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Tel: 21224421

## **REDIRECTION OF POSTAL ARTICLES TERMS & CONDITIONS**

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

### **PREAMBLE**

2. These terms inform users of this service and are applicable to senders and addressees of postal articles posted and delivered locally. The same terms may be subject to revision and update. The 'in vigore' terms for this service are the ones published on the MaltaPost website. It shall be the duty of any user of the service to ensure that they are informed of these same terms.

### **Data**

3. We will use the information provided in the application by each applicant who requests to re-direct postal articles, to set-up and provide the Redirection Service for which the same applicant is applying and to comply with these terms. The information requested is necessary for MaltaPost to provide this service and to deliver a well-functioning postal service. In order to process a redirection of postal articles, MaltaPost may, at its discretion, mark postal articles with the new full address (including PO Box numbers) where applicable. As part of MaltaPost's service obligations, undelivered items may be returned to the sender bearing the details of the new address.

### **Eligibility & Duration**

4. The redirection of postal articles service is offered to an individual (including registered NGOs and registered Voluntary Organizations) free for an initial period of three months and extendable to one year after the payment of a nominal fee of €15 (fifteen euro). The redirection of postal articles service may be extended beyond one year provided the appropriate fees are paid and the applicant satisfies all the stipulated requirements.

5. The redirection of postal articles service is offered to a business for an initial period of three months and extendable up to twelve months against the payment of a €10 (ten euro) monthly fee and provided the applicant satisfies all the stipulated requirements.

### **Submission**

6. An individual must apply for the redirection of postal articles service in his or her name. Authorised individuals who present the ID Document of the mandator and the power of attorney with the signature of the mandator attested by a lawyer or notary may also apply for a redirection service on behalf of another end-user.
7. In the case of a request for the redirection of postal articles service addressed to an applicant other than an individual (including registered companies, partnerships, businesses (soletraders), associations or other entities & bodies, a separate application form must be completed. An application submitted by a non-individual should be signed by a legal representative of the entity and include the appropriate supporting documentation appointing the legal representative as such and authorising that a request be made to obtain a redirection of postal articles service.
8. The submission of a completed application/renewal form together with the appropriate payment of fees must be made by the applicant, in person, at the selected MaltaPost Post Offices in Malta and Gozo between Monday and Friday from 0900 hrs and 1200 hrs or by pre-agreed appointment at the same locations. An authorised individual who presents the ID Document of the mandator and the power of attorney with the signature of the mandator attested by a lawyer or notary may also submit a completed application/renewal form together with the appropriate payment of fees to obtain a redirection service on behalf of another end-user. Applications may also be received at other Post Offices in Malta and Gozo as may be announced on the company website.
9. Any application for the redirection of postal articles service shall be submitted not earlier than 90 days before the desired date of commencement of the service and not later than ten (10) days before the date of commencement of the service.
10. No application to redirect postal articles or to renew the redirection of postal articles service shall be received or processed unless each applicant either in person or as an authorised mandator on behalf of third parties, presents the application together with all the necessary supporting documents and reports at the correct location.
11. Each applicant must be in possession of a valid identity card issued by the Maltese authorities which must be presented upon submission of an application for the redirection of postal articles. End-users presenting an identity document issued by the Maltese Authorities (that is besides an Identity Card issued in Malta) may apply for the redirection service on the condition that they provide supporting proof of residence.

