

Tracked Letterbox Terms & Conditions

1. DEFINITIONS

- (i) "Basic Mail" means normal untrackable postage mail;
- (ii) "Letterbox" means receptacle for receiving incoming mail at a private residence or business and correspond to the address of the recipient;
- (iii) "Items" refers to package containing merchandise such as clothes, phone cases, hair accessories, and samples. It also includes letters and printed papers that are accompanied by a card, token, or CD-ROM.
- (iv) "Maximum Weight Limit" means the weight limit as defined in Clause 2 below;
- (v) "Maximum Dimension Limit" means the dimension limit as defined in Clause 3 below;
- (vi) "Surcharges" means the additional charges payable by the Sender as defined in Clause 5 below;
- (vii) "Notification" means notification issued or to be issued by SingPost to Customer on the Tracked Letterbox Item or any other matter(s) relating to the provision of the Service
- (viii) "Personal Data" shall have the same meaning as set forth in the Personal Data Protection Act 2012 of Singapore;
- (ix) "Personal Data Protection Laws" means all applicable laws and regulations (including amendments to the laws and regulations and regulatory guidance) regulating data privacy and/or Personal Data in Singapore;
- (x) "Recipient" means the individual or company named by the Sender to whom the Item is to be delivered;
- (xi) "Sender" or "Customer" means the applicant or user of the Service, corporate or retail;
- (xii) "Service" means the tracked service provided by SingPost which allows local posting of a large volume of homogeneous and/or non-homogeneous Items for domestic delivery with tracking ability to track the location and status of the item as it moves through the delivery system;
- (xiii) "SingPost" means Singapore Post Limited and its authorised contractor, sub-contractor or agent;
- (xiv) "Tracked Letterbox Item" means any Item with the following (i) within the weight and dimension limit as set out in Clauses 2 (Maximum Weight) and 3 (Maximum Dimension) below, (ii) with tracking number, and (iii) notification of successful delivery into letterbox;
- (xv) "Working Day" means any day from Monday to Friday (excluding public holidays).
- (xvi) "POPDrop" is a self-service drop-off box with in-built trackability, allowing Sender or Customer to have track and trace statuses captured once the items are lodged;
- (xvii) "POPStop" is a dedicated counter for eCommerce shipping and returns at post offices.

2. MAXIMUM WEIGHT

- 2.1. The maximum weight of each Item and its contents shall not exceed the weight limit of 2 kilograms.

3. MAXIMUM DIMENSIONS

- 3.1. The maximum dimensions for each Item shall not exceed 324mm (length) x 229mm (width) x 65mm (height).

4. POSTING PROCEDURE FOR RETAIL CUSTOMER

- 4.1. Item shall only be posted through post office counters, POPStop or POPDrop.
- 4.2. Item shall only be for local/ domestic posting.



- 4.3. The Service label must be pre-printed on the packaging via post office counters or ezy2ship at <https://www.ezy2ship.net>. Reuse of used Service label is strictly prohibited. In the event that SingPost uncovers any used Service label being reused on any Item, such Item shall not be processed by SingPost for delivery and will be returned to the Sender at the Sender's expense, subject to an administrative fee of S\$20.00 per Item.
- 4.4. Posting of Item can be done over the post office counters during the respective post office's operational hours. If Item is posted before the cut-off time of 5:00pm from Monday to Friday (except Public Holidays), SingPost shall use reasonable endeavours to deliver the Item within the next two (2) Working Days, subject always to Clause 6.
- 4.5. The Sender is required to fill in all relevant information, including a valid mobile number of recipients.
- 4.6. Postage charges shall be paid at the time of posting at the post offices.
- 4.7. The Item in each posting shall comprise of only item within the maximum weight and dimension as per Clause 2 (Maximum Weight) and 3 (Maximum Dimension). SingPost reserves the right to reject any nonconforming Item during acceptance at the Post Office.
- 4.8. The dimension of the Item declared on the posting form must be in accordance with the published dimensions available at <https://www.singpost.com/sending-within-singapore/tracked-letterbox>, in order for SingPost to calculate charges accurately.

