



## Registered Service Terms & Conditions

### 1. DEFINITIONS

- (i) "Customer" means the customer of the Service;
- (ii) "Delivery Standards" means the standard delivery lead time to adhere to;
- (iii) "Personal Data" shall have the same meaning as set forth in the Personal Data Protection Act (Act 26 of 2012 of Singapore);
- (iv) "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;
- (v) "Postal Services Guide" contains information on the services available at our post offices as well as general postal services.
- (vi) "Printed Paper" means annual report, books, catalogue, direct mail, newspaper or periodical;
- (vii) "Registered Service" means the doorstep delivery for local basic mail or overseas ordinary mail (by Airmail only) that include signature endorsement by recipient upon successful delivery;
- (viii) "Service" means the Registered Service provided by SingPost; and
- (ix) "Working Day" means Mondays to Fridays (excluding public holidays).

### 2. SERVICE

- 2.1 SingPost shall use its reasonable efforts to deliver the Customer's item according to the Registered Service 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 item to the address provided by the Customer on the item, but not necessarily to the named addressee personally.
- 2.4 SingPost shall hold any undelivered item for 10 working days, after which, the item shall be returned to the sender at the return address indicated on the item, if any.
- 2.5 By providing SingPost with the personal information of a third party for purposes of delivery of the Customer's item, the Customer declares and confirms that the Customer has obtained the consent from such third party for the release of such third party's particulars to SingPost for the specific use of delivering the Customer's item as specified.
- 2.6 All mail items up to 2kg, with a maximum dimension limit of 900mm (length + width + height) and greatest side not exceeding 600mm, may be accepted for Registered Service (International) provided the Service is available to the country of destination.
- 2.7 Registered Service (Singapore) shall only be made available for documents such as letters and Printed Paper up to 500g.
- 2.8 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 item by the relevant authorities in any jurisdiction. For non-delivery of outbound registered mail item to overseas for reasons other than (b) above or for loss of the item, the maximum liability of SingPost is limited to Singapore Dollars Sixty-Eight (S\$68.00) per item or the declared commercial value of the item, whichever is lower. The Customer may purchase insurance offered by SingPost's insurers, if required. Notwithstanding anything in these Registered 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 Service 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 item. 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 item 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, which is available on <https://www.singpost.com/postal-service-guide>.
- 3.4 In the event that compensation has been paid to the Customer 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 Customer; or
  - (c) the item 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 DIGITAL COPY OF THE DELIVERY RECEIPT**

- 4.1 Digital copy of the signed local delivery receipt is available upon request within 2-3 Working Days from the date of request.
- 4.2 Digital copy of the signed overseas delivery receipt shall be subject to the relevant Overseas Postal Administration, 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 items, are prohibited by law and will not be accepted.
- 5.2 Compensation will not be payable for lost items such as coins, bank notes, currency notes or securities of any kind payable to bearer under this Service.

## **6. ENQUIRIES**

- 6.1 Please allow at least eighteen (18) Working Days for delivery of overseas registered items before raising an enquiry in respect of the non-delivery of any item. 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 Service number, details of the item, sender and addressee, and a letter from the addressee confirming non-receipt of the item, failing which SingPost will not be able to trace the item.

## **7. RETRIEVAL**

- 7.1 SingPost may, but shall not be obliged to, assist the Customer with requests for retrieval of items, 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 item has not already been (i) dispatched overseas (for overseas registered items), (ii) processed for delivery (for local Registered Service), 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, including retrieval of item which has been returned to the sender or which remain uncollected for whatever reasons.
- 7.3 Collection of all retrievals by the Customer of any item is only at the General Post Office located at 10 Eunos Road 8 SingPost Centre Singapore 408600.

## **8. DELIVERY**

- 8.1 The Customer shall be responsible to check the completeness and accuracy of the address before posting. In the event the item is not able 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 item only from the General Post Office located at 10 Eunos Road 8 SingPost Centre Singapore 408600.



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

8.3 Notwithstanding anything to the contrary in these terms and conditions herein, SingPost shall not be liable for any delay, loss or damage to the item arising from or in connection with its failure to perform any of its obligations hereunder if such failure is the result of circumstances outside its control including but not limited to the outbreak of war, any governmental act, 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, obstruction of any public or private road or highway or any other force majeure, fire, flood or any other acts of God.

## **9. CUSTOMS DECLARATION**

9.1 The Customer shall ensure that the customs declaration form for overseas registered item is fully and legibly completed, otherwise, the item 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 item by the relevant customs authority.

## **10. DATA PROTECTION**

10.1 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 Registered Service 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.

## **11. VARIATIONS**

11.1 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.

## **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 Registered 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 Service Terms & Conditions are inconsistent with the SingPost General Terms & Conditions, these Registered Service Terms & Conditions set out herein shall prevail.



**13. GOVERNING LAW AND JURISDICTION**

13.1 These Registered Service Terms and Conditions shall be subject to and construed in accordance with the laws of the Republic of Singapore and the parties hereby submit to the exclusive jurisdiction of the courts of the Republic of Singapore.

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

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