



HOLDBOX SERVICE TERMS AND CONDITIONS

HoldBox is a discretionary mailbox service. It offers flexibility for customers by allowing you to pay only for the services you need. It gives customers peace of mind with its secured mail facility and personalized service. You can sign up for the service for six (6) months or twelve (12) months.

SingPost will provide you with a unique mailing address with unlimited storage space. You may choose to collect your mail at Singapore Post Centre or you may choose an ad-hoc concierge delivery of your mail. All mail has to be collected every 3 months or an extension fee of S\$50 will be charged.

1. Definitions

“Service Provider(s)” means the service provider(s) specified by you in the Registration Form, and with which you maintain your relevant service provider(s) account(s). “Mail” means all your mail from the Service Provider(s).

“Authorised Recipient” means the recipient(s) appointed by you in a one-time request in SingPost Authorisation Form to receive your Mail during the mail delivery appointment.

“Delayed Mail Collection” means an extension to delay collection of mail for up to 3 months from the last collection or correspondence date.

“HoldBox” means the service offered by SingPost to you comprising the following:

- collection of your Mail from the Service Provider(s) or the Service Provider’s appointed printing company;
- storage of your Mail at the Secured Storage Location designated by SingPost; and/or
- delivery of your Mail to you or your Authorized Recipient upon request.

“Release Address” means the release address specified by you in the HoldBox Registration Form (or as updated from time to time).

“HoldBox Registration Form” means your registration form to subscribe for HoldBox.

“HoldBox Courier” means the SingPost courier who delivers your Mail to you or to your Authorized Recipient at an ad-hoc pre-requested mail delivery appointment.

“HoldBox” means the specific pigeonhole at the Secured Storage Location where your Mail is securely stored.

“Secured Storage Location” means the secured location designated by SingPost for the HoldBox where the Mail is stored.

“SingPost” means Singapore Post Limited (Company Registration No. 199201623M).

2. HoldBox is made available to you in accordance with the terms and conditions stated herein and in the HoldBox Registration Form.
3. You hereby instruct and appoint SingPost to receive on your behalf and keep in SingPost’s custody all Mail from the Service Provider(s) relating to your relevant account(s) with the Service Provider(s) upon generation of the Mail without further reference to or authority from you until collected by you or your authorized Recipient.
4. SingPost will commence provision of HoldBox to you 5 working days upon receipt of your signed and properly completed HoldBox Registration Form (with all relevant enclosures included). In consideration of SingPost providing HoldBox to you, you agree that this agreement will be automatically renewed annually or as stated on the Registration Form and remain in force until terminated by either party in writing with at least thirty (30) days’ notice.
 - You agree that such termination notice by SingPost will be sent to your Release Address and/or your email as specified in this Registration Form. SingPost will refund the pro-rated amount of your HoldBox subscription fees for the relevant year in this case.
 - You can terminate your HoldBox with the requisite notice by completing and returning to SingPost a HoldBox Cancellation Form which you can download from the HoldBox website at URL: <http://www.singpost.com/hold-box>. SingPost will

not refund the pro-rated amount of your HoldBox subscription fees for the relevant year in this case.

5. In using the HoldBox, you acknowledge and agree to the following:-
- a) you will provide SingPost with at least 1 working day's notice of any cancellation or changes in your scheduled mail delivery appointment, otherwise the Mail will be treated as "undelivered" and handled in accordance with Clause 5(g)(ii) below.
 - b) you will promptly notify SingPost of any changes in the information set out in your HoldBox Registration Form (including but not limited to any changes in passport details of you or your authorized recipients, your Release Address) by completing and returning to SingPost an HoldBox Update Form which you can download from the HoldBox website at <http://www.singpost.com/hold-box>. You agree that SingPost shall not be liable to you for any loss or damages whatsoever and howsoever caused, for your Mail if you fail to update your information. The changes set out in the HoldBox Update Form will only be effective in 5 working days after SingPost's receipt of your properly completed HoldBox Update Form.
 - c) you will book an appointment for the collection of all your Mail at least once every 3 months or pay a Delayed Mail Collection fee of S\$50 to store your mail for another 3 months.
 - d) you will promptly pay all amounts due to SingPost on demand for all additional services in relation to the HoldBox (that are not part of the HoldBox subscription fee) including but not limited to the fees applicable for request of shredding your Mail and the HoldBox ad-hoc mail delivery services. For more information on the applicable fees for the additional services, please visit the HoldBox website at <http://www.singpost.com/hold-box>. or call the SingPost HoldBox Hotline at Tel: +65 6845 6901;
 - e) since the HoldBox relates only to your Mail from the Service Provider(s), SingPost shall be entitled at its absolute discretion to shred or destroy any other mail, documents, packages or items which are not from the Service Provider(s) but which are directed to your HoldBox Suite address(es) without any liability or further reference to you.
 - f) you will provide SingPost with at least 1 working day advanced notice for booking an ad-hoc requested delivery appointment.
 - g) at Mail delivery appointments:
 - (i) the SingPost HoldBox Courier will only be able to release the Mail to you or your Authorized Recipient after the HoldBox courier has verified the recipient's original passport with SingPost's records of such recipient's passport; and
 - (ii) if the recipient refuses delivery of the Mail, or the Mail is deemed to be unacceptable to the recipient, or the recipient cannot be verified or identified or located, SingPost shall use reasonable efforts to contact you and agree on the appropriate action to take, failing which the Mail will be specified as "undelivered" and returned to the Secured Storage Location without SingPost incurring any liability to you. SingPost shall be entitled to impose service charges and administrative costs for such unsuccessful Mail deliveries, and you will also be liable for all costs and charges incurred by SingPost in forwarding, disposing of or returning the Mail, including but not limited to storage charges, duties and taxes (if any) for making additional Mail delivery attempts and/or for performing the agreed action to be taken.
 - (ii) You agree to unconditionally and irrevocably indemnify SingPost against all losses, claims, damages, demands, actions, proceedings, expenses, costs and all other liabilities of whatsoever nature and howsoever incurred or suffered by SingPost as a result of SingPost acting on these authorisations. SingPost shall, under no circumstances, be liable to you for any claims, demands, actions, losses, or expenses of any nature whatsoever which you may sustain or incur as a result of SingPost acting on these authorizations.

