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MTP 1001, MALTA
Tel: 21224421

POSTING & DELIVERY REQUIREMENTS 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 latter *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') alike. These Terms are subject to change, which change shall apply from the date of publication on MaltaPost's website.

These Terms are applicable to senders and addressees of postal articles posted and delivered both locally and overseas unless otherwise indicated or if the context suggests differently.

Customers availing themselves of MaltaPost's delivery of mail service 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 whilst eliminating incorrect deliveries as much as possible.

TERMS AND CONDITIONS APPLICABLE FOR SENDERS

Senders of postal articles should comply with the following requirements when tendering postal articles for posting:

(1) Limits of size and weight of postal articles

Postal Articles	Maximum Size	Minimum Size	Maximum Weight
Letters	Length, width and depth combined 900 mm but the greatest dimension may not exceed 600 mm	140 x 90 mm	2kg
Printed Papers	- do -	-- do --	2kg
Articles for the use of the blind	- do -	-- do --	7kg
Postcards	148 x 105 mm	-- do --	-
Parcels	1.05m in length and 2m in length and girth combined	-- do --	30kg (depending on receiving country)

The limits of size of postal articles in the form of a roll shall be as follows:-

- (a) Maximum – length plus twice the diameter 1040 mm but the greatest dimension may not exceed 900 mm;
- (b) Minimum – length plus twice the diameter 170 mm but the greatest dimension may not be less than 100 mm.

(2) Method of address

Every postal article should be legibly addressed, and the address, whether handwritten or printed, should run parallel to the length of the envelope or card, leaving enough space on the top right hand corner of the envelope for the postage stamps and postmarks.

The address written on the front side of the envelope should include the postcode immediately after the town or village of the address. The absence of such postcode or incorrect postcode on the address may delay the processing and delivery of such postal article.

Postal articles may be addressed as “the occupier” including the household address. Telegraphic addresses are not acceptable for posting.

The templates below illustrate the methods of address:

Example 1: private address of person living in a house

Formatted address	Address elements	
Mrs Maria Galea	Mrs	<form of address>
26 Triq it-Tempji Neolitici	Maria	<given name>
HAMRUN	Galea	<surname>
HMR 2042	26	<street number or plot>
MALTA	Triq	<thorough fare type>
	it-Tempji Neolitici	<thorough fare name>
	HAMRUN	<town>
	HMR 2042	<postcode>
	MALTA	<country>

Example 2: private address of a person living in a block of flats

Formatted address	Address elements	
Is-Sur Gorg Mallia	Is-Sur	<form of address>
Bayview Flat 24	Gorg	<given name>
38 Misrah il-Bajja	Mallia	<surname>
SAN GILJAN	38	<street number or plot>
STJ 1238	Bayview	<building construction type>
MALTA	Flat 24	<extension designation>
	Misrah	<thorough fare type>
	il-Bajja	<thorough fare name>
	SAN GILJAN	<town>
	STJ 1238	<postcode>
	MALTA	<country>

Example 3: private address of a person living in a house with a house name

Formatted address	Address elements	
Mr Jesmond Dimech	Mr	<form of address>
Silver Jubilee	Jesmond	<given name>
3 Trejjet Dicembru Tlettax	Dimech	<surname>
MANIKATA MELLIEHA	3	<street number or plot>
MLH 5162	Silver Jubilee	<building construction site>
MALTA	Trejjet	<thorough fare type>
	Dicembru Tlettax	<thorough fare name>
	MANIKATA	<district sector>
	MELLIEHA	<town>
	MLH 5162	<postcode>
	MALTA	<country>

Example 4: Address of a person at Post Office Box

<i>Formatted address</i>	<i>Address elements</i>	
Is-Sinjura Samara Attard	Is-Sinjura	<form of address>
KAXXA POSTALI 85	Samara	<given name>
SLIEMA	Attard	<surname>
SLM 1000	KAXXA POSTALI	<delivery service type>
MALTA	85	<delivery service indicator>
	SLIEMA	<town>
	SLM 1000	<postcode>
	MALTA	<country>

