

## Tracked Letterbox - Terms & Conditions

### 1. DEFINITIONS

- (i) "Basic Mail" means normal untrackable postage mail;
- (ii) "BMC" means SingPost's Bulk Mail Centre at 10 Eunos Road 8, Singapore Post Centre (via East Entrance – 10 Eunos Road 5), Singapore 408600;
- (iii) "Letterbox" means receptacle for receiving incoming mail at a private residence or business and correspond to the address of the recipient;
- (iv) "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.
- (v) "Maximum Weight Limit" means the weight limit as defined in Clause 2 below;
- (vi) "Maximum Dimension Limit" means the dimension limit as defined in Clause 3 below;
- (vii) "Surcharges" means the additional charges payable by the Sender as defined in Clause 6 below;
- (viii) "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
- (ix) "Personal Data" shall have the same meaning as set forth in the Personal Data Protection Act 2012 of Singapore;
- (x) "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;
- (xi) "Recipient" means the individual or company named by the Sender to whom the Item is to be delivered;
- (xii) "Sender" or "Customer" means the applicant or user of the Service, corporate or retail;
- (xiii) "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;
- (xiv) "SingPost" means Singapore Post Limited and its authorised contractor, sub-contractor or agent;
- (xv) "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;
- (xvi) "Working Day" means any day from Monday to Friday (excluding public holidays).
- (xvii) "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;
- (xviii) "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 DIMENSION

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

### 4. POSTING PROCEDURE FOR CORPORATE CUSTOMER

- 4.1. Item should only be posted through the BMC.



- 4.2. Item should only be for local/ domestic posting.
- 4.3. The Service label must be pre-printed on the packaging via 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, Item shall not be processed by SingPost for delivery and will be returned to the Sender with an administrative fee of Singapore Dollars of Twenty (S\$20.00) \* for each return.
- 4.4. Postings can be made between the following hours and SingPost reserves the right to not accept or process any late lodgment that is posted later than the published time:  
  
Monday to Friday, excluding Saturday, Sunday and Public Holidays: 9.00 am to 6.00 pm
- 4.5. Each posting must be accompanied by a 2-ply posting docket which is available free of charge at the BMC. After verification, one copy will be returned to the Sender for retention, either on the same day of posting or the next working day. Senders who require an extra duplicate copy (or copies) of the docket(s) must submit the extra copy (copies) during lodgment of the Item. SingPost reserves the right to impose a service fee of Singapore Dollars Five (S\$5.00)\* for the endorsement on the extra copy (copies) of docket(s) by SingPost.
- 4.6. Senders are required to fill in all relevant information in the posting dockets.
- 4.7. Postage charges shall be paid either by (i) cashier's order or cheque made out in favor of 'Singapore Post Limited', (ii) cash, before or at the time of lodgment of the Item or (iii) any credit terms, to be approved by SingPost.
- 4.8. The Items in each posting must originate from the same customer account. They should comprise only Items within the maximum weight and dimension as set out in Clause 2 (Maximum Weight) and 3 (Maximum Dimension). Any posting that is not in accordance with the foregoing shall be rejected.
- 4.9. The dimension of the Items declared on the posting docket must be in accordance with the published dimensions available at <https://www.singpost.com/business/mail-solutions/mailing/tracked-letterbox>, in order for SingPost to calculate charges accurately.
- 4.10. A minimum posting quantity of 20 pieces of Tracked Letterbox Item applies.
- 4.11. Any posting by the Sender falling below the aforementioned minimum posting quantity under Clause 4.10 may, at SingPost's absolute discretion, be rejected for delivery at any time.

## **5. POSTING PROCEDURE FOR RETAIL CUSTOMER**

- 5.1. Item should only be posted through post office counters, POPStop or POPdrop.
- 5.2. Item should only be for local/ domestic posting.
- 5.3. 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, Item shall not be processed by SingPost for delivery and will be returned to the Sender.
- 5.4. 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 1pm from Monday to Friday (except Public Holidays), it will be delivered within the next 2 working days.



- 5.5. The Sender is required to fill in all relevant information including the mobile number of recipients.
- 5.6. Postage charges should be paid at the time of posting at the post offices.
- 5.7. The Item in each posting should 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.
- 5.8. The dimension of the Item declared on the posting form must be in accordance with the published dimensions available at <https://www.singpost.com/send-receive/sending-within-singapore/tracked-letterbox>, in order for SingPost to calculate charges accurately.

## **6 SURCHARGES**

- 6.1 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.
- 6.2 Any Item which has been 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.
- 6.3 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.