5. SURCHARGES

- 5.1. Any Item which is posted by the Sender, and which exceeds the Maximum Weight and/or Maximum Dimension Limit shall be subject to full payment of the Speedpost rates in addition to a handling fee of SGD\$1.00* per Item. Delivery will still be done via normal postal mail route.
- 5.2. Any Item underpaid by the Sender in postage shall be subject to full payment of the shortfall in postage plus a handling fee of SGD\$1.00* per Item.
- 5.3. SingPost reserves the right to withhold delivery of overweight, oversize and/or underpaid Item until full payment of outstanding postage charges and handling fee have been received. If full payment is not received within thirty (30) days from SingPost's notice, SingPost reserves the right to dispose of the Item in such manner as it deems fit or return the Item to the Sender at the Sender's expense, without any liability to SingPost.

6. COLLECTION CUT-OFF TIMES AND SERVICE LEVELS

- 6.1. The Sender shall ensure that Item posted complies with the terms and conditions herein.
- 6.2. Subject always to any delay whatsoever, including, but not limited to delay arising from SingPost's attempt to procure payment of Surcharges under Clause 5, SingPost shall use reasonable efforts to deliver Tracked Letterbox Item to the local address indicated on the Tracked Letterbox Item (based on time in Singapore) within two (2) Working Days from the date the Tracked Letterbox Item is marked as having been received by SingPost, provided it is posted before the relevant collection cut-off times set out below:-
 - (a) Any SingPost street posting box: posted before 10:00am on Monday to Friday.
 - (b) Any SingPost POPStop or post office counter: posted before 5:00 pm on Monday to Friday.



(c) Any SingPost POPDrop: posted before 4:30pm on Monday to Friday and 11:00am on Saturday.

6.3. If the Tracked Letterbox Item cannot be delivered for any reason (subject to compliance with the Maximum Weight Limit and Maximum Dimension Limit), including where;

- (i) the Recipient refuses to accept delivery; or
- (ii) the address stated on the relevant Item is invalid; or
- (iii) the address stated on the relevant Item is an overseas address.

SingPost shall use reasonable endeavours to return the Tracked Letterbox Item to the Sender in accordance with Clause 6.4.

6.4. Pursuant to Clause 6.3, SingPost shall use reasonable endeavors to return the Tracked Letterbox Items to the Sender, subject to any applicable administrative charges, provided that: (i) the Sender's address is clearly stated on the relevant Tracked Letterbox Item, (ii) the Sender's address is located in Singapore and (iii) full payment of the administrative charges has been received by SingPost.

7. DELIVERY

7.1. SingPost will attempt to deliver the Tracked Letterbox Item to the Recipient in the following order: -

- (a) Delivery to the letterbox which corresponds to the local Singapore address of the Recipient as stated on the Tracked Letterbox Item ("Letterbox Delivery").
- (b) If the letterbox referred to in sub-clause 7.1(a) is full or if the Tracked Letterbox Item cannot be placed in the letterbox, SingPost is authorized to leave the Tracked Letterbox Item at or outside the Recipient's doorstep ("Doorstep Delivery").
- (c) In the event delivery under Clauses 7.1(a) and (b) is unsuccessful, SingPost may, at its absolute discretion and using commercially reasonable efforts, return the Tracked Letterbox Item to the Sender, provided that the Sender's address is clearly indicated on the Tracked Letterbox Item. There will not be any subsequent delivery attempt to the Letterbox, nor any redirection to any other address or to any other SingPost post office. For the avoidance of doubt, there will not be any refund of postage charges paid by the Customer for any returned Tracked Letterbox Item.

7.2. For Sender who has opted to receive Notification and has provided valid Recipient mobile numbers, SingPost will send Notifications to the Recipient (i) prior to Letterbox delivery, (ii) upon successful Letterbox delivery, and/or (iii) upon delivery failure due to a full Letterbox.