12. If it results that any of the documents presented with the application are incorrect, the application will be considered as null and void and the fees paid shall be forfeited.
13. It is the responsibility of the applicant to ensure that all the information provided in the application is complete and correct.
14. It is the responsibility of the applicant to ensure that they have the right to effect the redirection of postal articles to the redirected address provided in the application form.
15. In cases where the name, surname or initials of the applicant are shared with another person receiving postal articles at the same address from which the postal articles are to be redirected, a further identifier (such as a second name) should be provided upon submitting the redirection application form. Only mail bearing the additional identifiers will be redirected. In all other cases, postal articles will be delivered as addressed.
16. In cases where there is a parent and a child with the same name, the applicant must provide an identifying title or descriptor such as Snr. or Jnr. Only mail bearing the additional identifier or descriptor shall be redirected. In all other cases, postal articles will be delivered as addressed.
17. If, during the course, of providing a redirection of postal articles service, MaltaPost faces delivery difficulties, including but not limited to a lack of posting facilities or if the occupier/s of the address where the postal articles have been redirected to, refuse to accept the redirected postal articles, MaltaPost may at its sole discretion stop the redirection of postal articles service and the client shall be informed beforehand prior to the actual termination. All fees paid for the service shall be forfeited.
18. Any approved redirection of postal articles service which includes an incorrect address including incorrect numbering, or where the premises number or street name does not or no longer exists, shall be terminated by MaltaPost at its sole discretion after notifying the client beforehand. All fees paid for the service shall be forfeited. It shall be the duty of the subscriber to notify MaltaPost in writing of any changes to premises number and/or street names.
19. By virtue of submitting an application for the redirection of postal articles, the applicant automatically gives MaltaPost consent to share the redirection information with any other licensed postal operators that provide a service for the redirection of postal articles. The information provided shall not be used for any purpose other than that related to the redirection of postal articles.

**Individuals/Representatives Eligible to Sign and Submit the Redirection of Postal Articles Service**

20. The application to effect the redirection of postal articles must be signed by the applicant to whom the postal articles are addressed. The applicant must be the beneficiary of the redirection service and must present either in person or through an authorized representative, the redirection of postal articles application form together with a valid Identity Document.

21. An individual who married (and as a consequence changed surname) and applied for the redirection of postal articles service and who wishes to have postal articles addressed on both surnames redirected should include both surnames in the redirection form (ie maiden surname and married surname). An original marriage certificate must be presented with the application.

### **Minors**

22. Applications for the redirection of postal articles of minors, must be presented by both parents or guardians enjoying full parental authority over, or legal custody of the said minor/s. They shall present appropriate original documentation to support such authority. All parents/guardians must complete and sign off the declaration on the application form in front of a MaltaPost representative whereby they confirm that they enjoy care and custody of the said minors. They must also present a valid ID Document as well as an official document identifying each and every minor. One application for those minors of the same family, who require a redirection of postal service must be completed and submitted.
23. If at any stage, the circumstances indicated or the details provided in the application for the redirection of postal articles where minors are involved change, the parents or guardians are duty bound to immediately inform MaltaPost in writing of the same changes. MaltaPost may cease to provide the redirection of postal articles service as a consequence of the changes. Failure to inform MaltaPost of such changes, entitles MaltaPost to stop the redirection service. MaltaPost shall inform the subscriber of the termination of service in a sufficient manner prior to the cessation of service. All payments made, shall be forfeited.

### **Responsibility and Liability**

24. MaltaPost cannot accept responsibility in the case of false or incorrect, or partially correct declarations when applying for the redirection of postal articles service. By completing and signing the application for redirection of postal articles form, the signatory/ies assume full responsibility thereof, exempting MaltaPost from any liability. In addition, MaltaPost shall not incur any liability when providing a redirection of postal articles service by reason of any loss, mis-delivery, delay, or damage, unless the same has been caused in bad faith or recklessly.
25. MaltaPost reserves the right to file a Police report if it may be reasonably concluded that false or incorrect or partially correct declaration was made when an applicant applies for the redirection of postal articles service.

### **Confirmation**

26. The submission of an application for the redirection of postal articles as well as the payment of the related fees shall not constitute confirmation of the provision of such a service as each application shall be subject to further back office verification. Verifications may take up to ten (10) days from the date of submission of application. The provision of the service is subject to the successful verification of the details

provided in the application. The subscriber shall be informed when the verification process has been finalised.

#### **Postal Articles Addressed to Residents of Hotels/Guesthouses/Clubs/Institutions & Places of Work**

27. No application shall be entertained for the redirection of postal articles addressed to guests or residents or employees of a hotel, lodging house, club, hospital, institution, place of work or residential apartments who share a common letter box in the same building. MaltaPost shall terminate the redirection of postal articles service informing the client beforehand, if during the execution of this service it comes to its knowledge that the provisions of this clause apply. Any fees paid for the service shall be forfeited.

