



## Registered Article Service Terms & Conditions

### 1. DEFINITIONS

- (i) "Service" means the registered article service provided by SingPost;
- (ii) "Customer" means the customer of the Service; and
- (iii) "Working Day" means Mondays to Fridays (excluding public holidays).

### 2. SERVICE

- 2.1 SingPost shall use its reasonable efforts to deliver the Customer's article according to the Registered Article Delivery Standards (available upon request).
- 2.2 SingPost may, but shall not be obliged to, inform or notify you of any loss, mis-delivery or delay in delivery.
- 2.3 SingPost will deliver the article to the address provided by the Customer on the article, but not necessarily to the named addressee personally.
- 2.4 SingPost shall hold any undelivered article for 10 working days, after which, the article shall be returned to the sender at the return address indicated on the article, if any.
- 2.5 The Customer shall indemnify and hold SingPost harmless from all claims, damages, losses, costs and expenses arising from or in connection with the Customer's breach of any of the terms and conditions stated herein.

### 3. CLAIMS

- 3.1 SingPost shall not be liable, whether in contract, tort (including negligence and breach of duty) or otherwise, for any direct, indirect, special or consequential losses or damages, costs and expenses arising from or in connection with (a) delay in delivery for any reason whatsoever, or (b) non-delivery because of incomplete or inaccurate addresses provided, or (c) the detention or confiscation of the article by the relevant authorities in any jurisdiction. For non-delivery for reasons other than (b) above or for loss of the article, the maximum liability of SingPost is limited to Singapore Dollars Sixty-Eight (S\$68.00) per article or the declared value of the item, whichever is lower. The Customer may purchase insurance offered by SingPost's insurers, if required. Notwithstanding anything in these Registered Article Service Terms and Conditions, SingPost shall not be liable under any circumstances for paper-related items such as documents.
- 3.2 All claims must be accompanied by such documents and information as may be required by SingPost, including but not limited to a copy of the posting receipt, the Registered Article number, details of the item, sender and addressee, the documentary proof of the value of the item and a letter or email from the addressee confirming non-receipt of the article. In the event that payment for the item was made electronically, the Customer must also produce a duplicate of the invoice issued by the payment mode provider evidencing payment for the item by the addressee.
- 3.3 SingPost shall not be liable if the article is not adequately packed by the Customer or if the packing does not conform to the Rules of Packing as listed in the Postal Services Guide (available upon request).



3.4 In the event that compensation has been paid to the Customer in respect of the loss of an article and thereafter it is ascertained by SingPost that:-

- (a) the actual value of the contents of such article is lower than the compensation amount;
- (b) the article has been found and delivered or returned to the Customer; or
- (c) the article has been detained or confiscated by the relevant authorities in any jurisdiction,

the compensation shall be refunded to SingPost within thirty (30) days of SingPost's notification to the Customer of the occurrence of any of the above.

#### **4. REQUEST FOR DUPLICATE COPIES OF THE DELIVERY RECEIPT**

4.1 Duplicate copies of the signed local delivery receipt is available upon payment of Singapore Dollars Three (S\$3.00)\* (available within 2-3 Working Days from the date of request) and Singapore Dollars Five (S\$5.00)\* (available within 1-2 Working Days from the date of request). Duplicate copies of the signed overseas delivery receipt may be available (depending on the overseas Postal Administration), upon payment of Singapore Dollars Ten (S\$10.00)\* (which if available, will take at least 25 Working Days from the date of request).

#### **5. DANGEROUS AND PROHIBITED ITEMS**

5.1 Dangerous and prohibited items, including but not limited to explosives, poison, flammable items, radioactive material, compressed gas, corrosive, firearms and any items which by its nature or packaging may expose officers of SingPost or third parties to injury or cause damage to other postal articles, are prohibited by law and will not be accepted.

5.2 Coins, bank notes, currency notes or securities of any kind payable to bearer are to be sent via insured post only. Compensation will not be payable for such lost items.

#### **6. ENQUIRIES**

6.1 Please allow at least eighteen (18) Working Days for delivery of overseas registered articles before raising an enquiry in respect of the non-delivery of any article. The overseas Postal Administration may take up to two (2) months to give a conclusive reply to the Customer's enquiries. All enquiries must be made within six (6) months from the date of posting. All enquiries shall be subject to such terms and conditions as may be required by SingPost.

6.2 For enquiries, the Customer shall provide a copy of the posting receipt, the Registered Article number, details of the item, sender and addressee, and a letter from the addressee confirming non-receipt of the article, failing which SingPost will not be able to trace the article.

#### **7. RETRIEVAL**

7.1 SingPost may, but shall not be obliged to, assist the Customer with requests for retrieval of articles, but only for selected countries of destination and provided (a) the request is within six (6) months from the date of posting,



and (b) the article has not already been (i) dispatched overseas (for overseas registered articles), (ii) processed for delivery (for local registered articles), or (iii) delivered.

7.2 For requests of retrievals (whenever it is possible), the Customer shall provide such information as may be required by SingPost, including but not limited to a full description of the item, full addressee information, type of envelope (colour and size) and the original of the posting receipt. The Customer shall pay an administrative fee of Singapore Dollars Twenty (S\$20.00)\* for each successful retrieval.

## **8. DELIVERY**

8.1 The Customer shall be responsible to check the completeness and accuracy of the address before posting. In the event the article is to be returned to the Customer or the sender (as the case may be), the Customer may, and agrees that the sender may, collect the article only from the Post Office at Singapore Post Centre.

8.2 The Customer shall indicate on the article, the name and address of the party to whom the article should be returned, in the event that the article needs to be returned for any reason whatsoever.

## **9. CUSTOMS DECLARATION**

9.1 The Customer shall ensure that the customs declaration form for overseas registered article is fully and legibly completed, otherwise, the article may not be processed in a timely manner. In addition, any false, inaccurate or misleading information may lead to a delay in customs clearance, and/or a fine or seizure of the article by the relevant customs authority.

## **10. ENTIRE AGREEMENT**

10.1 The Customer shall be bound by and shall fully observe and comply with all the SingPost General Terms & Conditions as well as such other terms and conditions as may be agreed between SingPost and the Customer. The rights and protections conferred on SingPost under these Registered Article Service Terms and Conditions shall be additional to the rights and protections conferred on SingPost under the SingPost General Terms & Conditions and any other terms and conditions as may be agreed between SingPost and the Customer. In the event that any of these Registered Article Service Terms & Conditions are inconsistent with the SingPost General Terms & Conditions, these Registered Article Service Terms & Conditions set out herein shall prevail.

*\*All charges stated herein are exclusive of Goods and Services Taxes ("GST") and are subject to prevailing GST.*

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