7.3. SingPost's obligations herein shall be deemed fully discharged: –

- (a) upon completion of the Letterbox Delivery under Clause 7.1(a) or Doorstep Delivery under Clause 7.1(b); or
- (b) upon returning the Tracked Letterbox Item to the Sender in accordance with Clause 7.1(c).

8. NOTIFICATION SERVICE

8.1. Where the Sender has opted to receive Notifications, SingPost's obligations in respect of the Notification service shall be deemed fully discharged, and the Recipient shall be deemed to have duly received the Notification, at the time the Notification was sent by SingPost. SingPost shall not be obliged to inform the Recipient or the Sender that the Notification had been sent or verify the contents transmitted.

8.2. The Notification may be delayed, partially delivered or prevented from being delivered by the relevant telecommunication service provider or for other reasons outside of SingPost's control. SingPost does not



warrant that the Notification will be uninterrupted, reliable, confidential, secret, secure or error-free or delivered within any specific timeframe. Further, the Notification service may, without notice to the Sender, be suspended for any reason including without limitation, for maintenance, network modifications, expansion and/or system enhancements. Save for the notice of delivery, SingPost does not warrant the accuracy or completeness of any message content. Notwithstanding the foregoing, SingPost's obligations are fully discharged in accordance with Clause 7.3. SingPost shall not be liable for any consequences or losses arising from any cause beyond its control including without limitation, failure of the Recipient's telecommunication device to receive information for whatever reason, any telecommunication breakdown, power failure, malfunction or interruption or inadequacy of equipment or installation.

- 8.3. The Sender agrees that the Recipient shall be solely responsible for any fees or charges levied by the Recipient's telecommunication service provider and any relevant terms and conditions of such service provider applicable to the provision of telecommunication services to the Recipient (including receiving and viewing of Notification).
- 8.4. The Sender represents and warrants that the Sender has obtained the Recipient's consent to receive Notifications from SingPost containing the Recipient's Personal Data and delivery information. SingPost shall not be liable or responsible for any claims, loss or damage from the provision of Notifications using the mobile number and contact details provided by the Sender to SingPost.

9. RESTRICTED AREAS

- 9.1. The Service is provided only to locations within the main island of the Republic of Singapore (including Sentosa Island and Jurong Island but excluding all other offshore islands). SingPost does not deliver to any overseas addresses and addresses requiring redirection to an overseas address.

10. SENDER'S RESPONSIBILITIES

- 10.1. The Sender shall ensure that the name, address, and valid mobile number of both the Sender and the Recipient are clearly and accurately stated on the Item. The Sender warrants and represents that it has obtained all necessary consents under Personal Data Protection Laws from the Recipient for SingPost to collect, use, hold, and process such personal data for the fulfillment of the Service.
- 10.2. The Sender shall ensure that all Items are packed adequately and securely.
- 10.3. The Sender shall ensure that the Recipient's address indicated on the Item is a valid Singapore address. SingPost will not deliver any Item that is addressed overseas. If the Recipient's address is a PRIVY address, the Sender shall ensure that the PRIVY address stated will be redirected to a Singapore address only. SingPost shall not be responsible and shall not be held liable for non-delivery if the Item is returned to the Sender or if the Item requires to be redirected to an overseas address.
- 10.4. Sender shall ensure every Item posted at POPStop, POPDrop or over post office counters carries a valid Service label and receives an official acceptance scan. Any Item not posted at POPStop, POPDrop or over post office counters or lacking an acceptance scan shall be treated as Basic Mail with no tracking functionality.
- 10.5. SingPost shall not be responsible nor liable for any Item that is not posted at POPStop, POPDrop or over post office counters.
- 10.6. For any Item to be returned to Sender whose address is an overseas address, it will be transferred to the Returned Letter Unit at SingPost Centre, and be held up for no more than (3) months, after which the unclaimed Item may be disposed in such manner as SingPost deems fit without any liability to the Sender.



