

## Zippy Post LLC – Terms of Use & Privacy Policy

*Last updated: April 2026*

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### 1. Introduction

Welcome to Zippy Post, a commerce locker-rental service located at 107 Gillespie St, Fayetteville, NC. By renting or accessing a Zippy Post locker, you agree to the following Terms of Use and Privacy Policy.

If you do not agree with these terms, please do not use our services.

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### 2. Service Description

Zippy Post provides:

- Secure, individually coded lockers for monthly rental
- Small and medium lockers available for monthly rental
- Medium lockers available for 48-hour short-term rental
- A monitored, climate-controlled environment
- Access during storefront hours (8:00 AM – 8:00 PM)
- A neutral, safe exchange location for online sellers and buyers

Zippy Post uses PayPal to securely process payments. All payment information is handled by PayPal and is subject to their terms and privacy practices.

Zippy Post is not a shipping carrier, long-term storage facility, or insurance provider.

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### 3. User Responsibilities

By using Zippy Post, you agree to:

#### 3.1 Lawful Use Only

You may not store, exchange, or facilitate the sale of:

- Weapons
- Illegal drugs or paraphernalia
- Stolen goods
- Hazardous materials
- Any item prohibited by law

Illegal activity may result in immediate contract termination and may be reported to law enforcement.

Video and audio evidence may be provided if required by law.

#### 3.2 Accurate Information

You must provide accurate contact information when renting a locker.

#### 3.3 Locker Access Codes

- Keep your locker code confidential.
- Only share the code with the intended buyer or recipient.
- Zippy Post is not responsible for unauthorized access caused by shared or mishandled codes.
- Monthly subscribers may change the user-assigned locker code at any time.
- Zippy Post retains a master access code for safety, maintenance, and security purposes.
- Zippy Post will provide locker code to the phone number or email provided during the checkout process

- Zippy Post makes no guarantee of the 1-hour delivery time of the locker code.
- Zippy Post will send the locker code during normal operating hours. Purchases outside of these hours may not receive their code until the next business day.

### 3.4 Timely Use

- Monthly renters must keep payments current.
  - 48-hour renters must remove items before the rental window expires.
  - Items left beyond the rental period may be removed, stored temporarily, or disposed of at our discretion.
  - A \$5 retrieval fee may be charged for items left past the rental period.
  - Zippy Post is not responsible for damage to items left beyond the rental period.
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## 4. Prohibited Activities

You agree not to:

- Use lockers for long-term storage
- Store items requiring refrigeration or strict temperature control
- Store cash, jewelry, or high-value items
- Tamper with lockers, cameras, or building equipment
- Attempt to bypass security systems or access other lockers

Perishable goods are allowed, provided pickup turnaround is quick and items do not cause odors, leaks, or sanitation issues.

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## 5. Payments & Billing

### 5.1 Monthly Rentals

- Billed automatically each month until canceled
- Non-payment may result in lockout and removal of stored items

### 5.2 Short-Term Rentals

- Paid upfront
- Non-refundable once the locker code has been issued

### 5.3 Refunds

Zippy Post does not offer refunds for:

- Early cancellations
- Unused rental time
- User error (wrong locker size, incorrect code entry, etc.)

### 5.4 Payment Processing

All payments are processed through PayPal.

Zippy Post does not store or have access to your full payment information.

### 5.5 Retrieval Fees

Items left in lockers past the rental period may be removed and stored temporarily.

A \$5 retrieval fee may be charged to cover staff time required to move and store items.

Zippy Post is not responsible for any damage to items left beyond the rental period.

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## 6. Liability & Disclaimer

Zippy Post is not liable for:

- Lost, stolen, or damaged items
- Items left beyond the rental period
- Unauthorized access due to shared or mishandled codes
- Buyer disputes, no-shows, or failed transactions

Zippy Post does not insure items placed in lockers. Users are responsible for insuring their own goods if desired.

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## 7. Security & Monitoring

To maintain a safe environment:

- The storefront is monitored by 24/7 security cameras with video and audio recording
- Cameras record all activity in public areas
- Footage is retained for up to 15 days unless needed for investigation

We do not record inside lockers.

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## 8. Privacy Policy

### 8.1 Information We Collect

- Name, email, and phone number
- Locker rental history
- Payment information (processed by PayPal)
- Security camera video and audio recordings
- Website analytics (non-identifying)

### 8.2 How We Use Your Information

We use your information to:

- Provide locker access
- Send locker codes and confirmations
- Process payments
- Communicate regarding fees, penalties, and suspected violations
- Maintain security
- Improve our services

### 8.3 Communication Consent

By using Zippy Post, you agree that we may contact you regarding:

- Locker codes
- Payment confirmations
- Fees or penalties
- Overdue items
- Service updates
- Suspected violations
- Safety or security concerns

Essential service-related communications cannot be opted out of while you have an active rental.

#### 8.4 Advertising & Marketing

Zippy Post may run online advertisements.

We may use non-identifying analytics or cookies for marketing purposes.

#### 8.5 Third-Party Services

Zippy Post uses third-party services such as:

- PayPal (payments)
- Website hosting providers
- Advertising platforms

We are not responsible for the privacy practices, data handling, or policies of these third-party services.

#### 8.6 Data Retention

- Camera footage is retained for a limited period up to 15 days
  - Rental records are kept for accounting and legal compliance
  - You may request deletion of your personal data where legally permissible
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### 9. Access Hours

The storefront auto-unlocks at 8:00 AM and locks at 8:00 PM.

Locker access is only available during these hours. Zippy Post is not responsible for missed pickups due to arriving outside access hours.

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### 10. Buyer Pickup Policy

This section applies to buyers picking up items from a Zippy Post locker.

#### 10.1 Pickup Requirements

Buyers must:

- Use the correct locker code provided by the seller
- Pick up items during access hours (8 AM – 8 PM)
- Ensure the locker is fully closed after retrieving the item

#### 10.2 Identification

Buyers are not required to show ID.

Zippy Post does not verify buyer identity.

#### 10.3 Code Issues

If a buyer:

- Enters the wrong code
- Loses the code
- Cannot access the locker

They must contact the seller, not Zippy Post.

#### 10.4 Missed Pickups

If a buyer fails to pick up an item:

- The seller may retrieve the item
- The seller may incur a retrieval fee if the rental period expires
- Zippy Post is not responsible for buyer no-shows

## 10.5 Buyer Conduct

Buyers must:

- Respect the property
- Not tamper with lockers
- Not attempt to access other lockers
- Not loiter inside the storefront
- Not share lockers with other sellers or use a locker for any transaction other than the one intended by the renting seller

## 10.6 Liability

Zippy Post is not responsible for:

- Buyer disputes
- Items not as described
- Items missing or damaged
- Failed transactions
- Buyer no-shows

All disputes must be resolved between the buyer and seller.

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## 11. Termination of Service

Zippy Post may terminate service immediately if:

- Illegal activity is suspected
  - Terms are violated
  - Payments are not made
  - Behavior threatens safety or property
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## 12. Changes to Terms

Zippy Post may update these terms at any time.

We are not responsible for changes made by third-party services such as PayPal or advertising platforms.

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## 13. Contact Information

Zippy Post LLC

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Fayetteville, NC

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Phone: 910-706-8600