#### **Redirections "To" or "From" a P.O. Box**

28. A redirection of postal articles service "to" and "from" a P.O. Box, shall only be effected by the holder of the same P.O. Box. The title of the box holder must bear the same details of the addressee whose postal articles are being redirected to the box. A redirection service "from" a P.O. Box following the closure of such P.O. Box will not be entertained. When the P.O. Box service is terminated but the service for the redirection of postal articles remains active, MaltaPost shall duly inform the client that the service for the redirection of postal articles is immediately withdrawn on the same date of termination of the P.O. Box service. All charges paid shall be forfeited.

#### **Postal Articles Addressed for the "Care of (C/O)"**

29. Postal articles addressed to an addressee for the "care of (c/o)" another occupant within the same delivery address, shall be redirected if the "intended recipient" or other occupant has the redirection of postal articles service in place. If both the intended recipient and any other occupant have the redirection of postal articles service in place, the redirection for the intended recipient shall take priority.

#### **Verification/Confirmation whether Redirection Instructions Exist**

30. Any request to establish if official instructions for a redirection of postal articles service exist in one's name can only be made in writing by completing the appropriate application form, ie; 'The Redirection of Postal Articles Verification Form.' The completed application form can be submitted in person or through an authorised mandator at selected MaltaPost Post Offices in Malta and Gozo from 0900hrs and 1200hrs or by pre-agreed appointment at the same location. A valid Identity Document must be presented. In cases where there is a repetitive verification request, an administration fee of €10 (ten euros) must be paid.

#### **Delivery of Redirected Postal Articles**

31. The delivery of redirected postal articles is subject to a minimum of one (1) working day delay per redirection.
32. An applicant must redirect registered postal articles, letter packets, parcels, and bulkypackets, as well

as courier items to the indicated address. The applicant remains liable to pay MaltaPost, the additional delivery and other charges even where the item is refused, in which case, MaltaPost shall retain the right to dispose of the item as it deems fit. If the delivery to the redirected address is not successful, a notice will be delivered at the address, indicating the options available for collecting the item after paying the applicable delivery fees.

### **Businesses Operating Under Other Names**

33. Where a business is operating under a trade name other than the business name and the business wishes for the redirection of postal articles to be effective on such other trade name, this name must be listed on the application form as an addressee in the relative section in the standard Redirection of Postal Articles Form. In addition, the form must be signed by all the director/s and/or company secretary and/or manager confirming that the business is also operating under such trade name.

### **Postal Articles Addressed to Sole Traders**

34. A request for the service of redirection of postal articles addressed to a business outlet operated by a sole trader must present the following documents:
- a) The original Trade Licence Certificate, dated year of application for the service of redirection of postal articles, or the VAT certificate; and
  - b) a valid identity card of the sole trader.
35. The application must be signed by the person (or persons) to whom the Trade Licence was issued.

### **Redirection of Postal Articles to a Foreign Address**

36. Postal Articles may be redirected to a foreign address for a maximum period of six months against the payment of the appropriate fees applicable to deliver re-directed postal articles to the declared foreign address.

### **Others**

37. Mail addressed to an individual cannot be redirected from an address of a company, business, club, institution, hotel or another other entity.
38. A request for the redirection of postal articles addressed to companies, businesses, clubs, institutions, hotels and other entities may only be made if all mail is to be redirected.
39. Redirection shall not be effected in the case of a postal article which bears on the address side specific instructions by the sender that the postal article is not to be redirected, in which case the postal article shall be treated as undeliverable.
40. Where there is provision by law, no redirection of postal articles will be effected, and such postal articles

shall be delivered as addressed or treated as undeliverable accordingly.

41. LES Summons issued by Local Council Tribunals shall always be delivered as addressed and no redirection of such summons shall be effected.
42. A request for redirection of postal articles submitted by the previous occupant may be cancelled solely at the discretion of MaltaPost if it learns that the postal articles bear the same name, initials, identifiers, and surname of both the previous and the current occupier/s of the address from which redirection of postal articles is being requested and/or is effective. MaltaPost shall inform the client immediately, in sufficient time prior to the termination of the service.
43. There will be no redirection on postal articles subject to a Business Reply Service delivery.

