



Poly M Service - Terms & Conditions

1. DEFINITIONS

- (i) "Big Envelope" means a Poly M product of the dimensions set out in Clause 2.1(b);
- (ii) "Doorstep Delivery" shall have the meaning given in Clause 6.1;
- (iii) "Letterbox Delivery" shall have the meaning given in Clause 6.1;
- (iv) "Overweight Surcharges" shall have the meaning given in Clause 4;
- (v) "Poly M product" means local postage pre-paid poly envelope issued by SingPost and designated as such (as the context may require);
- (vi) "Recipient" means the individual or company as stated on the Poly M D product and to whom the Poly M product is to be delivered;
- (vii) "Sender" means the applicant or user of the Service;
- (viii) "Service" means the delivery of Poly M product as ordinary mail in Singapore only;
- (ix) "Small Envelope" means a Poly M product of the dimensions set out in Clause 2.1(a);
- (x) "Working Day" means any day between Monday and Friday (excluding public holidays).

2. MAXIMUM DIMENSIONS

2.1 Poly M products are available in the following sizes:

- (a) each Small Envelope shall not be more than 230mm (length) x 165mm (width) x 65mm (height); and
- (b) each Big Envelope shall not be more than 330mm (length) x 240mm (width) x 65mm (height).

2.2 The Sender shall ensure that each Poly M product is not packed and/or stretched beyond the relevant dimensions set out in Clause 2.1 after packing the items to be delivered into the Poly M product.

2.3 The Sender shall ensure items are adequately packed and SingPost shall not be held liable for any damage to any mailing item in the Poly M product whatsoever.

2.4 Any Poly M product which is posted by the Sender and which exceeds the relevant dimensions in Clause 2.1 may, at SingPost's absolute discretion, be rejected for delivery or be subject to payment of additional charges in Clause 4.1a.

3. MAXIMUM WEIGHT

3.1 Each Poly M product together with its contents shall not exceed a weight limit of:

- (a) for a Small Envelope, 600 grams (g); and



(b) for a Big Envelope, 1.2 kilograms (kg).

4. OVERWEIGHT SURCHARGES

4.1 Any Poly M product which is posted by the Sender and which exceeds the Maximum Weight Limit applicable to it may, at SingPost's absolute discretion, be delivered subject to payment of the following additional charges:

(a) in Singapore, with the deficiency as set out in the table below, plus a handling fee of SGD\$1.00*.

Poly M (Big) Or (Small) envelope	Overweight Surcharges
Exceeds Maximum Weight Limit by 1 kg or less	SGD\$0.90*
Exceeds Maximum Weight Limit by between 1 kg and 2 kg	SGD\$0.50*
Exceeds Maximum Weight Limit by between 2 kg and 3 kg	SGD\$1.10*
Exceeds Maximum Weight Limit by between 3 kg and 4kg	SGD\$2.60*

4.2 Payment of Overweight Surcharges shall be made in the following manner:

- (a) SingPost will attempt a Doorstep Delivery to the Recipient or any person whom the Poly M product is handed over at the Recipient's address:-
- (i) in the event that the Recipient or person to whom a Doorstep Delivery is attempted to refuses to pay the applicable Overweight Surcharges, SingPost may, at its absolute discretion, use reasonable endeavors to return the Poly M product to the Sender;
 - (ii) in the event that the Recipient or person to whom a Doorstep Delivery is attempted to make payment for the Overweight Surcharge, Poly M product shall be deemed to be delivered and SingPost's obligations herein shall be deemed fully discharged;
- (b) in the event that SingPost is unable to successfully make a Doorstep Delivery in accordance with Clause 4.2(a) above, because no person is available to take delivery of the Poly M product at the Recipient's address, or for whatever other reason, SingPost will issue a delivery advice, in which case the Recipient may, within ten (10) Working Days from the date of the delivery advice, choose to pay the applicable Overweight Surcharges and self-collect the Poly M product at the post office stated on the delivery advice; and
- (c) in the event of non-collection after ten (10) Working Days from the date of delivery advice, SingPost may, at its absolute discretion, use reasonable endeavors to return the Poly M product to the Sender, upon payment of the Overweight Surcharges and handling fee and provided that the Sender's address is clearly indicated;

failing which SingPost may, at its absolute discretion, decline to deliver the Poly M product and may dispose of the Poly M product and SingPost's obligations herein shall be deemed fully discharged.



