



305, Triq Hal Qormi, Marsa MTP 1001, MALTA  
Tel: (+356)21224421

## **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 its 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; 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 according to format, size and weight step. International mail should be presented separately. Additionally, in the case of foreign (outbound) postal articles, these are to be separately split into the various postal tariff 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. Bulk mail postal articles posted before 10:00am will be processed for next day delivery or outbound dispatching, as applicable. Locally addressed bulk mail posted after 10:00am will be delivered within two working days.

#### **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.

#### **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, card payments 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.

#### **FEES**

10. Local & Foreign postage fees: Rates of postage currently applicable  
(Please refer to the Posting & Delivery Requirements Terms and Conditions available on our website [www.maltapost.com](http://www.maltapost.com))

#### **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

Lines open between Monday to Friday - 8.30 – 14.30 hrs and Saturdays 08.00 – 12.00 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 (office hours)

Office Hours apply Monday – Friday 08.00 – 16.00 hrs

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

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, Triq Hal-Qormi, 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.)