

SPEEDPOST ISLANDWIDE COURIER – TERMS AND CONDITIONS OF CARRIAGE

1. Maximum Size

- 1.1 Small packages: Maximum size 40cm x 25cm x 20cm
For items exceeding the maximum size, "large packages" rates will apply.
- 1.2 Large packages: The sum of the greatest (L) and girth (twice of width and twice of depth) should not exceed 3 metres.

2. Maximum Weight

- 2.1 Small packages: Maximum weight is 10 kg.
For packages exceeding the maximum weight, "large packages" rates will apply.

3. Delivery Charges

- 3.1 The delivery charges for Speedpost Islandwide Courier Services shall be at the rates prescribed by Singapore Post from time to time.

4. Modes Of Delivery

- 4.1 The modes of delivery may include but are not limited to:

- a) Door-step delivery;
- b) Delivery into letterbox; or
- c) Self-collection over counter at Singapore Post branches.

5. Waiting Time For Collection

- 5.1 When collecting a package, a surcharge of SGD 2 for every 5 minutes of waiting will apply, after a 5-minute grace period has been given.

6. Cancellation/Aborted Assignments

- 6.1 For assignments that are cancelled in the following instances, the following additional charges are applicable:

- a) Before the courier leaves for the place of collection – 50% of the service charges;
- b) After the courier leaves for the place of collection or upon the courier reaching the place of collection - 50% of the service charges;
- c) After the courier has collected the item from the place of collection or upon the courier reaching the place of delivery – 100% of the service charges.

7. Delivery Status

- 7.1 Sender can call 1800-2225777 or log on our website: www.speedpost.com.sg to enquire on the delivery status.

8. Unsuccessful Delivery

- 8.1 Same Day Service: Addressee will be advised through a delivery notice left at the addressee's premises to contact Singapore Post for further delivery arrangements. Upon the customer's request, a second delivery attempt will be made. The third and subsequent delivery attempts will be charged at SGD10 per attempt. The package will be returned to the sender after the 3rd working day from the date of acceptance of the package by SingPost, if there is no response from the addressee.
- 8.2 3-Hour Services: Maximum waiting time is 5 minutes. Upon customer's request for a second delivery attempt, an additional 50% of the service charge is payable.
- 8.3 Full service charges are applicable for both successful and unsuccessful deliveries.

9. Sender's Responsibilities

- Sender shall:
- 9.1 Provide Singapore Post at least three (3) working days' written notice for any changes in the scheduled collection.
- 9.2 Complete the name, address and the telephone number of the sender and addressee accurately. For packages that are addressed to companies, the name of the company, address, name of addressee and department/section in which the addressee is located must be provided to ensure prompt delivery of packages.
- 9.3 Ensure that the packages are addressed accurately to any destination only within the Republic of Singapore (including Sentosa Island and Jurong Island) excluding the other off-shore islands.
- 9.4 Ensure that
- a) Every package is packed in a reasonably strong case, wrapper or cover appropriate to its contents, and so that no part of the contents can be removed without either breaking or tearing the case, wrapper or cover or forcing two adhesive surfaces apart, or breaking a seal.
 - b) All contents of the package are adequately packed so as to protect against damage in the course of transmission and in particular, but not limited to:
 - i) A package which is of a fragile nature shall be packed in a container of sufficient strength and shall be surrounded in the container with sufficient and suitable material to protect the package against the

effect of such concussion, pressure and knocks to which postal packages are ordinarily exposed in transmission, and the package shall bear the words "FRAGILE HANDLE WITH CARE" written conspicuously in capital letters on the face of the cover above the address of the addressee.

- ii) A package which is liable to be damaged by bending shall be packed in a container of sufficient strength to prevent the package from being bent or otherwise damaged in transmission, and the packet shall bear the words, "DO NOT BEND" written conspicuously in capital letters on the face of the cover above the address of the addressee.
 - c) Packages prohibited by any law in force in the Republic of Singapore for transmission by post will not be accepted by Singapore Post.
- 9.5 Be liable for any charges, costs or expenses of whatsoever nature, including but not limited to retrieval and administrative costs in connection with the services performed and/or the packages.
- 9.6 Indemnify and keep Singapore Post indemnified at all times from and against all demands, claims, actions, proceedings, charges, costs and expenses including but not limited to retrieval and administrative costs (including reasonable legal costs) incurred, suffered or sustained by Singapore Post in connection with the services performed hereunder .