Example 5: Address of a business at Post Office Box

<i>Formatted address</i>	<i>Address elements</i>	
Mr Michael Camilleri	Mr	<form of address>
Aqua Light	Michael	<given name>
KAXXA POSTALI 242	Camilleri	<surname>
RABAT GHAWDEX	Aqua Light	<organisation name>
VCT 1000	KAXXA POSTALI	<delivery service type>
MALTA	242	<delivery service indicator>
	RABAT	<town>
	GHAWDEX	<region level>
	VCT 1000	<postcode>
	MALTA	<country>

Example 6: Company address with delivery to a street address

<i>Formatted address</i>	<i>Address elements</i>	
Mr George Borg	Mr	<form of address>
Olympic Auto Parts	George	<given name>
25 Triq ir-Repubblika	Borg	<surname>
SAN GWANN	Olympic Auto Parts	<organisation name>
SGN 1864	25	<delivery service indicator>
MALTA	Triq	<thorough fare type>
	ir-Repubblika	<thorough fare name>
	SAN GWANN	<town>
	SGN 1864	<postcode>
	MALTA	<country>

(3) Affixing of Postage Stamps

Postage stamps or franking machine impressions denoting pre-payment of postage rates and postal fees shall be affixed, printed on the top right-hand corner of the address side of the postal article.

(4) Used Envelopes Not Transmissible by Post

Except where a postal article has been redirected as provided by the Postal Services Regulations, a used envelope, wrapper or cover bearing cancelled postage stamps, or postmarks or other evidence of previous transmission by the post is not accepted for transmission.

(5) Postal Articles for Different Persons

It is not allowed to post two or more postal articles directed to different persons with different addresses enclosed within the same postal article. Such postal articles shall be returned to sender for correct posting.

(6) Postal Articles Containing Different Items

Where a postal article consists of or contains two or more articles which would separately be transmitted at different rates of postage, the pre-payment of postage should correspond to the highest of such rates. If the postage is not pre-paid at the highest rate, it shall be treated as an insufficiently pre-paid postal article and will be taxed accordingly being payable by the recipient.

(7) Payment of Postage Fees and Postal Identifier

Save as otherwise provided in the *Postal Services Act* or in any regulations made thereunder or as MaltaPost may direct, the postage and fees payable on every postal article and the fees payable in respect of postal facilities shall be prepaid as permitted by MaltaPost.

The provisions of these Terms with reference to the prepayment of postage and fees shall not apply to the postage payable on business reply to postal articles and on postal articles in respect of which MaltaPost has entered into an agreement with the senders for the granting of credit facilities or other arrangements for payment of postage with MaltaPost, or as otherwise established by law.

The sender must demonstrate with respect to each postal article posted that postage has been prepaid, or that the sender has entered into an agreement with MaltaPost for postage to be paid, on the postal article.

Subject to any requirements at law including but not limited to any prior authorisations however so described that may be required from the Malta Communications Authority, MaltaPost shall use or authorise others to use any postage stamp or logo, mark, impression, sticker, label or other device it considers suitable (including postmarks incorporating advertisements or postal information), to indicate on each postal article payment of postage and fees, to cancel postage stamps or for any postal purpose it considers appropriate.

MaltaPost may apply a postmark to a postal article in any manner which is considered appropriate for postal purposes.

All postage stamps valid for prepayment shall be cancelled by means of an appropriate postmark. A postmark must indicate the name of the Office responsible for cancelling a postage stamp.

MaltaPost shall ensure that every postal article delivered by it has a name, logo, stamp, post mark, design or other mark which clearly indicates:

- a) MaltaPost as the operator responsible for the delivery of the said postal article, and
- b) the date when MaltaPost acknowledged receiving the postal article for processing and any other relevant information.

Definitions:

“Postmark”: means any mark or impression applied by MaltaPost to a postal article, regardless of whether the purpose of the mark or impression is to cancel a postage stamp or to record any details relating to the carriage of a postal article or for any other postal purpose approved and authorised by MaltaPost.