10.7. If the Recipient is a company or any entity other than an individual, the Sender shall ensure that: -

- (a) the name of such company or entity;
- (b) the full address; and
- (c) the name, department and/or section of the intended recipient, are clearly and accurately stated on the Item.

11. DANGEROUS, PROHIBITION AND NON-COMPENSABLE ITEMS

- 11.1. 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.
- 11.2. Money (including but not limited to coins, bank notes, currency or any countries regardless of their value, bullion, securities or negotiable instruments equivalent to cash such as endorsed stocks, bonds and cash letters of any kind payable to bearer under this Service), gem stones, precious stones, numismatics or any collectible items regardless of value are unacceptable items under the Service and SingPost shall neither be responsible for nor compensate losses and claims relating to any such items that are delivered under the Service.

12. LIMITATION OF LIABILITY

- 12.1. Subject always to Clause 14, SingPost shall not be liable to the Sender or any third party, whether in contract, tort (including negligence) or otherwise, for any indirect, special or consequential losses, lost profits or damages in the event that: -
 - (a) the Item has been delivered to the Letterbox or left at the doorstep pursuant to Clause 7.1;
 - (b) the Item is not adequately packed or fails to conform to SingPost's Rules of Packing as set out in the Mailing and Packaging (<https://www.singpost.com/support/sending-an-item/mailing-packaging-tips>);
 - (c) there is delay or non-delivery arising from incomplete, invalid or inaccurate address provided by the Sender;
 - (d) the Item is detained or confiscated by any governmental authority; or
 - (e) The Item contains prohibited items or valuables or paper-related items specified in Clause 11
- 12.2. SingPost reserves the right to reject fragile items. In the event if SingPost accepts delivery of any Item containing fragile items, SingPost shall not be liable for any damage or loss arising from inadequate packaging.
- 12.3. SingPost shall not be in breach of these terms and conditions nor liable for failure or delay in performance if such failure arises from the Sender's failure to perform its obligations hereunder.

13. FORCE MAJEURE

- 13.1. SingPost shall not in any case be liable for any loss or damage arising from or in connection with its failure to perform any of its obligations hereunder (including failure or non-performance by any person or entity acting on SingPost's behalf), if such failure is the result of circumstances outside its control including, but

not limited, to the outbreak of war, any governmental act (including, but not limited to, any acts, restrictions, regulations, by-laws, prohibitions or measures of any kind imposed by any governmental authority), embargo, explosion, accident, civil commotion, riot, industrial dispute, strike, lockout, stoppages or restraint of labour from whatever cause whether partial or general, weather conditions, traffic congestion, mechanical breakdown, cyberattack, network or telecommunication failure, obstruction of any public or private road or highway or any other force majeure, fire, flood, outbreak of any communicable disease, pandemics, epidemics of infectious diseases or any other acts of God.

14. CLAIMS

- 14.1. 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 resulting from incomplete, inaccurate or invalid address details provided by the Sender.

For non-delivery (for reasons other than (b) above) or for loss of the Item occurring prior to completion of delivery, SingPost's maximum liability shall be limited to Singapore Dollars Ten (S\$10.00) per Item or the commercial declared value of the Item, whichever is lower. For the avoidance of doubt, no claim for loss or non-delivery shall lie once an Item has been delivered in accordance with Clause 7.1 (including delivery to letterbox or doorstep). Notwithstanding any terms and conditions herein, SingPost shall not be liable under any circumstances for paper-related items such as documents, cash vouchers, cheques or other paper-based items which may be represented as monetary value.