10. Liability

- 10.1 The liability of Singapore Post for Speedpost Islandwide Courier Service is limited to a maximum amount of SGD60 per consignment note or the declared value of the package whichever is lower, in the event of the loss or damage to the package, on condition that Singapore Post is satisfied that the claim is justified.
- 10.2 Singapore Post shall not in any case be liable for:
- (a) Indirect or consequential loss or damage (including but not limited to loss of profits, business, anticipated savings);
 - (b) Any loss or damage arising:
 - (i) from 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 a public or private road or highway or any other force majeure, fire, flood or any other act of God;
 - (ii) from insufficient or improper packing or addressing;
 - (iii) from any loss of secrecy in communication arising from the use of the service;
 - (iv) from the hazardous fragile or brittle nature or the mechanical derangement of the packages;
 - (v) from failure by the addressee to take delivery within a reasonable time; and
 - (vi) as a consequence of delay or confiscation by any competent authorities as a result of the discovery of prohibited contents.
- 10.3 All items are delivered at your own risk. You may wish to obtain independent advice on insurance matters.

11. Money-Back Guarantee

- 11.1 If the package is not delivered on time for 3-hr service, Singapore Post will refund the sender the service charge. This money-back guarantee shall not apply under conditions in Sub-clause 10.2 (b) hereof.
- 11.2 The money back guarantee shall be applicable only if the delay or non-delivery is solely due to the fault of Singapore Post. Some examples in which the money back guarantee shall not be applicable include but not limited to delays or non-delivery from the provision of incorrect or incomplete addressee information, security access reasons or failed delivery attempts because the addressee or his/her representative was not around or could not be contacted to accept the delivery.

12. Restricted Areas

- 12.1 There is no service to Paya Lebar Airport (Communication Centre), Changi Airport (Transit and restricted areas only), offshore islands and such other areas as may be determined by Singapore Post from time to time. Please refer to the Speedpost website at www.speedpost.com.sg for detailed information.
- 12.2 There will be a collection & delivery surcharge of SGD10 to restricted areas which include; Changi Airfreight Centre (Airline Road), Jurong Island, Jurong Port, PSA Terminals/Wharves (Tanjong Pagar, Pasir Panjang), Brani Naval Base, Keppel, Sembawang (Deptford Road) and such other areas as may be determined by Singapore Post from time to time . Please refer to the Speedpost website at: www.speedpost.com.sg for detailed information.

13. No collection/ deliveries

- 13.1 There will be no collection and/or deliveries on Sunday, gazetted Public Holidays and after 1.00pm on Saturdays.

14. Claims

- 14.1 All claims for loss or damage to the package must be made within 14 days from the date Singapore Post accepts the packages, failing which, Singapore Post shall have no liability whatsoever. Such claims must be made in writing, accompanied by the original copy of the consignment note and supporting documents and relevant invoices/receipts, failing which, the claim will be considered null and void. Please submit all claims to :-

Manager (Customer Care)
Singapore Post Limited
10 Eunos Road 8, #01-33
Singapore Post Centre
Singapore 408600

15. Prohibition

- 15.1 Packages which their possession or transmission are prohibited by law will not be accepted, such as explosive, poisons, flammable packages, radioactive material, compressed gas, corrosive, firearms and any packages which by its nature or packing may expose officers of Singapore Post to injury or cause damage to other packages.

16. Retrieval of Consignment Note

- 16.1 Singapore Post may retrieve a copy of your consignment note upon your request, provided that :
- (a) Singapore Post receives payment of SGD 5.00 for every request;
 - (b) The parcel was sent within 6 months of the date of the request

You may make a request for a copy of the consignment note via email or fax to:

- (a) email address : pickup@singpost.com
- (b) fax number : 1800-442 0613

17. Applicable Law & Disputes

- 17.1 These terms and conditions shall be subjected 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 in 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.
- 17.2 For the avoidance of doubt and without prejudice to Sub-clause 17.1 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 Singapore Post or under any provision of any licence granted by the Info-Communications Development Authority of Singapore.

- 18** All prevailing terms and conditions, where applicable, shall apply.