



P.O. Box / Locked Bag / Window Delivery Service Terms & Conditions

1 DEFINITIONS

- (i) "Customer" means the customer of the Service; and
- (ii) "Service" means the Post Office Box/Locked Bag/Window Delivery Service.

2 DURATION OF SERVICE

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

3 FEES PAYABLE

3.1 The annual Service fees payable for the various services (inclusive of GST) are as follows:

Type of Applicant	Post Office Group	
	A	B
a) Corporate	\$214.00	\$160.50
b) Individual	\$160.50	\$107.00

- 3.2 The fees are applicable for a yearly contracted period commencing from 1 April to 31 March of the following financial year.
- 3.3 The Customer can apply for a choice number or a golden number with a one-time payment fee apart from the Service fee.
- 3.4 For new applications submitted after 1 April, a pro-rated fee will be charged based on the remaining months of Service for the year from 1 April to 31 March of the following financial year. Thereafter, the Services shall be payable from year to year in accordance with Clause 3.1 and 3.2, unless terminated by either party in the manner provided herein.
- 3.5 Computation of part/ full rental payment will commence on the first day of the month in which the application form is received by SingPost, regardless of the actual date of application.
- 3.6 After the application has been processed and a P.O. Box/ Locked Bag/ Window Delivery number is allocated to the Customer, the Customer must pay the Service fee for the financial year ending 31 March of the following year or part of it. The Service fee paid is not refundable.
- 3.7 If the application is placed on the waiting list, due to Service not being available at the location of the Customer's choice, an application fee of \$10.70 (inclusive of GST) is payable by cash or cheque and it will be retained with no interest payable thereon.



3.8 All fees and charges shall be payable by the Customer in advance, upon receipt of bill notification from SingPost. The bill for renewal of annual rental will be sent to Customer's P.O. Box/ Locked Bag/ Window Delivery address unless otherwise advised by Customer.

4 PAYMENT

4.1 The Customer shall promptly pay on demand all charges, fees and rentals levied on the Service shown on the official bill notification.

4.2 Whenever requested by SingPost, the Customer shall, in addition, make such deposits as SingPost may require, to cover the services rendered or to be rendered.

4.3 A late payment fee shall be levied on any outstanding payment.

5 TERMINATION

5.1 By the Customer

- (i) The Customer may terminate the Service by giving SingPost a written notice and such Service shall be terminated upon receipt of such written notice by SingPost.
- (ii) The Customer shall be liable on termination of the Service as stipulated under Clause 6.
- (iii) In the event that the Customer terminates the Service whether in accordance with sub-clause 5.1(i) herein or otherwise, the unused period of the Service Fee is not refundable.

5.2 By SingPost

- (i) SingPost reserves the right to summarily terminate the Service at any time and is not bound to give any reason whatsoever. In the event of such termination, the Customer shall be liable as stipulated under Clause 6.

6 CUSTOMER'S LIABILITY ON TERMINATION

6.1 In the event of termination of the Service, the Authority Card and the key of the P.O. Box must be returned to SingPost within 14 days at the Customer's costs and expense, failing which the Authority Card and/ or key shall be deemed as lost, and the fees applicable at that time shall be paid by Customer.

6.2 When the Service is terminated by the Customer prior to the expiry date of the subscribed Service, pursuant to Clause 5.1(i), correspondence addressed to the Customer will be reforwarded for a period of up to two months but limited to within the yearly contracted period (ie. the last day to end on 31 March) and to an address advised by the Customer, or in the absence of such advice, to the last known address as shown on SingPost's record. The reforwarding or redirection of correspondence addressed to persons cared of a firm or to clubs, hotels, boarding houses and lodgings will not be undertaken by SingPost.

6.3 However, if the Service is terminated after expiry date without renewal, or due to non-payment, or by reason of breach of this agreement by the Customer, a one-time reforwarding of mail will be provided, on the day of termination. Subsequent mail addressed to the Service will be returned to senders.



7 CUSTOMER'S RESPONSIBILITIES

7.1 The Customer shall:

- (i) promptly pay all amounts due to SingPost;
- (ii) ensure that all charges, fees and rentals as and when due shall be paid promptly notwithstanding that the official bill for payment may not have been received at the appropriate time for one reason or another;
- (iii) ensure that the Service is not used for any illegal or unlawful purpose including but not limited to gambling and vice;
- (iv) ensure that the name in which the Service is applied for is registered with the relevant authorities and substantiated by valid documents e.g. Business Registration Certificate, NRIC, Passport etc. (the use of a pseudonym is not permitted);
- (v) ensure that the Service is not used by any other person/firm/company unless authorised by SingPost;
- (vi) promptly inform SingPost of any change in Customer's address.
- (vii) not be permitted to place his personal belongings or mail that has already been opened, in the P.O. Box. SingPost shall not be held responsible for the loss or damage to any items placed in the P.O. Box.
- (viii) ensure that the P.O. Box which is applied for under "Individual Applicant" is not used for business purposes.