“Mark”: means any collective term for a mark or impression, including any franking mark, printed postage impression, postage paid symbol, or pre-printed stationery, authorised for use by MaltaPost to indicate payment of postage and/or fees on that postal article. A mark may be non-adhesive when it is embossed, impressed or printed on a postal article as MaltaPost may from time to time permit.

(8) Envelopes with a transparent panel may be used provided that

- (a) The panel extends parallel to the length of the envelope.
- (b) For DL envelopes, the panel is located not less than 40mm from the top edge of the envelope and not less than 15mm from the left- and right-hand bottom edges of the envelope;
- (c) The panel is not bordered by a coloured band or frame.
- (d) No writing or printing other than the address may be displayed through the panel, and the addressee must appear through the panel in such manner as to be easily read; and
- (e) The enclosures are so folded that they cannot move about in the envelope thereby causing the address to be hidden.

(9) Transparent Envelopes

Postal articles (except printed papers) in envelopes which are wholly transparent (even if an address label is affixed thereon) and envelopes which have an open panel, or more than one panel are not acceptable for transmission by post.

(10) Underpaid Postage

Any postal article posted without the postage being pre-paid or when insufficiently pre-paid is liable to a charge of double the deficient postage being payable by the recipient.

(11) Closed Correspondence

A postal article having the character of actual or personal correspondence or bearing or containing anything of such character, or which is closed against inspection, shall not be transmissible otherwise than

as a letter and any such postal article bearing postage less than that required as for a letter shall be treated as an underpaid postage.

(12) Packaging and Posting

Every postal article should be made up and secured in such a manner to prevent the loss of contents as well as to prevent damage to any other postal article.

Soft items, like small items of clothing, should be mailed in padded envelopes or what are commonly known as Jiffy Bags.

Solid or breakable items purchased in their own custom-made boxes should simply be wrapped in thick wrapping paper and then tied securely with strong string or twine. Tape is also acceptable as long as this is restricted to edges or corners. Tape should never cover the whole surface area of a parcel.

In instances where the items being posted do not have their own box, an alternative should be found closest in size to the item being mailed. If this is not obtained, MaltaPost offers cardboard boxes through its retail network.

Extra space in boxes can always be filled with crushed newspapers, straw or polystyrene. This prevents the items from moving around whilst in transit, and possibly sustaining damage.

Addressee and sender details are to be written clearly on parcels, preferably in block capitals, with a pen or felt pen.

Senders should fill up certificates and documents related to the service in question as may be required by the law of the country to which it is addressed or as otherwise directed by MaltaPost in transmitting such postal article.

Senders should also affix a CN 22 form (customs declaration form) on letter packets not exceeding the value of 300 SDR approximately **€ 349.41** and a CN 23 form in the case of parcel post items and letter packets exceeding the value of **€ 349.41**.

To avoid any complications for the release of the postal article in the receiving country, it is important that the sender fills all the information requested in the forms (CN 22 and CN 23) and must invariably declare the value of the article. MaltaPost will not be held liable for incorrect and incomplete filling out of customs declaration forms, which remains the sole responsibility of the sender.

Senders should also indicate on the form supplied at Post Office Counters whether postal article are to be abandoned at country of destination or mailed back in instances of non-delivery, for whatever reason. If mailing back is requested, sender should understand that payment for this service will be requested, as initial tariff is for one-way payment only.

For postal articles wrapped in plastic, a label should be affixed on the top right-hand corner of the postal article. Postage stamps and/or postage labels should in twin be affixed on this label accordingly.

(13) Prohibitions (postal articles not transmissible by post)

The following items shall be prohibited for transmission by post:

