



Poly M Domestic Service - Terms & Conditions

1. DEFINITIONS

- (i) "Big Envelope" means a Poly M Domestic product of the dimensions set out in Clause 2.1(b);
- (ii) "Doorstep Delivery" shall have the meaning given in Clause 6.1(b);
- (iii) "Letterbox Delivery" shall have the meaning given in Clause 6.1(a);
- (iv) "Overweight Surcharges" shall have the meaning given in Clause 4;
- (v) "Poly M Domestic product" means a 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 Domestic product and to whom the Poly M Domestic product is to be delivered;
- (vii) "Sender" means the applicant or user of the Service;
- (viii) "Service" means the delivery of Poly M Domestic product as ordinary mail in Singapore only;
- (ix) "Small Envelope" means a Poly M Domestic 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 Domestic products are available in the following sizes:

- (a) each Small Envelope shall not be more than 230mm (length) x 165mm (width) x 70mm (height); and
- (b) each Big Envelope shall not be more than 330mm (length) x 240mm (width) x 70mm (height).

2.2 The Sender shall ensure that each Poly M Domestic 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 Domestic 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 Domestic product whatsoever.

2.4 Any Poly M Domestic 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.

3. MAXIMUM WEIGHT

3.1 Each Poly M Domestic 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 Domestic product posted by the Sender exceeding the weight limit in accordance with Clause 3.1 may, at SingPost's absolute discretion, be delivered subject to payment of the following additional charges

- (i) in Singapore, with the deficiency, plus a handling charge of SGD\$1.00*
- (ii) overseas with the deficiency plus a handling charge to be determined by the post office at the destination.

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 Domestic 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 Domestic 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 Domestic 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 Domestic 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 Domestic 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 Domestic 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 Domestic product, send the Poly M Domestic product to the Returned Letter Unit ("RLU") and may dispose of the Poly M Domestic product in such manner as it deems fit after three (3) months (from the date of posting) of non-retrieval, 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 Domestic product posted at any SingPost post office or street posting box 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 Domestic product delivered between 3 to 5 Working Days if the Poly M Domestic 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.

- 5.3 Subject always to the applicable maximum dimension limit and maximum weight limit having been complied with, if the Poly M Domestic product cannot be delivered for any reason (including without limitation, if the Recipient refuses to accept delivery or if the address stated in on the relevant Poly M Domestic product is invalid), SingPost shall use reasonable endeavors to return the Poly M Domestic 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 Domestic product.

6. DELIVERY

- 6.1 SingPost will attempt to deliver the Poly M Domestic product to the Recipient in the following order: -

- (a) Delivery to the letterbox which corresponds to the address of the Recipient as stated on the relevant Poly M Domestic product ("Letterbox Delivery").
- (b) Delivery to the Recipient's door-step at the Recipient's address as stated on the relevant Poly M Domestic 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.
- (c) 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 Domestic product from the post office stated on the delivery advice.

- 6.2 The Poly M Domestic product shall be deemed to be delivered and SingPost's obligations herein shall be deemed fully discharged: –

- (a) upon completion of the Letterbox Delivery in accordance with Clause 6.1(a); or
- (b) 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 Domestic product to the Sender. If delivery to Sender is unsuccessful for whatever reason, including that there is no Sender's address indicated, the Poly M Domestic product will be sent to the RLU. SingPost reserves the right to dispose in such manner as SingPost deems fit after three (3) months (from the date of posting) of non-retrieval, 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 Domestic 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).

8. RETRIEVAL

- 8.1 SingPost may, but shall not be obliged to, assist the Sender or Recipient with requests for retrieval of Poly M Domestic product, provided:

- (a) the request is within three (3) months from the date of posting, and
- (b) the article has not already been (i) processed for delivery, or (ii) delivered.

- 8.2 For requests of retrievals (whenever it is possible), the Sender or Recipient 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 Domestic product sent. The Sender or Recipient shall pay an administrative fee of Singapore Dollars Twenty (S\$20.00)* for each successful retrieval.

- 8.3 Collection of all retrieved Poly M Domestic products 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 Domestic product. Singpost will not be held liable if the Poly M Domestic product is delivered to the address wrongly stated under the Recipient details on the Poly M Domestic product.

- 9.2 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 Domestic product is wrongly delivered to the Sender's address instead.

- 9.3 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 Domestic product is to be marked to the attention of,

are clearly and accurately stated on the Poly M Domestic 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 Domestic 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 Domestic 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 Domestic 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.*