

Registered Service Terms & Conditions

1. DEFINITIONS

- (i) "Basic Mail" means all paper contents such as letters, postcards or mail items in card form, printed papers or paper-based items in a paper-based envelope but not limited to annual reports, direct mail, books, catalogues, newspapers and periodicals;
- (ii) "Customer" means the customer of the Service who is the sender of the item;
- (iii) "Delivery Standards" means the standard delivery lead time to adhere to;
- (iv) "Personal Data" shall have the same meaning as set forth in the Personal Data Protection Act (Act 26 of 2012 of Singapore);
- (v) "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;
- (vi) "Postal Services Guide" contains information on the services available at our post offices as well as general postal services.
- (vii) "Printed Paper" means annual report, books, catalogue, direct mail, newspaper or periodical;
- (viii) "Registered Service" means the doorstep delivery for local or overseas Basic Mail (by Airmail only) as set out in Clauses 2.6 and 2.7 below, requiring the recipient's signature upon successful delivery. Registered Service is considered delivered when SingPost obtains a signature at the recipient's doorstep or, if doorstep delivery is unsuccessful, when the recipient collects the mail at the Post Office and provides a signature. For mail with a Privy Address, the service is considered complete in accordance with Clause 2.3 below;
- (ix) "Privy Address" means Mail addressed to the Privy Box Number which are delivered by SingPost to the secured location designated by SingPost where the Mail is stored;
- (x) "Service" means the Registered Service provided by SingPost; and
- (xi) "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 at www.singpost.com/about-us/publications/quality-service-standards.
- 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. For items addressed to a Privy Address, the item will be delivered to the designated storage facility. The Service is deemed complete upon delivery of the item to the designated storage facility. Following completion of the Service, SingPost shall not be liable for any delay or failure by the recipient to retrieve the item, whether by self-collection or by requesting for doorstep delivery, unless and until such a request is made and accepted by SingPost. The recipient will be notified via SingPost app and/or email or through other communication methods as may be designated by SingPost upon receipt of the item at the storage facility. The recipient may then choose either (a) to self-collect the item from the designated Post Office or (b) arrange for delivery to their doorstep, subject to applicable charges. The recipient shall acknowledge receipt by signing upon self-collection of the mailbag from the designated Post Office or upon receipt of the mailbag at their doorstep, which contains items and/or mail addressed to the recipient, including the Registered Service items.
- 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 Except for items as set out in Clause 5 below which are unacceptable for the Registered Service, 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 Except for items as set out in Clause 5 below which are unacceptable for the Registered Service, 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, postage charges paid, 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, or (d) paper-related items such as documents or lost money (including but not limited to coins, bank notes, currency of 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, or (e) 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 www.singpost.com/postal-service-guide. For non-delivery of outbound registered mail item to overseas for reasons other than (a) to (e) above, 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. For avoidance of doubt, all postage charges paid shall not be refunded in all cases.
- 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 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 Money (including but not limited to coins, bank notes, currency of 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 Registered Service and SingPost shall neither be responsible for nor compensate losses and claims relating to any such items that are delivered under the Registered 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 One And Cents Eighty Only (S\$21.80)* 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), or if the item is stored at a Privy Address, the Customer or the sender may, collect the item from the designated Post Office. Alternatively, for items addressed to Privy, the Customer may opt for delivery of the item at an additional fee.
- 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.



9. FORCE MAJEURE

- 9.1 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, obstruction of any public or private road or highway or any other force majeure, fire, flood, outbreak of any communicable disease, epidemics of infectious diseases or any other acts of God.

10. CUSTOMS DECLARATION

- 10.1 The Customer shall ensure that the customs declaration form (both electronic and physical) for deliveries to international destinations is fully and legibly completed in English or in a language which is acceptable in the country of destination and/or the country of origin. Item without customs declaration may be returned to the Customer subject to the payment of additional charges by the Customer and the receipt of the item from the relevant overseas postal administration or the destination post. For the avoidance of doubt, SingPost shall not refund the postage charges paid for any returned item and SingPost shall also not be responsible to the Customer and/or anyone for any item that is not returned by an overseas postal administration or destination post. In addition, any false, inaccurate or misleading information may lead to rejection by customs authority, and/or a fine or seizure of the item by the relevant customs authority.

11. DATA PROTECTION

- 11.1 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 Laws, for the collection, use and/or disclosure of the Personal Data for the purposes for which SingPost intends, as indicated in these 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.

12. SEVERABILITY

- 12.1 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.

13. VARIATIONS

- 13.1 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 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.

14. ENTIRE AGREEMENT

- 14.1 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 www.singpost.com, 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 and 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 and Conditions are inconsistent with the SingPost General Terms and Conditions, these Registered Service Terms and Conditions set out herein shall prevail.

15. APPLICABLE LAW AND JURISDICTION

- 15.1 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.
- 15.2 For the avoidance of doubt and without prejudice to Clause 15.1 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.

**All charges stated herein are inclusive of Goods and Services Taxes ("GST").*