- (a) any postal article containing any explosive, inflammable, dangerous dirty, noxious or deleterious substance; or
- (b) any postal article containing any sharp instrument or any such other article or thing which might expose to injury any person or which might soil or damage any other postal article in course of transmission by post, for example weapons; or
- (c) any postal article which is seditious within the meaning of any enactment relating to sedition; or
- (d) any postal article of any kind whatsoever or form which is in any way threatening, offensive or libellous; or
- (e) any postal article of any kind or form whatsoever which is pornographic or obscene in accordance with regulations made under Article 208 of the Criminal Code (Chapter 9 of the Laws of Malta); or
- (f) any postal article containing any living creature other than a creature accepted by MaltaPost with the prior approval of the Malta Communications Authority as transmissible by post; or
- (g) any postal article containing any proposal, circular or ticket relating to lotteries other than lotteries set up or permitted by the Government of Malta;
MaltaPost may refuse to transmit any postal article relating to any such lottery as aforesaid if such article does not conform with instructions related thereto issued by a competent authority and communicated to MaltaPost and in any case MaltaPost may return it to the sender or otherwise deal with it as it deems fit.
For the purpose of this clause, "lottery" includes any scheme for distributing prizes depend on a future uncertain event or a combination of such events; or
- (h) any postal article containing any imitation of a currency note or of a bank note or any of the forged instruments referred to in Articles 166,167 and 168 of the Criminal Code; or
- (i) any postal article containing any material of any kind whatsoever, the possession or transmission of which would constitute a criminal offence at law; or
- (j) any postal article containing or bearing any fictitious stamp not being a fictitious stamp which is authorized under the *Postal Services Act*, or any counterfeit impression of a stamping or franking machine or any counterfeit of any other impression authorized by *Postal Services (General) Regulations* for use to denote payment of postage or of any other fees; or
- (k) any postal article having thereon, or on the cover thereof, any words, letters or marks which are used without due authority, but which signify or imply, or may reasonably lead the recipient to believe, that the postal article is sent on Government Service; or
- (l) any postal article having anything written, printed or impressed upon or attached thereto which, either by tending to prevent the easy and quick reading of the address on the postal article or by inconvenient proximity to the stamp or stamps used in the payment of postage, or in any other way, is in itself, or in the manner in which it is written, printed, impressed or attached, likely to embarrass the officers of the postal operator in dealing with the postal article; or
- (m) any postal article of such size, form or colour or so made up for transmission by post as to be likely, in the opinion of MaltaPost, to embarrass the officers of MaltaPost in dealing with the postal article; or
- (n) any postal article bearing more than one address on the address side of the postal article; or
- (o) any postal article whereon the payment of postage or fees purports to be denoted by any stamp or impression which has been previously used to denote payment of the postage or fees on any other postal article; or

- (p) any postal article containing any narcotic or psychotropic substance or any other drug or medicine unless its transmission by post is authorized by or under law; or
- (q) any postal article containing any item the importation or circulation of which is prohibited in the country of destination or in any country through which the said postal article will be transmitted; or
- (r) any postal article containing radioactive materials except where a postal arrangement exists for the transmission of such materials.

Any other item that maybe prohibited under any law or regulation or as directed by any carriers including but not limited to airport ground handlers, airline operators and partner postal operators.

For Foreign prohibitions, kindly visit the following link: [List of Prohibited Articles](#)

(14) Compulsory Registration

The sender should register a postal article if it contains one or more of the following:

- (a) any uncrossed money order or postal order in which the name of the payee has not been inserted, or
- (b) any cheque or dividend warrant which is uncrossed and payable to bearer, or
- (c) any bearer security, or
- (d) any bank note, currency note or coin being current in Malta or elsewhere, or
- (e) any unobliterated postage stamps of a total value of € 11.65 or over, or
- (f) any paper money as is mentioned in paragraphs (d), (e) and (f) of the definition of “papermoney” in Regulation 2 of the *Postal Services (General) Regulations*, or
- (g) platinum, gold or silver, whether or not manufactured, precious stones and other valuable

(15) Ownership of Postal Articles

Save as otherwise provided in these Terms or in terms of law, a postal article shall remain the property of the sender until it is delivered to the rightful owner, except when the said article has been seized in pursuance of the law of the country of destination.

(1) Withdrawal from the post by sender:

This Term applies to postal articles posted in Malta for delivery to any place in Malta.

(2) Where a sender applies for the withdrawal of a postal article before delivery to the addressee, MaltaPost shall, if it considers that the reasons for withdrawal are satisfactory, give the necessary directions.

(3) Any fees paid for the withdrawal of a postal article need not be refunded to the applicant if the postal article is not found or if subsequently it is not withdrawn by the said applicant.