## **7 COLLECTION CUT-OFF TIMES AND SERVICE LEVELS**

- 7.1 The Sender shall ensure that Item posted complies with the terms and conditions herein.
- 7.2 Subject always to any delay whatsoever, including, but not limited to, a delay which may arise as a result of SingPost's attempt to procure payment of any Surcharges in the manner set out in Clause 6 (Surcharges) SingPost shall use reasonable efforts to provide the following service levels based on the collection cut-off times set out below:-
  - (a) BMC: Item delivered by next 2 Working Days (Day of posting + 2 working days) only if the Item is posted within the BMC's operating hours between 9.00 am and 6.00 pm on Monday to Friday, excluding Saturday, Sunday and Public Holidays.
  - (b) SingPost post office counter: Item delivered by next 2 Working Days (Day of posting + 2 Working Days) only if the Item is posted at Post Office counter before 1:00 pm on Monday to Friday, excluding Saturday, Sunday and Public Holidays.
- 7.3 Subject always to the Maximum Dimension Limit and Maximum Weight Limit having been complied with, the Item cannot be delivered for any reason, including without limitation, if;
  - (i) the address stated in on the relevant Item is invalid; or
  - (ii) the address stated in on the relevant Item is a PO Box address; or
  - (iii) the address stated in on the relevant Item is an overseas-linked My Mail Box; or
  - (iv) the address stated in on the relevant Item is an overseas address.
- 7.4 In the event that SingPost fails to deliver the Item due to circumstances as set out in Clauses 4.3, 5.3, 7.3, 8.1(ii) or any other circumstances as set out in the terms and conditions herein, SingPost shall use reasonable endeavors to return the Items to the Sender, provided that: (i) the Sender's address is clearly stated on the relevant Item, (ii) the Sender's address is located in Singapore and (iii) full payment of the administrative charges has been received by SingPost.

- 7.5 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.

## **8 DELIVERY**

- 8.1 SingPost will attempt to deliver the Item to the Recipient in the following order: -

- (i) Delivery to the Recipient's letterbox ("Letterbox Delivery").
- (ii) If the Recipient's letterbox is full, doorstep delivery attempts will be made. In the event delivery is unsuccessful after another 2 attempts, SingPost may, at its absolute discretion and on a commercially reasonable effort, return the Item to the Sender, provided that the Sender's address is clearly indicated. There will not be any subsequent delivery attempt to the Recipient's Letterbox or any redirection to any other address or to any other SingPost post office not stated in the delivery advice.

- 8.2 For Sender who has opted to receive Notification in their application for the Service and has provided valid mobile number, SingPost will send Notifications to the Recipient (i) prior to delivery of their Item at the Letterbox, (ii) upon successful delivery of the Item at the Letterbox and/or (iii) upon delivery failure due to full Letterbox.

- 8.3 SingPost's obligations herein shall be deemed fully discharged: –

- (a) upon completion of the Letterbox Delivery in accordance with Clause 8.1 (i); or
- (b) upon self-collection by the Recipient in accordance with Clause 8.1 (ii)

## **9 NOTIFICATION SERVICE**

- 9.1 In respect of Sender who has opted to receive Notification on behalf of recipient, SingPost's obligations herein shall be deemed fully discharged and the Recipient shall be deemed to have duly received the Notification when the Notification was sent by SingPost. SingPost shall not be obliged to inform the Recipient or the Sender (as the case may be) that the Notification had been sent or of the information which was sent.

- 9.2 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 that the Notification will reach the intended Recipient during or within any stated timeframe. Further, the Notification service may, without notice to the Sender, be suspended for any reason including without limitation, due to any service breakdown, maintenance, modification, expansion and/or enhancement work to the network responsible for sending the Notification. Save for the notice of delivery contained in the Notification sent by SingPost, SingPost does not warrant or guarantee the accuracy, completeness, truth or reliability of the rest of the message transmitted via Notification. Notwithstanding the foregoing, SingPost's obligations are fully discharged in accordance with Clause 8.3. SingPost shall not be liable for consequences 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.




- 9.3 The Sender agrees that the Recipient is 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).
- 9.4 The Sender agrees and confirms that the Sender has obtained the Recipient's agreement or consent to receive Notification from SingPost containing (i) the Recipient's personal information and (ii) information relating to the Notification service. SingPost shall not be liable or responsible for any actual or threatened loss or damage to the Sender or any third party as long as the Notification service is provided using the particulars of the Recipient and the mobile number provided by the Sender to SingPost.

## 10 RESTRICTED AREAS

- 10.1 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 offshore islands). SingPost do not deliver to any overseas addresses and My Mail Box addresses which requires to be redirected to an overseas address.

## 11 SENDER'S RESPONSIBILITIES

- 11.1 The Sender shall ensure that every Item lodged at the BMC carries a barcode label ("Barcode Label"), a sample of which is set out below: -

If undelivered, please return to :  Hui Min 10, SINGAPORE POST CENTRE EUNOS ROAD 8 SINGAPORE 408600	 <b>TRACKED LETTERBOX</b>	Postage Paid. For posting in Singapore only.
 TP000011555EZ		
Sky Fok 313C, ANCHORVALE GARDENS ANCHORVALE ROAD 543313, SINGAPORE		
		



