



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 shall not be liable for paper-related contents such as documents. The maximum liability of SingPost for other contents is limited to Singapore Dollars Sixty-Eight (S\$68.00) per article or the declared value of the content, whichever is lower. The Customer may purchase insurance offered by SingPost's insurers, if required.
- 2.3 All claims for insurance must be accompanied by such documents and information as may be required by SingPost, including but not limited to the documentary proof of the value of the content and a letter from the addressee confirming non-receipt of the article. In the event that the article is an item purchased by the addressee on-line, the Customer must also produce a duplicate of the invoice issued by the payment mode provider evidencing payment for the article by the addressee.
- 2.4 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 REQUEST FOR DUPLICATE COPIES OF THE DELIVERY RECEIPT

- 3.1 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).

4 DANGEROUS AND PROHIBITED ITEMS

- 4.1 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 to injury or cause damage to other items, are prohibited by law and will not be accepted.
- 4.2 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 under the registered service.



5 ENQUIRIES

- 5.1 Please allow at least eighteen (18) working days for delivery of overseas registered articles before raising an enquiry. For enquiries from any one (1) Customer in a calendar week, SingPost will process a maximum of twenty-five (25) enquiries or five per cent (5%) of the total registered articles posted for that week, whichever is lower. 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.
- 5.2 For enquiries, the Customer shall provide a copy of the posting receipt, the registered number, details of the content, 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 registered item.

6 RETRIEVAL

- 6.1 SingPost may, but shall not be obliged to, assist the Customer in requests for retrieval of articles, but only for selected countries of destination and provided the articles have not already been delivered.
- 6.2 For requests of retrievals (whenever it is possible), please 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.

7 CONSENT TO USE AND DISCLOSE CUSTOMER INFORMATION AND DATA

- 7.1 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.

8 ENTIRE AGREEMENT

- 8.1 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.*