(4) The postage and registration fee, if any, paid on a postal article which is withdrawn in accordance with this regulation shall not be refunded:

Provided that if the stamps affixed to any such postal article have not been cancelled by an official postmark at the time it is found, the postal article shall be returned with the stamps uncancelled.

(16) Certificate of Posting

In accordance with Regulation 29 of the *Postal Services (General) Regulations*, on request by customers, MaltaPost issues a certificate of posting whereby it is indicated that an unregistered postal article has been posted to a particular address.

(17) Certificate of Loss or Damage

In accordance with Regulation 30 of the *Postal Services (General) Regulations*, on request by customers, MaltaPost issues a certificate whereby it is established that the postal article has been damaged, lost or destroyed while in its custody.

(18) Articles for the Blind

No postage shall be paid on postal articles consisting of articles for the use of the blind and which satisfy the requirements stated in Regulation 56 of the *Postal Services (General) Regulations*.

(19) Exemption from Postage Payment

No exemptions to payment of postage apply unless specifically provided for by any legislation or by Directive issued by the Malta Communications Authority as per Regulation 55 of the *Postal Services (General) Regulations*.

TERMS AND CONDITIONS APPLICABLE FOR ADDRESSEES

Addressees (receivers of postal items) should comply with the following requirements:

(1) Premises to be provided with a letter box etc:

- (a) All premises shall be provided with a posting-slot immediately accessible from the street.
- (b) i) All apartments should be provided by the respective owner with separate letterboxes made to lock, one for each of such apartments.
- (b) ii) Each such letterbox shall bear the number of the apartment to which it refers and the name of the occupier of the relative apartment
- (b) iii) The separate letterboxes should be affixed within the entrance hall or corridor near the main common entrance door or in a place on the ground floor easily visible and freely accessible.
- (c) All premises, other than apartments, which have their main entrance more than four and a half metres distant from the gate or other access to the street, should be provided with letterboxes made to lock and immediately accessible from the street.

According to the *Postal Services Act*, "apartment" means and includes any part of a building let or occupied, or intended to be let or occupied, separately and having in common a main entrance door from the street with other parts of the same building.

A postal article other than a registered or insured postal article shall be deemed to have been duly delivered when such postal article has been placed in a letterbox or a posting slot required to be provided under this regulation which bears the same name and or address as is indicated on the postal article.

As stipulated by law, MaltaPost will refuse to deliver any postal article where the premises to which it is addressed are not provided with a letterbox or posting slot, or the opening of the letterbox or posting slot is not adequate for the purpose, which mail will be returned to the sender.

(2) Standard Private Letter Box:

It is recommended that customers (addressees) have a letterbox with dimensions that are not less than the dimensions mentioned in the European Standard. Below please find the European Standard Dimensions of a letterbox:



Addressees who receive bulky letter packets or voluminous mail are encouraged to install a letterbox whose dimensions exceed the minimum standards delineated above.

FEES

Inland Mail

Post Office charges, fees, maximum and minimum amounts of money orders and commissions

<u>Single Piece Letters</u>	Up to 50g	€0.45
	More than 50g, less than 100g	€0.65
	More than 100g, less than 150g	€0.85
	More than 150g, less than 200g	€2.28
	200g and more, up to 2kg, for each additional 50g or part thereof	€0.20
<u>Bulk Letter Mail</u>	Up to 50g	€0.45
	More than 50g, less than 100g	€0.65
	More than 100g, up to 2kg, for each additional 50g or part thereof	€0.20
NB Surcharge applicable on volumes exceeding daily threshold of 2000 items (per letter)		€0.02
<u>Printed Papers</u>	The tariff for letter mail applies	
<u>Parcels</u>	More than 2kg in weight up to 20kg	€9.00
<u>Articles for the use of the Blind (including parcels containing solely articles for the blind)</u>		FREE
<u>Search fee prior to withdrawal of a postal article</u>		€0.40
<u>Redirection</u>	Refer to the Terms and Conditions for <i>Redirection of Postal Articles</i>	
<u>Certificate of posting of unregistered postal articles</u>		
Domestic Items		€1.20
<u>Business Reply Service</u>		
Licence		€23.29
Per Item		€0.05
		(Plus postage)
<u>Newspaper Post</u>		
0-200 grams		€0.40
		(Plus postage)
Exceeding 200g		normal rates apply