- 14.2. All claims must be accompanied by such documents and information as may be required by SingPost, including but not limited to: (a) a copy of the posting receipt, (b) the tracking number, (c) details of the Item, Sender and Recipient; (d) the documentary proof of the commercial value of the Item and (e) a letter or email from the Recipient confirming non-receipt of the Item. In the event that payment for the Item was made electronically, the Sender must also produce a duplicate of the invoice issued by the payment mode provider evidencing payment for the Item by the Recipient.
- 14.3. In the event that compensation has been paid to the Sender in respect of the loss of an Item and thereafter it is ascertained by SingPost that: - (a) the actual value of the contents of such Item is lower than the compensation amount; (b) the Item has been found and delivered or returned to the Sender; the compensation shall be refunded to SingPost within thirty (30) days of SingPost's notification to the Customer.
- 14.4. All claims by the Senders in relation to any failure on SingPost to perform its obligations under the Service must be made and supported by all required documents within fourteen (14) days from the date the Item is posted. Any claims submitted after the stipulated 14-day period shall be time-barred. Such claims may be made: -
- (a) online via <https://www.singpost.com/contact-us>; or
 - (b) via SingPost's customer service hotline at 1605.

15. RETRIEVAL

- 15.1. SingPost may, but shall not be obliged to, assist the Customer with requests for retrieval of Item and provided (a) the request is within one (1) month from the date of posting, and (b) the Item has not already been (i) processed for delivery, or (ii) delivered. No request for redirection of address shall be entertained. Any Item not collected by the Customer shall be disposed, at the sole discretion of SingPost.
- 15.2. 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 Tracked Package, full addressee



information, type of envelope (color and size) and the original posting receipt. The Customer shall pay an administrative fee of Singapore Dollars Twenty (S\$20.00)* for each retrieval request, including retrieval of Tracked Letterbox Item which have been returned to the Sender or which remain uncollected for whatever reasons.

- 15.3. Collection of all retrievals by the Customer of any Tracked Letterbox Item is only at the General Post Office located at 10 Eunos Road 8 SingPost Centre Singapore 408600.

16. DATA PROTECTION

- 16.1. The Customer represents, undertakes and warrants that the Customer will, prior to disclosing any Personal Data to SingPost, ensure that the individuals and/or Customers, to whom the Personal Data relates, have validly provided consent, in accordance with the requirements of the Personal Data Protection Act, for the collection, use and/or disclosure of the Personal Data for the purposes for which SingPost intends, as indicated in these Tracked Letterbox Terms and Conditions or as SingPost may have notified Customer in writing and the Customer shall be deemed to be in breach, if any consent obtained by the Customer is subsequently determined by any competent Court or authority to be invalid.

17. APPLICABLE LAW AND JURISDICTION

- 17.1. These terms and conditions shall be subject to and construed in accordance with the laws of the Republic of Singapore. All proceedings in relation to any matter in dispute arising out of or connection with these terms and conditions shall be commenced in the courts of the Republic of Singapore and the parties hereby submit to the exclusive jurisdiction of such courts.
- 17.2. For the avoidance of doubt and without prejudice to Clause 17.1 hereof, it is hereby agreed and understood that these terms and conditions shall, notwithstanding anything contained herein, be subject to the Postal Services Act 1999 including any statutory modification or re-enactment thereof and any rules and regulations made thereunder and any directions whatsoever which the Info-communications Media Development Authority has given or may give to SingPost or under any provisions of any license granted by the Info-communications Media Development Authority.

18. SEVERABILITY

- 18.1. If any of the provisions herein becomes invalid, illegal, or unenforceable in any respect under any law, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired.

19. VARIATIONS

- 19.1. SingPost reserves the right to amend these terms and conditions from time to time, and the Customer shall be bound to observe and comply with the prevailing terms and conditions as published on <https://www.singpost.com>. Further, it shall be the responsibility of the Customer to review the terms and conditions for any such changes, revisions, modifications, or amendments and that your continued use of our Service constitutes your agreement to such updated terms and conditions.

20. ENTIRE AGREEMENT

- 20.1. The Customer shall be bound by and shall fully observe and comply with all the SingPost General Terms & Conditions, which is available for download at <https://www.singpost.com/sending-within-singapore/tracked-letterbox>, the terms and conditions herein, 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 the terms and conditions herein 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 terms and conditions are inconsistent with the SingPost General Terms & Conditions, the terms and conditions set out herein shall prevail.

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