



305, Triq Hal Qormi, Marsa MTP 1001, MALTA  
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## **BULK POSTING** **TERMS AND CONDITIONS**

**The headings in these Terms and Conditions (hereinafter 'Terms') are for guidance purposes only.**

### **PREAMBLE**

These Terms have been prepared in line with the provisions laid down in Regulation 43 of the Postal Services (General) Regulations, 2005 (Legal Notice 328 of 2005).

These Terms are intended to inform the users of this service of their rights and obligations which are binding between them and MaltaPost p.l.c. (hereinafter 'MaltaPost') alike.

These Terms are applicable to senders of bulk postal articles posted and delivered both locally and overseas.

These Terms are subject to change, which change shall become applicable from the date of publication on MaltaPost's website.

Customers availing themselves of MaltaPost's delivery of the service of posting postal articles in bulk are requested to follow a number of requirements with the prospect of helping MaltaPost achieve a high quality performance and meet the J + 1 quality of service standards.

### **DEFINITION**

Bulk postal articles shall refer to postal articles consisting of 50 items or more pertaining to the same postal service, being of identical format, size and of the same weight step may be deposited without affixing any postage stamps.

### **TERMS & CONDITIONS**

#### **General**

1. Customers may avail themselves of the service for the posting of postal articles in bulk from the following points of sale:
  - All MaltaPost Post Offices (including MaltaPost's mobile van); or
  - The Bulk Posting Section, MaltaPost p.l.c., Head Office, Triq Hal Qormi, Marsa MTP 1001.
2. The bulk postal articles are to be bundled in quantities of 50s or 100s as applicable and are to be split into the various weight steps, as applicable. Additionally, in the case of foreign (outbound) postal articles, these are to be split into the various zones, as applicable.
3. Should quantity verification result in underpaid postage, MaltaPost retains the right to collect the balance of payment due from the sender.
4. MaltaPost shall have the right not to process the bulk postal articles further until any amounts due by the sender to MaltaPost are settled, including amounts due for underpaid postage.

## **Deposit of Postal Articles in Bulk**

5. Postal articles should be deposited to MaltaPost at least one (1) hour before the closure of business (see Business Hours section below). Postal articles may be delayed if these are not deposited within the set time periods, and may be considered to be deposited on the next working day for purposes of quality and other reasons. Upon obtaining consent from MaltaPost, the sender may avoid such a delay by sorting these postal articles by format size and/or localities and/or postcode and/or weight steps and/or zones and also by placing them in such a way that the address sides face the same direction.

## **Registered Postal Articles Posted in Bulk**

6. In the case of multiple posting for registered postal articles, customers shall complete the 'Registered Mail List' and affix one part of the bar-coded sticker label. Customers shall affix the main bar-coded sticker label on the postal article on the address side of the envelope. If the registered postal article is to be conveyed with the Advice of Delivery service (AR Card), another part of the bar-coded sticker label must be affixed on the said card. Alternatively, the registration number is indicated in writing in the field provided.

## **Business Hours**

7. Please refer to the [opening hours](#) as listed on our website.

## **Means of Payment**

8. The pre-payment of postage dues may be made in cash or any other acceptable method of payment, such as cheques or Local Purchase Orders (LPOs). A receipt showing date of posting, rate of postages of each article and amount paid shall be issued.
9. If payment for postal articles in bulk is to be effected by cheque and the transaction exceeds the cheque acceptance limit, it is not acceptable to split the amount into smaller sums in order to bypass such cheque acceptance limit. For more information about the cheque acceptance limit kindly contact our Customer Care for assistance as indicated below.

## **FEES**

10. Local & Foreign postage fees: Rates of postage currently applicable  
(Please refer to the [Posting & Delivery Requirements Scheme](#))

## **LODGING AN ENQUIRY / COMPLAINT**

11. A complaint is a communication by the Customer to MaltaPost, where one's expectations of the service offered are not met. Suggestions, communications, service enquiries, and requests for information are not considered as complaints, but are classified as enquiries.
12. In case of difficulties about this service, Customers are welcome to contact our Customer Care Department as follows:

E-mail: [info@maltapost.com](mailto:info@maltapost.com)

Website: by completing our online contact form on [www.maltapost.com](http://www.maltapost.com)

Telephone: (+356) 2122 4421

Freephone: (+356) 8007 2244

Fax: (+356) 2124 2052

Lines open between Monday to Friday - 7.30 – 16.00 hrs and Saturdays 08.00 – 12.00 hrs

In person by visiting MaltaPost p.l.c. Head Office, 305, Qormi Road, Marsa MTP 1001, MALTA  
(office hours)

Mail should be addressed to MaltaPost p.l.c. Customer Care, 305, Qormi Road, Marsa MTP 1001,  
MALTA

Office Hours apply Monday – Friday 07.30 – 16.00 hrs

13. Complaint Forms are available for any type of complaint the customer may wish to submit. For enquiries on the delivery of postal articles, an Enquiry Form may be submitted against a minimal charge.
14. These Forms may be obtained from any of our Post Offices, downloaded from our website, or can be sent via e-mail, mail or fax, upon the customer's request. Kindly call Customer Care for assistance. After completing the Form, you are to mail it to MaltaPost p.l.c., Customer Care, 305, Qormi Road, Marsa · MTP 1001 · MALTA. An acknowledgement will be issued within two (2) days of receipt of your Form.
15. Kindly note that Enquiries / Complaints on the delivery of postal articles can only be made up to **six (6) months** from date of posting of the postal article.

#### **MALTAPOST P.L.C.'S COMMITMENT**

16. MaltaPost will endeavour to finalise your Enquiry / Complaint:
  - Within seven (7) days from receipt of the Enquiry / Complaint for items posted locally.
  - Within ninety (90) days from receipt of the Enquiry / Complaint for postal articles posted internationally (unless circumstances beyond our control prevent us from doing so, given our reliance on other Foreign Postal Administrations).

#### **OTHER FORMS OF REDRESS**

17. Customers may seek other forms of redress or independent advice, including assistance from the End-Use Affairs at the Malta Communications Authority (MCA), when the solution offered by MaltaPost is not deemed satisfactory.

#### **OTHER PROVISIONS**

19. Customers are advised that MaltaPost p.l.c. in the course of providing the postal delivery service, is neither a data controller nor a data processor for the clients that use its standard postal services because:
  - a. it is a mere conduit between the sender of the mail and the address;
  - b. it does not exercise any control over the purpose for which the personal data contained in the items of mail it transmits is used
  - c. it does not have access to nor control over the contents of the letter mail (whether personal data or otherwise.)