- 11.2 The Sender shall ensure that the name and address of both the Sender and the Recipient are clearly and accurately stated on the Item. By giving SingPost the name, address and valid mobile number of both the Sender and the Recipient, Sender consents to SingPost holding to the personal data for fulfillment of service. After delivery completion, SingPost will not be held liable for any data violation.
- 11.3 The Sender shall ensure that all Items are packed adequately.
- 11.4 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 My Mail Box address, the Sender shall ensure that the My Mail Box 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 My Mail Box address requires to be redirected to an overseas address.
- 11.5 Sender shall ensure every Item posted at BMC or over post office counters to have the Service label with acceptance at BMC/ post office. Item not posted at BMC/ post office with acceptance scan will be treated as Basic Mail with no tracking.
- 11.6 SingPost will not be responsible for any Item that is not posted at post office/BMC.
- 11.7 For Item which are to be returned to Sender whose address is an overseas address, it will be transferred to the Returned Letter Unit and be held up no more than (3) months, after which the unclaimed Item may be disposed in such manner as SingPost deems fit.
- 11.8 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 Item is to be marked to the attention of, are clearly and accurately stated on the Item.

## **12 DANGEROUS, PROHIBITION AND NON-COMPENSABLE ITEMS**

- 12.1 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.
- 12.2 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.

## **13 LIMITATION OF LIABILITY**

- 13.1 SingPost shall not be liable towards the Sender or any other person whatsoever, 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 in the event that: -
- (a) After 3 failed delivery attempts from the date of the delivery advice described in Clause 8.3
  - (b);



- (b) If the Item is not adequately packed by the Sender or if the packaging does not conform to the Rules of Packing as set out in the Mailing and Packaging Tips (<https://www.singpost.com/send-receive/receive-mail-parcel/mailling-packaging-tips>);
  - (c) there is delay in delivery for any reason whatsoever; non-delivery because of incomplete or inaccurate addresses provided;
  - (d) the Mail is detained or confiscated by authorities; or
  - (e) the Mail contains 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), gemstones, precious stones, numismatics or any collectible items regardless of value.
- 13.2 SingPost will at its sole discretion not accept fragile items that are not packed adequately. In the event if SingPost accepts delivery of any Item containing fragile items, SingPost shall not be liable for any damage or loss whatsoever.
- 13.3 SingPost shall not be in breach of these terms and conditions and shall not be liable to the Sender for its failure to perform its obligations if, and to the extent that, such failure results from the Sender failing to perform any of its obligations under these terms and conditions.

## **14 FORCE MAJEURE**

- 14.1 SingPost shall not be liable for any loss or damage arising from its failure or delay to perform any of its obligations hereunder (including without limitation delay, failure to perform on time, failure to meet any service level or failure to provide Services or non-performance by any person or entity acting on SingPost's behalf), if such failure or delay is the result of circumstances outside its reasonable control including, but not limited, to any national emergency, the outbreak of or any act of hostility (whether or not accompanied by any formal declaration of war), any change in law or any governmental act, order, rule, regulation or direction, act of war, act of terrorism, explosion, accident, civil commotion, insurrection, riot, industrial dispute, strike, lockout, stoppages or restraint of labor from whatever cause whether partial or general, weather conditions, traffic congestion, mechanical breakdown, obstruction of any public or private road or highway, pandemic, epidemic, outbreak of any disease or infection, unavailability of raw materials, energy or other supplies, failure of any public or private utilities/telecommunications provider, force majeure, fire, flood, act of God, illegality, or any other circumstances affecting the supply of goods or services.

## **15 CLAIMS**

- 15.1 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, For non-delivery for reasons other than (b) above or for loss of the Item, the maximum liability of SingPost is limited to Singapore Dollars Ten (S\$10.00) per Item or the commercial declared value of the Item, whichever is lower. 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.
- 15.2 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 tracking 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 Sender must also produce a duplicate of the invoice issued by the payment mode provider evidencing payment for the Item by the addressee.

15.3 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 of the occurrence of any of the above.

15.4 All claims by the Senders in relation to any failure on SingPost to perform its obligations under the Service must be made within fourteen (14) days from the date the Item is posted. Such claims may be made: -

(a) online via <https://www.singpost.com/contact-us>;

(b) via SingPost's customer service hotline at 1605; or

(c) in writing by sending such claim to:

Tracked Letterbox/ Registered Service Enquiry Section  
Singapore Post Limited  
10 Eunos Road 8  
Singapore Post Centre  
Singapore 408600,

and each claim must be accompanied by the relevant supporting documents such as the posting of receipt not longer than 21 Working Days from the date of posting, as requested by SingPost.





## **16 RETRIEVAL**

- 16.1 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.
- 16.2 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.
- 16.3 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.

## **17 DATA PROTECTION**

- 17.1 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 Item- 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.

## **18 APPLICABLE LAW AND JURISDICTION**

- 18.1 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.
- 18.2 For the avoidance of doubt and without prejudice to Clause 18.1 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 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.

## **19 SEVERABILITY**

- 19.1 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.

## **20 VARIATIONS**



- 20.1 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.

## **21 ENTIRE AGREEMENT**

- 21.1 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.com/general-terms-and-conditions>, 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. <sup>(OBJ)</sup>

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

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