



305, Triq Hal-Qormi, Marsa
MTP 1001, MALTA
Tel: 21224421

POST OFFICE (PO) BOX TERMS & 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 Chapter 254 of the Laws of Malta (Postal Services Act) and Regulation 43 of the *Postal Services (General) Regulations* (Subsidiary Legislation 254.01 of the Laws of Malta).

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').

These Terms may be subject to change, which change shall apply from the date of publication on the website of MaltaPost plc.

TERMS AND CONDITIONS

Definitions

A '**Post Office Box**' (P.O. Box) is a uniquely addressable private delivery box installed in a Post Office and in which postal articles, (other than parcels), addressed to a box-holder are placed to await collection by the box-holder or by his/her authorised agent.

A '**Box-holder**' is a person in whose name a Post Office Box (also known as a Private Delivery-box) is registered.

General

1. Prospective Customers who wish to rent a P.O. Box must complete the appropriate application form.
2. A P.O. Box will only be rented to a customer who has attained the minimum age of 18 years.
3. In the event that the PO Box application request is not deemed to be in conformity with the applicable requirements, the application request may be

refused by MaltaPost. MaltaPost's also reserves the right to refuse any application and its decision will be final.

Fees

4. The tariff due to rent a P.O. Box shall be payable in advance and shall be deemed to run from the first day of the month during which the same P.O. Box is rented. Should the box-holder decide to renew the P.O. Box service, the applicable tariff is to be paid to MaltaPost not later than 5 working days prior to the commencement of the subsequent rental period for which it is due.
5. A new P.O. Box may be rented for a period of 3 months, 6 months or 12 months as per applicable tariffs below.

Period	Small P.O. Box	Medium P.O. Box	Large P.O. Box	Extra Large P.O. Box
3 Months	€25	€40	€50	€75
6 Months	€50	€80	€100	€150
12 Months	€100	€160	€200	€300

6. All renewals of existing P.O. Boxes shall be for a period of 12 months.
7. A box-holder shall not transfer to, or share with any other person the use of the same P.O. Box, unless such transfer or sharing is approved by MaltaPost plc after an application in writing is made to this effect by the box-holder. In the event that a P.O. Box sharing facility is approved by MaltaPost, there is an additional tariff that must be paid for every additional Box-holder approved.

P.O. Box Sharing	Small P.O. Box	Medium P.O. Box	Large P.O. Box	Extra Large P.O.Box
Rate	€40.	€40	€40	€40.

Keys

8. MaltaPost shall make one key available to the box-holder, against a one-off non-refundable payment of €15 and a fully refundable deposit of a further €15.
9. On written request by the box-holder, an additional key shall be made available against an additional payment of €15 per additional key requested.
10. The key/s to a P.O. Box remain the property of MaltaPost plc. The same key/s shall be surrendered by the box-holder on the termination of the P.O. Box rental. Should the box-holder fail to return the key/s on termination of the service, the deposit of €15 shall be forfeited.

Use of P.O. Box

11. The P.O. Box shall only be used to receive mail items sent through MaltaPost approved services. P.O. Box may not be used as a storage or security compartment and it cannot be used for any illegal or fraudulent purpose.

Delivery of Mail

12. A postal article intended for delivery at a P.O. Box shall bear the full name and surname of the box-holder, in addition to the PO Box number and the locality of the Post Office where the P.O. Box is located.
13. A postal article shall be deemed to have been delivered to the box-holder once placed in the P.O. Box.
14. Postal articles which are Registered **or** on which postage was insufficiently prepaid **or** which are bulky in size **or** which in the opinion of MaltaPost should not be placed in the P.O. Box shall be deposited and retained at the Post Office. These postal articles shall be delivered over the counter to the box-holder or the box-holder's authorised agent on presentation of the notice placed in the P.O. Box for that purpose.

Collection Times

15. A box-holder or the box-holder's authorised agent may collect postal articles from the P.O. Box at any time during the indicated hours below -

P.O. Box Access Point	Opening Days	Opening Hours
Post Offices Malta & Gozo (Standard)	Monday to Saturday	07:30 - 13:00
Malta International Airport Post Office	Monday to Friday	07:30 - 13:00
Bugibba Post Office	Monday to Saturday	08:00 - 13:30
San Giljan Post Office	Monday to Friday	08:00 - 13:30
	Saturday	08:00 - 12:30
Valletta (Triq in - Nofsinhar) Post Office	Monday to Friday	10:00 - 18:00
	Saturday	09:30 - 13:00
Valletta (Triq L-Ifran) Post Office	Monday to Friday	08:15 - 13:30
	Saturday	07:45 - 13:00
Marsa Head Office Post Office	Monday to Friday	08:00 - 16:00
	Saturday	08:00 - 13:30
Rabat (Gozo)Post Office	Monday to Friday	08:15 - 16:30
	Saturday	08:15 - 12:30

Notes:

- a. The P.O. Boxes located at the Post Offices of Rabat (Gozo), Head Office Marsa, Universita Tal-Qroqq, Swieqi, Birkirkara, Valletta (Triq in-Nofinhar), Malta International Airport, Marsaskala and Floriana are accessible on a 24/7 basis.
- b. There is no P.O. Box service available at Smart City Post Office and Valletta Castille Post Office.

Withdrawal of the P.O. Box Service

16. MaltaPost reserves the right to withdraw the P.O. Box service immediately and without prior notice and for any reason, including breach by any authorised Box Holder of any of the terms of the agreement, or where the Company believes its reputation could be brought into disrepute. If use of a P.O. Box is terminated because the P.O. Box was used inappropriately, including, without limitation, for an unlawful purpose or in a manner contrary to the Maltese Laws and regulations, the Box Holder(s) will not receive any refund.

Collection of Postal Items

17. It is advisable that the P.O. Box Holder collects all postal articles from the P.O. Box with sufficient frequency to prevent any accumulation of mail in excess of the capacity of the box. Should the Box Holder fail to comply, this may result in the termination of the use of the P.O. Box.

Disclaimer of Liability

18. MaltaPost shall not be responsible for any direct, indirect, general, special or consequential damages arising out of or in any way connected to this Agreement regardless of whether such damages are based on contract or tort.

Disclosure of Information

19. MaltaPost retains the right to give all the details of the P.O. Box holder (s) to any enquirers where the Company is required to do so by Law.

LOGGING AN ENQUIRY / COMPLAINT

20. A complaint is a communication by the Customer to MaltaPost, when one's expectations of the service offered are not met.
In case of difficulties about this service, Customers are welcome to contact our Customer Care Department as follows:

E-mail: info@maltapost.com

Website: by completing the online contact form on www.maltapost.com

Telephone: (+356) 2122 4421

Freephone: (+356) 8007 2244

Telephone Lines open between Monday to Friday from 7.30 to 14.30 hrs and on Saturdays from 07.30 to 12.30 hrs (except public holidays).

In person by visiting MaltaPost p.l.c. Customer Care Desk at Head Office, 305, Triq Hal-Qormi, Marsa MTP 1001, MALTA during office hours.
Office Hours are Monday to Friday between 08.00 hrs to 16.00 hrs

Any written correspondence should be addressed to:
MaltaPost p.l.c. Customer Care, 305, Hal-Qormi , Marsa MTP 1001, MALTA

OTHER FORMS OF REDRESS

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