6. You agree that all Mail received will be stored by SingPost in your HoldBox until the due collection date. For any Mail not collected by you within 3 months from the last collection and in the absence of other instructions from you you agree that SingPost is authorised to destroy all uncollected Mail. You may choose to receive your Mail by ordinary local or international mail to your Release Address, provided that you instruct SingPost of the relevant period. You agree to pay all additional charges associated with the dispatch of your Mail to the Release Address as requested by you.
7. You authorize SingPost to debit all fees and charges, as applicable, relating to HoldBox from your credit/debit card. HoldBox Package subscription fee shall be payable in advance and you authorize SingPost to deduct the HoldBox subscription fee from your credit/debit card upon your acceptance of this agreement and upon acknowledgement of subsequent renewals of this agreement. You will ensure that payment by your credit/debit card will be successful, failing which SingPost may in its absolute discretion cancel your HoldBox subscription immediately, forfeit any unused portion of your HoldBox subscription fees which you have prepaid. You agree that SingPost shall have no liability to you in such circumstances.
8. You contract with SingPost on the basis that SingPost's liability is strictly limited to direct loss and damage only and to the limitations of liability set out in this Section 8. All other types of loss or damage are excluded (including but not limited to lost profits, income, interest, future business, third party claims), whether such loss or damage is special, consequential, or indirect, and even if the risk of such loss or damage was brought to SingPost's attention. SingPost's liability for the HoldBox shall not exceed SGD80 per occurrence of damaged Mail (i.e. torn or dirtied beyond repair) and / or non-delivery for all Mail (regardless of the number of individual Mail items involved for each occurrence or delivery) caused by negligence or willful default of SingPost. Save as set out above, SingPost shall not be liable to you for any damages or loss you may suffer for whatever reason and howsoever caused.
Payment of compensation by SingPost to you in accordance with this Section 8 shall constitute full and final settlement for all loss, damage or liability in connection therewith.
In addition, SingPost will make every reasonable effort to deliver the Mail in accordance with the delivery schedules as set out in the HoldBox Registration Form, but these are not guaranteed and do not form part of this agreement. SingPost is not liable to you for any damages, loss or liabilities caused by delays.
9. You acknowledge and agree that SingPost shall not under any circumstances be obliged to inform you of the arrival of any new Mail, to open any of the Mail and/or to peruse the contents thereof (or any part thereof) and SingPost shall not be obliged to notify you of such contents (or any part thereof).
10. You are aware of and understand the nature and extent of the possible risks associated with you utilizing HoldBox, in particular, but not limited to your lack of knowledge of the contents of any of the Mail so held and your consequent inability to respond and/or object to the contents thereof within a specified timeframe. You acknowledge that unauthorized transactions on your Service Provider(s) account(s) are best prevented by your timely receipt of all Mail issued by your Service Provider(s). By choosing HoldBox, you agree that SingPost shall under no circumstances be liable to you for any unauthorized transactions on your Service Provider(s) account(s), any other discrepancies or shortcomings in relation to your Service Provider(s) account(s), or any failure by you to receive any statements, notices, confirmations, advices, correspondence, mail or other information which could have been detected or prevented by your receipt and review of such statements, notices, confirmations, advices, correspondence and mail.
11. You shall indemnify and hold SingPost, its employees, sub-contractors, nominees and agents harmless from and against all acts, omissions, negligence, claims, proceedings, demands, losses (direct, indirect or consequential), liabilities, damages, charges, costs and expenses (including all duties, taxes or other levies and legal fees on a full indemnity basis) which SingPost, its employees, sub-contractors, nominees and agents may incur or sustain by reason of SingPost having acted in accordance with your HoldBox application.

12. SingPost is not liable for any loss, damage or delay arising out of any circumstances beyond SingPost's control. These include but are not limited to acts of God, compliance with any law, order, rule or regulation of any governmental or other authority, acts of any governmental or super-national authority, war or national emergency, riots, civil commotion, robbery, hijack, flood, fire, severe weather conditions, epidemic or pandemic, lock-outs, strikes and other industrial disputes, delays attributable to customs authorities and accidents.
13. You agree to the disclosure by SingPost of the contents of the HoldBox Registration Form to any of its subsidiaries, associates, affiliates, agents, contractors or service providers for the purposes of providing HoldBox.
14. This agreement and the HoldBox shall in all respects be governed by and construed in accordance with the laws of Singapore. The parties hereby submit to the exclusive jurisdiction of the courts of Singapore.
15. The invalidity or unenforceability of any provision of this agreement shall not affect any other part of this agreement.
16. SingPost reserves the right to vary the pricing and charges of the HoldBox, and HoldBox Terms and Conditions at any time without any notice to any party. Any changes to the HoldBox pricing and charges, and Terms and Conditions will take effect immediately, unless stated otherwise. Notice of any changes to the HoldBox pricing and charges, and Terms and Conditions is deemed to be given when published on the HoldBox website at URL: <http://www.singpost.com/hold-box> and SingPost assumes no obligation to provide notice any other manner.