



Postmarking Service Terms and Conditions

1 DEFINITIONS

- (i) "BMC" means SingPost's Bulk Mail Centre at 10 Eunos Road 8, Singapore Post Centre (via East Entrance – 10 Eunos Road 5), Singapore 408600;
- (ii) "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;
- (iii) "Basic Package" means all non-paper content such as mail items containing merchandise or goods, bulky items, metal, hard, inflexible or sharp object including but not limited to metal/paper clips, laminated paper, plastic cards, audio tapes, CD/VCD/DVD, gifts, apparels, cosmetics & toiletries, household care, household electrical appliances, electronics & IT devices, do-it-yourself items, gardening and hardware, hard covered books, toys and games, vitamins and dietary supplements, packaged food, and other packets that comes in boxes or other special packaging;
- (iv) "Customer" means the successful applicant of the Service;
- (v) "Service" means the postmarking service provided by SingPost which imprints an impression on postal items showing the date of posting and to indicate that postage has been paid, in place of postage stamp;
- (vi) "Working day" means any day Mondays to Fridays (excluding public holidays); and
- (vii) "International Basic Package" means Basic Packages for overseas posting.

2 LODGEMENT

- 2.1 The Service is only available at the BMC during the BMC's operating hours, excluding Saturdays, Sundays and public holidays as follows:

Monday to Friday : 9.00 am to 6.00 pm

- 2.2 The Service is only applicable for:
- i. Local Basic Mail and Basic Packages; and
 - ii. International Basic Mail

The Service is not applicable for:

- i. International Basic Packages;
- ii. Local and international registered mail and packages;
- iii. Local and international Speedpost items; and
- iv. All insured items.

- 2.3 The Service is only for postings of local and overseas mail which are homogeneous in terms of weight, size, type, packaging and category.

3 MAIL PRESENTATION

- 3.1 Mail to be posted must not have any marking indication at the top right hand corner of the mail piece.
- 3.2 For mail with glossy surface (i.e. polywrapped or enveloped in any material that may present difficulty in applying the postmark), the mail must be affixed with a paper label at the top right hand corner of the mail to facilitate postmarking.



- 3.3 For overseas mail, the items must bear an indication of category of service and mode of onward transmission (e.g. printed matter, airmail, surface). Mail without the appropriate service indication may be sent by the cheapest transmission mode to the overseas destinations, at SingPost's sole discretion.
- 3.4 The items in each posting must originate from the same sender and the return address on the mail must be a Singapore address.
- 3.5 Mail must be arranged in the same direction. The mail should be firmly bundled in convenient bundles comprising 50, 100, 150 or 200 items in each bundle.
- 3.6 If following sampling and checking, SingPost establishes to its reasonable satisfaction that the mail posted is deemed to be a Prohibited Postal Article as provided for under the Postal Service Regulation, SingPost shall be entitled to reject the posting.

4 DOCKET INFORMATION

- 4.1 Each posting must be accompanied by two (2) copies of the posting docket which are available free of charge at the BMC. After verification of the posting and payment of postage, one (1) copy will be returned to the Customer for retention.
- 4.2 The Customer must indicate on the posting docket the weight per item, postage chargeable per item and total number of items. For international mail, the respective mail zones shall also be indicated in the posting docket for charging purposes.

5 CHARGES FOR RETURN OF MIXED MAIL

- 5.1 If the accepted mail is subsequently found to be mixed and is different from the category of mail that has been paid for at the BMC, the mixed mail will be returned to the Customer upon payment by the Customer of Singapore Dollar One (S\$1.00)* per piece or a minimum of Singapore Dollars Twenty (S\$20.00)*, whichever is greater. If the mail is to be reposted, the underpaid postage for the relevant category of mail must be paid. (One example of mixed mail - domestic mail which had been paid for under local postage but subsequently found to contain mail intended for an overseas destination).

6 RETRIEVAL OF MAIL AFTER POSTING

- 6.1 SingPost shall use its reasonable endeavours to, but does not guarantee that it is able to, retrieve the mail as soon as reasonable practicable and upon the Customer's payment of a surcharge of Singapore Dollars Twenty (S\$20.00)* per mail for each successful retrieval.

7 PAYMENT

- 7.1 The Customer may make payment by cash, cashier's order or by cheque, made payable to "Singapore Post Limited" at the time of posting of mail.
- 7.2 Cheque payment for the Service is restricted per lodgment per day to a maximum of Singapore Dollars One Thousand (S\$1,000.00) for cheques issued by companies and Singapore Dollars Five Hundred (S\$500.00) for cheques issued by individuals.
- 7.3 Company cheque must be presented for any company posting.



7.4 SingPost reserves the right not to accept any company or personal cheque for posting of mail through BMC. SingPost will impose an administrative charge of Singapore Dollars Thirty (S\$30.00)* for each dishonoured cheque presented for payment.

8 DELIVERY STANDARD

8.1 Mail for postmarking will be postmarked within one (1) to two (2) working days (excluding Sundays) and public holidays from the date of posting.

9 FEE PAYABLE

9.1 The postmarking charges are applicable in addition to postage charges. The Customer shall pay fees for the Service as follows:

Quantity	Postmarking Fee (S\$)*
Up to 300 pieces	\$14.29 (flat fee)
More than 300 pieces	\$0.02 per piece

10 REQUEST FOR DUPLICATE COPIES OF THE POSTING DOCKETS

10.1 Request for duplicate copies of the posting dockets must be made in writing to SingPost. The Customer shall pay a search fee of Singapore Dollars Five (S\$5.00)* per piece for each duplicate copy of the posting docket.

11 FORCE MAJEURE

11.1. 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

12 ENTIRE AGREEMENT

12.1 The Customer shall be bound by and shall fully observe and comply with all the SingPost General Terms & Conditions 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 Postmarking Service Terms and Conditions 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 Postmarking Service Terms & Conditions are



inconsistent with the SingPost General Terms & Conditions, these Postmarking Service Terms & Conditions set out herein shall prevail.

13 ENQUIRIES

13.1 For further enquiries on the Service, please contact SingPost at the following:

Telephone number: 6845 6651, or general postal services enquiry at 1605; or

Write to:
Singapore Post Limited
Bulk Mail Centre
10 Eunos Road 8
#01-38 Singapore Post Centre
Singapore 408600

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