5. COLLECTION CUT-OFF TIMES AND SERVICE LEVELS

5.1 The Sender shall ensure that each Poly M product posted at any SingPost post office or street posting box and/or the BMC complies with the terms and conditions herein.

5.2 Subject always to any delay which may arise as a result of SingPost attempting to procure payment of any Overweight Surcharges in the manner set out in Clause 4, or for whatever other reason, SingPost shall use reasonable efforts to provide the following service levels based on the collection cut-off times set out below:-.

(a) SingPost post office or street posting box: Poly M product is usually delivered between 3 to 5 Working Days if the Poly M product is posted:-

Monday to Thursday

- (i) Within CBD by 7pm; or
- (ii) Outside CBD by 5pm.

Friday

- (i) Within CBD by 8pm; or
- (ii) Outside CBD by 6pm.

(b) BMC: Poly M products is usually delivered within 3-5 Working Days subject to the Poly M product being posted within the BMC's operating hours between 9.00am and 6.00pm on Monday to Friday.

(c) SingPost post office counter: Poly M products delivered 3 to 5 Working Days subject to Poly M product being posted before post office closing hours.

5.3 For the avoidance of doubt, where the Poly M product is posted at the BMC, no docket or confirmation of receipt (or similar document) will be issued by SingPost.

5.4 Subject always to the applicable Maximum Dimension Limit and Maximum Weight Limit having been complied with, if the Poly M product cannot be delivered for any reason, including without limitation, if;

- (i) the Recipient refuses to accept delivery; or
- (ii) the address stated in on the relevant Poly M product is invalid; or
- (iii) the address stated in on the relevant Poly M product is an overseas-linked My Mail Box; or
- (v) the address stated in on the relevant Poly M product is an overseas address.

SingPost shall use reasonable endeavors to return the Poly M product to the Sender subject to such additional administrative charges as may apply, provided that the Sender's address is clearly stated on the relevant Poly M product and the Sender's address is located in Singapore.

6. DELIVERY

6.1 SingPost will attempt to deliver the Poly M product to the Recipient by delivery to the letterbox which corresponds to the local Singapore address of the Recipient as stated on the relevant Poly M product ("Letterbox Delivery").

Delivery to the Recipient's door-step at the Recipient's address as stated on the relevant Poly M product, but not necessarily to the named Recipient personally ("Doorstep Delivery") only after



SingPost has attempted Letterbox Delivery without success because the Recipient's letterbox is too full or whatever other reasons Letterbox Delivery is not possible.

If SingPost has attempted Doorstep Delivery without success, SingPost will leave a delivery advice. The Recipient may use the delivery advice to collect the Poly M product from the post office stated on the delivery advice.

- 6.2 The Poly M product shall be deemed to be delivered and SingPost's obligations herein shall be deemed fully discharged upon completion of the Letterbox Delivery, upon completion of the Doorstep Delivery in accordance with Clause 6.1(b); or
- (c) Upon Self-Collection by the Recipient in accordance with Clause 6.1(c); or
- (d) upon the expiry of ten (10) Working Days from the date of the delivery advice described in Clause 6.1(c), after which SingPost may, at its absolute discretion, use reasonable endeavors to return the Poly M product to the Sender. If delivery to Sender is unsuccessful for whatever reason, including that there is no Sender's address indicated or if Sender fails to comply with the responsibilities under Clause 9, the Poly M product will be disposed. SingPost reserves the right to and SingPost's obligations herein shall be deemed fully discharged.
- 6.3 Self-collection will be made available at the designated post office within ten (10) Working Days from the date of delivery advice. There will be no option for re-delivery or transfer to another post office for the collection of the Poly M product.

7. RESTRICTED AREAS

- 7.1 The Service is provided only to locations within the main island of the Republic of Singapore (including Sentosa Island and Jurong Island but excluding the other off-shore islands). SingPost do not deliver to any overseas addresses and My Mail Box addresses which requires to be redirected to an overseas address.