8 SINGPOST'S RIGHTS AND NON-LIABILITY

- 8.1 SingPost reserves the right to refuse to offer the Service to any person/firm/company without having to assign any reason for such refusal.
- 8.2 SingPost shall not be liable to the customer or to any third party for any damage or loss arising from the Service. In the event of any damage, loss or injury sustained by a third party arising from the Service, the customer shall indemnify and keep SingPost indemnified in full against any cost, damage, loss, liability and expense.
- 8.3 SingPost shall not be liable for all claims for libel, slander or infringement of copyright arising from the material transmitted or received in connection with the Service and all other claims arising out of any act or omission of the customer in connection with the Service. In the event of any such claim, the customer shall indemnify and keep SingPost indemnified in full in respect of such claim.
- 8.4 SingPost reserves the right to suspend or terminate the Service on grounds of national interest, public safety or for any other reasons. In the event that this right is exercised, SingPost shall not be liable to the customer or any third party for any loss or damage arising from the suspension or termination of the said Service. Mail affected by such suspension or termination of service will not be accorded the reforwarding service but will be disposed of according to the provision of the Postal Services Act (Cap 237A) and any rules and regulations made thereunder.
- 8.5 P.O. Box numbers are the property of SingPost and the Customer has no proprietary right to the P.O. Box number assigned. SingPost reserves the right to alter and/or allocate any P.O. Box number of, or to, the Customer at any time without being liable for any loss or inconvenience attributable to the change/allocation of the P.O. Box number whatever may be the cause for the change/allocation.
- 8.6 SingPost reserves the right to relocate P.O. Boxes to a new location. SingPost shall not be liable for claims for damages or losses or costs and expenses suffered or incurred by the Customer or any third party arising from any relocation of P.O. Boxes to a new location.



- 8.7 SingPost shall be entitled to terminate the Service without any prior notice at any time if it is known that a gift or consideration of any kind was given or offered to any of SingPost's staff as an inducement or reward in connection with the provision of the Service.
- 8.8 If arising from postal network changes, a special P.O. Box (such as "choice" or "golden" number) in use has to be changed or withdrawn, SingPost will endeavour to provide a similar number at another branch of the Customer's choice, if it is possible. If it is not possible, the customer will receive a pro-rated refund of the "Premium" fee paid for the special number for the first year of Service only. If the number in use has to be changed or withdrawn after 1 year of Service, there will be no refund.
- 8.9 SingPost reserves the right to amend, add to, delete and/or vary any of the clauses herein stated, and the Customer shall be bound to observe, perform and comply with the provisions herein and any amendments thereof. Any such amendment, addition to and/or deletion of the terms and conditions shall be communicated to the Customer in writing in such manner as SingPost deems fit.
- 8.10 Mail bearing the address of the P.O. Box/Locked Bag/Window Delivery Service will be delivered to the P.O. Box/Locked Bag/Window Delivery Service address regardless of the name of the addressee (please see exception in clause 7.1 (viii)).
- 8.11 If the mail is not collected for a consecutive period of more than 2 months, SingPost reserves the right to deliver the mail to the Customer's address contained in the Application for the Service. In the event that the mail cannot be delivered to the aforesaid address because of the failure of the Customer to inform SingPost of the change of address or for any other reasons whatsoever, the mail shall be returned to the senders, or any other appropriate action SingPost deems fit.
- 8.12 For Customer who is leaving Singapore temporarily, he must inform SingPost in writing of the period of his absence and SingPost will retain the mail for the full duration of such absence.

9 SINGPOST'S REMEDY

- 9.1 SingPost may, without prejudice to any other right or remedy of SingPost and notwithstanding the waiver of any previous breach, forthwith terminate the Service, if;
- (i) the charges, fees and rentals or any other monies payable to SingPost are in arrears;
 - (ii) the Customer shall be adjudged bankrupt or if a receiving order be made against him or if he makes any composition or arrangements with or assignment for the benefit of his creditors;
 - (iii) the Customer, in the case of a Corporation, has a winding-up petition presented against it, or receiver appointed, or a receiver and manager appointed or a judicial manager appointed;
 - (iv) SingPost is of the opinion that the Customer has failed to observe and perform any of the rules and regulations or conditions of the agreement with SingPost.
- 9.2 Upon suspension/termination of the Service, the Customer shall be liable to SingPost for all charges, fees and rentals due up to and including such date. Notwithstanding Clause 9.1 and 9.2 hereof, upon subsequent payment by the Customer of such sums as demanded by SingPost, in its absolute discretion, may restore the Service and these Terms and Conditions shall continue to be in force. In the case of resumption of the Service, the Customer shall be liable for any charges and fees as deemed necessary by SingPost.

10 MISCELLANEOUS

- 10.1 The title to the Terms and Conditions are for convenience only and shall not in any way affect the interpretation thereof,



- 10.2 Any notice of account which may be given or rendered by SingPost shall be deemed duly given or rendered if sent by post to the Customer's usual or last known place, office or address as shown on SingPost record.
- 10.3 The word "Customer" as used herein refers to the Applicant as appeared on the application form.
- 10.4 Laws Applicable.

This Agreement shall be constructed in accordance with and be subjected to the laws of the Republic of Singapore, and all proceedings in relation to any matter in dispute arising out of or in connection with this Agreement shall be commenced in the courts of the Republic of Singapore and the parties hereby submit to the exclusive jurisdiction of such courts.