### **Renewal**

44. A renewal of a redirection of postal articles service is considered as a renewal when the details completed in the original application form submitted are confirmed. Otherwise, a new application needs to be submitted together with all the required documents.
45. All applications to renew the period of redirection must be made at least seven (7) days before the expiry date of the existing redirection service by submitting the Redirection of Postal Articles Form and ticking the "Renewal" check box. The same terms apply. A verification process will also be undertaken and the client shall be duly informed when such verification process has been finalised.

### **Cancellation**

46. In cases where an applicant no longer requires the service of redirection of postal articles, a Redirection of Postal Articles Form shall be completed at least seven (7) working days prior to the date when the applicant wishes to terminate the service, ticking the "Cancellation" check box. Any fees paid for the original request shall not be reimbursed.

### **Postal Articles Addressed to Deceased Persons**

47. Applications for the redirection of postal articles of deceased persons shall be entertained where such redirection is absolutely necessary and only when due verification has been performed. Should it be agreed that the application request may be proceeded with, the following documents would be required:
  - a) An original certificate of Death (Malta Public Registry or equivalent foreign registry); and
  - b) The completion of the relative section of the Redirection of Postal Articles Application Form by a Notary confirming the list of heirs of the deceased person and clearly identifying the individual/s authorised to represent such heirs and collect or otherwise instruct MaltaPost to process the postal articles addressed to the deceased person; and

- c) A valid identity document of the sole heir / the heir authorised to act on behalf of the deceased.

All documents must be certified as 'originals' by a notary or advocate, who must also provide the date of signature.

48. In the case of the presentation of foreign documents:

- a) An original and certified certificate of Death (foreign registry or equivalent to Malta Public Registry); and
- b) The completion of the relative section of the MaltaPost standard Redirection of Postal Articles Form by a Notary confirming the list of heirs of the deceased person clearly identifying the individual/s authorised to represent such heirs and collect or otherwise instruct MaltaPost to process the postal articles addressed to the deceased person; and
- c) Legal opinion by a competent person conversant with the laws of the country of citizenship/residence/domicile, as the case may be, of the deceased.
- d) Certificate by a competent authority (such as Embassy of Malta in the country of citizenship/residence/domicile of the deceased, or Ministry of Foreign Affairs) confirming the true signatures, authenticity of the documents and opinions mentioned above together with legal confirmation of place of domicile at time of death. However, if a private writing, drawn by a Notary, in its original format or a true copy thereof, already is in place, then the certification by a competent authority is not required; and
- e) A certified true copy of an official identification document, of the individual authorised to act on behalf of the deceased.
- f) Any powers of attorney must be authenticated.

Any translated documentation from the above list, shall be presented in its original format or a certified true copy. All translations need to be presented either in the English or the Maltese language.

### **Termination**

- 49. The expiry date of the service for redirection of postal articles shall be printed on the redirection sticker of the redirected postal article/s.
- 50. MaltaPost reserves the right to withdraw the service at its sole discretion and shall inform the client prior to effecting the termination.
- 51. Once the redirection service is terminated, expired, cancelled or withdrawn, postal articles shall be delivered as addressed forthwith.



## **LODGING AN ENQUIRY / COMPLAINT**

52. A complaint is a communication by the Customer to MaltaPost, when 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.
53. In case of difficulties about these Terms, Customers are welcome to contact our CustomerCare 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
54. Lines open between Monday to Friday – 7.30 – 14.30hrs and Saturdays 07.30 – 12.30hrs
55. In person by visiting MaltaPost p.l.c. Head Office, 305, Triq Hal-Qormi, MARSА MTP 1001 Malta during office hours.
56. Mail should be addressed to MaltaPost p.l.c. Customer Care, 305, Triq Hal-Qormi, MARSА MTP1001 Malta
57. Office Hours apply Monday – Friday 07:30 – 16:00hrs
58. Complaint Forms are available for any type of complaint the customer may wish to submit.
59. These Forms may be obtained from any of our Post Offices, via our website, e-mail. Kindly call Customer Care for assistance. After completing the Form, you are to mail it to MaltaPost, Customer Care, 305, Triq Hal-Qormi, MARSА MTP 1001 Malta. An acknowledgement will be issued within two (2) days of receipt of your Form.
60. Kindly note that Enquiries / Complaints on the delivery of postal articles can only be made up to six (6) months from date of posting.