8. RETRIEVAL

- 8.1 SingPost may, but shall not be obliged to, assist the Customer with requests for retrieval of Poly M product and provided (a) the request is within one (1) month from the date of posting, and (b) the article has not already been (i) processed for delivery, or (ii) delivered. No request for redirection to an overseas address shall be entertained. Any Poly M product not collected by the Customer shall be disposed, at the sole discretion of SingPost.
- 13.2 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 and type of Poly M product sent. The Customer shall pay an administrative fee of Singapore Dollars Twenty (S\$20.00)* for each successful retrieval.
- 13.3 Collection of all retrievals by the Customer of any Poly M product is only at the Paya Lebar Post Office.



9. SENDER'S RESPONSIBILITIES

9.1 The Sender shall ensure that the name and address of both the Sender and the Recipient are clearly and accurately stated on the designated area on the Poly M product. Singpost will not be held liable if the Poly M product is delivered to the address wrongly stated under the Recipient details on the Poly M product.

9.2 In reference to 7.1, The Sender shall ensure that the Recipient's address indicated on the Poly M product is a valid Singapore address. SingPost will not deliver any items that are addressed overseas. If the recipient is a My Mail Box address, the sender shall ensure that the My Mail Box address stated will be redirected to a Singapore address. SingPost is not responsible and will not be held liable for non-delivery if the Poly M product is returned to the Sender if the My Mail Box address requires to be redirected to an overseas address.

For Poly M Products which are to be returned to Sender whose address is an overseas address, it will be transferred to Returned Letter Unit and be held up to one (1) month), after which the Poly M product may be disposed of in such manner as SingPost deems fit.

9.3 If the Sender indicates the name and address of both the Sender and the Recipient under the Recipient detail, SingPost will not be held liable if the Poly M product is wrongly delivered to the Sender's address instead.

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

- (i) the name of such company or entity;
- (ii) address; and
- (iii) name, department and/or section of the person to whom the Poly M product is to be marked to the attention of,

are clearly and accurately stated on the Poly M product.

10. PROHIBITION

10.1 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 for delivery.

10.2 Fragile items will not be accepted for delivery if not packed adequately, which shall be in SingPost's absolute discretion. SingPost shall not be liable for any damage or loss whatsoever.

10.3 Coins, bank notes, currency notes or securities of any kind payable to bearer are to be sent via insured post only. SingPost shall not be liable for such items which are damaged or lost during the course of delivery under the Service. Senders are encouraged to insure high value items that are posted under this Service.

10.4 Resale of POLY M products is strictly prohibited, unless expressly authorised by SingPost.



11. LIMITATION OF LIABILITY

- 11.1 SingPost shall not be held liable if the Sender failed to pack the items adequately in the Poly M product. Compensation will not be payable for such items which are damaged or lost during the course of delivery under the Service.
- 11.2 SingPost shall not be liable for any damages or loss whatsoever to the Sender and/or the Recipient and /or anyone else, in contract, tort (including negligence) or otherwise, and whatever the cause thereof, arising by reason of or in connection with the Service
- 11.3 SingPost shall not be in breach of these terms and conditions, and shall not be liable to the Sender and/or the Recipient and/or anyone else for its failure to perform its obligations if, and to the extent that, such failure results from the Sender and/or the Recipient failing to perform any of its obligations under these terms and conditions.
- 11.4 SingPost shall not be liable to trace the movement of the Service as it is not part of the Service offering.
- 11.5 Poly M products sold are not refundable.

12. EXCLUSION OF RIGHTS OF THIRD PARTIES

- 12.1 No party other than the Sender or SingPost has rights under the Contracts (Rights of Third Parties) Act (Cap. 53B) to enforce any of the terms set out herein.

13. APPLICABLE LAW AND JURISDICTION

- 13.1 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.
- 13.2 For the avoidance of doubt and without prejudice to Clause 12.1 hereof, it is hereby agreed and understood that these terms and conditions shall, notwithstanding anything contained herein, be subject to the Postal Services Act (Cap. 237A) including any statutory modification or re-enactment thereof and any rules and regulations made thereunder and any directions whatsoever which the Info-Communications Development Authority of Singapore has given or may give to SingPost or under any provisions of any license granted by the Info-Communications Development Authority of Singapore.

14. SEVERABILITY

- 14.1 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.

15. VARIATIONS

- 15.1 SingPost reserves the right to amend these terms and conditions from time to time, and the Sender shall be bound to observe and comply with the prevailing terms and conditions.



THE END

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