



Admail Service Terms & Conditions

1 DEFINITIONS

- (i) "Admail" means unaddressed and homogenous promotional materials, advertisements or notices;
- (ii) "Customer" means the customer of the Service;
- (iii) "Service" means the distribution of Admail; and
- (iv) "Working Day" means any day from Mondays to Fridays (excluding public holidays).

2 SPECIFICATIONS

2.1 Admail must meet the following specifications:

Type of Admail	Size		Thickness	
	Minimum	Maximum	Minimum	Maximum
Postcard, leaflet & Brochure	90 mm x 140 mm	162 mm x 229 mm A5 Size	0.2 mm (about thickness of 150gsm)	5mm (about thickness of 500 gsm)
Catalogue & Booklet	90 mm x 140 mm	210 mm x 297 mm A4 Size	0.9mm	7mm

3 CONTENT AND NATURE OF ADMAIL

- 3.1 The Customer shall not lodge with SingPost any Admail that is photocopied.
- 3.2 Admail must be printed with at least 2 colours.
- 3.3 The Customer's name (i.e. name of individual or entity), names of contact persons and contact details of the sender of the Admail must be stated clearly on the Admail.
- 3.4 Samples of Admail must be sent to SingPost for approval at least three (3) Working Days prior to the intended date of lodgement of such Admail during non-festive periods (i.e. January to September) and at least five (5) Working Days prior to the intended date of lodgement of such Admail during festive periods (i.e. October to December).
- 3.5 Admail must not contain content which states, implies or suggests any of the following:
 - i) anything illegal, offensive, insulting or immoral; or
 - ii) anything dishonest, deceptive or unpatriotic; or
 - iii) anything religious or political in nature.
- 3.6 SingPost shall determine whether any Admail submitted for approval contravenes any criteria listed in Clause 3.5 above and SingPost's determination in this regard shall be final and binding.

Notwithstanding the generality of the foregoing, SingPost may at any time reject any Admail which SingPost deems, in its absolute discretion, unfit or unsuitable for distribution.



4 SELECTION OF TARGET AUDIENCE & AREA

4.1 Selection of target audience for Admail and areas where Admail is distributed is based on the postal sector code and types of housing as follows:

- i) HDB Units
- ii) Condominiums / Private Apartments
- iii) Landed Properties
- iv) Commercial Units

5 CHARGES AND CONDITIONS

5.1 The charges* to distribute each piece of Admail are as follows:

Weight Not Exceeding	HDB Units Only	Private / Commercial
25g	\$0.06	\$0.12
50g	\$0.12	\$0.17
100g	\$0.20	\$0.25
200g	\$0.25	\$0.30
300g	\$0.30	\$0.35

5.2 Volume Discount:

HDB Unit Only	Private / Commercial	Volume Discount
<10,000 pcs	< 3,000 pcs	NIL
10,001 - 50,000	3,001 - 5,000	5%
50,001 - 100,000	5,001 - 10,000	10%
100,001 - 200,000	10,001 - 20,000	15%
200,001 - 300,000	20,001 - 30,000	20%
>300,000	>30,000	25%

5.3 The minimum charge for each posting is \$500.00*.

5.4 Selective distribution service may be offered to the Customer at SingPost’s sole discretion and on such terms and conditions as SingPost may determine from time to time.

5.5 A surcharge of \$0.08* for each piece of Admail is payable for maildrops that require selective distribution, e.g. selection of radius drop.

5.6 Selective surcharges will be entitled to the same volume discount that is enjoyed respectively for HDB and/or Private/ Commercial properties.



6 PREPARATION OF ADMAIL

- 6.1 Admail should be bundled in 100s or 200s for postcards, leaflets, and brochures or 25s for heavier items such as catalogues. Strings or thick rubber bands should be used for bundling.
- 6.2 Each lodgement of Admail should be grouped and labelled according to the quantity required for each delivery base. The title of the Admail, Delivery Base, Quantity and Reference No. must be indicated on each label.
- 6.3 All lodgements of Admail should be labelled according to this format. Labels have to be visible and prominent before lodgement.

Admail
Delivery Base Bras Basah (e.g.)
Postal Sector 18, 19 (e.g.)
Admail Ref. No. SME001 (e.g.)

- 6.4 The Customer may request for bags and labels to be provided by SingPost.
- 6.5 SingPost mailbags may be collected from BULK MAIL CENTRE at least three (3) Working Days before the commencement date of distribution. Kindly contact BULK MAIL CENTRE for collection of mailbags and labels. Each bag should not exceed 20 kg.

NOTE:

All Admail must be bundled before posting, BULK MAIL CENTRE will not accept non-bundled Admail for distribution. The Customer may request for bagging and labeling services to be provided by SingPost at a service fee of \$0.20 per kg or a minimum charge of \$50.00*, whichever is higher.*

7 LODGEMENT OF ADMAIL

- 7.1 The Customer shall ensure that Admail is lodged in the following manner:
- 7.2 Admail **MUST** be lodged at least ONE (1) Working Day before the commencement date of distribution at the following address:

BULK MAIL CENTRE (East Entrance - via Eunos Rd 5) Singapore Post Ltd 10 Eunos Road 8 Singapore Post Centre Singapore 408600 Tel: 6845 6668	<u>Operating Hours:</u> (For Lodgement of Admail) Mondays to Fridays : 9:00 am to 6:00 pm
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- 7.3 All Admail MUST be posted in one (1) lodgement. If they are to be posted in batches, the consolidation for the same delivery base MUST be lodged in together.

8 POSTING OF ADMAIL

- 8.1 Distribution of Admail will be completed within five (5) Working Days after the day of lodgement during non-festive periods (i.e. January to September) and within seven (7) Working Days after the day of lodgement during festive periods (i.e. October to December). Distribution of Admail will be performed on Working Days during business hours.
- 8.2 Any disputes on the non-receipt, delay or receipt of more than one Admail must be substantiated in writing with the detailed address of the targeted customer. Such disputes are to be highlighted to SingPost three (3) days after the distribution in order to facilitate investigation, if necessary.

9 DURATION OF SERVICE

- 9.1 Unless otherwise stated, the Service offered by SingPost shall commence from the date of commencement of the Service and shall continue to remain in force until it is suspended, revoked or otherwise dealt with in accordance with the provisions hereof.

10 PAYMENT

- 10.1 Save as otherwise agreed by SingPost in writing, the Customer shall promptly pay on demand all charges levied in respect of the Service as shown on the SingPost official bill.
- 10.2 In the event that any charges remain unpaid after becoming due, SingPost shall be entitled to charge interest on the unpaid charges at the rate of twelve per cent (12 %) per annum from the due date of the bill till receipt of the overdue payment and may, in its absolute discretion, terminate the Service forthwith without notice whatsoever and without prejudice to its other rights and remedies.

11 CONSENT TO USE AND DISCLOSE CUSTOMER INFORMATION AND DATA

- 11.1 The Customer agrees that SingPost shall be entitled to use or disclose any information or data disclosed by the Customer in accordance with the SingPost General Terms & Conditions located at the SingPost website at <http://www.singpost.com> (or available from SingPost on written request). The Customer is entitled to withdraw such consent in accordance with the procedure as prescribed by SingPost from time to time.

12 ENTIRE AGREEMENT

- 12.1 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 Admail Service Terms & 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 Admail Service Terms & Conditions are inconsistent with the SingPost General Terms & Conditions, these Admail 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.*