropic Substances Act, 1985).
- Perishable items requiring special storage conditions.
- Any mail or package that poses a health or safety risk to WeWork's employees or members.
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7. Member Responsibility

- Members are responsible for ensuring that mail is collected within the specified timeframe.
- Any concerns or issues must be reported to the Community team within 24 hours of mail or packaging delivery notification.

8. Uncollected Mail and Packages

- Mail and packages left uncollected for more than 2 months will be considered abandoned.
- A final attempt will be made to contact the member before the items are returned to the sender, donated to an NGO, or disposed of.

This Mail and Package Handling Policy applies to all members of WeWork India Management Private Limited. This policy is subject to change at WeWork India's discretion.