<u>Return of Undeliverable mail</u>	Charged at rate applicable for original requested service	
<u>Registration Fee</u>		€3.40
<u>Advice of Delivery of a registered letter</u>		€2.50
<u>Enquiry Fee</u>		€1.16
<u>Fee in connection with certificate of loss or damage</u>		€2.00
Maximum compensation for the loss of a registered postal article or parcel		€46.59
Minimum amount of local money order		€0.47
Maximum amount of local money order		€600.00

Outbound Cross-border Mail

Post Office charges, fees, maximum and minimum amounts of money orders and commissions

Foreign Rates

<u>Postcards</u>		€1.50
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Express Delivery Fee

Letters		€1.60
Parcels		€2.60

Certificate of posting of unregistered postal articles

Outbound Items		€2.00
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<u>Search fee prior to withdrawal of a postal article</u>		€0.40
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<u>Fee in connection to certificate of loss or damage</u>		€2.00
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<u>Registration Fee</u>		€7.48
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<u>Advice of delivery of a registered letter</u>		€3.50
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<u>Redirection</u>	Refer to the Terms and Conditions for <i>Redirection of Postal Articles</i>	
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RATES OF POSTAGE ON AIRMAIL

Up to (grams)	<u>ZONE A1</u>	<u>ZONE A2</u>	<u>ZONE B</u>	<u>ZONE C</u>	<u>ZONE D</u>
Postcards	€ 1.50	€ 1.50	€ 1.50	€ 1.50	€ 1.50
20	€ 1.91	€ 1.91	€ 1.91	€ 1.91	€ 1.91
30	€ 1.91	€ 2.21	€ 2.31	€ 2.40	€ 2.59
40	€ 2.21	€ 2.21	€ 2.31	€ 2.40	€ 2.59
60	€ 2.21	€2.51	€ 2.71	€ 2.89	€ 3.27
>60g up to 2kg	€0.30 (for each additional 20g)	€0.30 (for each additional 20g)	€0.40 (for each additional 20g)	€0.49 (for each additional 20g)	€0.68 (for each additional 20g)

ZONE A1

Albania, Andorra, Armenia, Austria, Azerbaijan, Balearic Islands, Belgium, Bosnia Herzegovina, Bulgaria, Corsica, Croatia, Cyprus, Czech Rep, Denmark, Estonia, Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Greece, Greenland, Holland, Hungary, Iceland, Ireland Rep. Of, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Majorca, Minorca, Monaco, Montenegro, Norway, Poland, Portugal, Romania, Russian Federation, San Marino, Serbia, Slovakia, Slovenia, Spain, Spitzbergen (Svalbard), Sweden, Switzerland, Turkey, United Kingdom, Vatican City.

ZONE A2

Algeria, Egypt, Gaza and Khan Yunis, Israel, Kazakhstan, Lebanon, Libya, Morocco, Syria, Tunisia.

ZONE B

Abu Dhabi, Afghanistan, Ajman, Angola, Anguilla, Antigua and Barbuda, Antilles (Bonair, St Maarten, St Eustatius, Saba), Ascension, Azores, Bahamas, Bahrein (State of), Bangladesh, Barbados, Benin, Bermuda, Bhutan, Botswana, Burkina, Faso (Upper Volta), Burundi, Cameroon, Canada, Canary Islands, Cape Verde, Cayman Islands, Central African Republic, Chad, Chagos Islands, Comoros Fed., Islamic Rep., Congo, Cuba, Djibouti, Doha, Dominica, Dominican Republic, Dubai, Equatorial Guinea, Ethiopia, French Southern and Antarctic Territories (Crozet Archipelago, Kerguelen Archipelago, St Paul and Amsterdam Islands and Adelle Land), French West Indies (Guadeloupe and Martinique), Furairah, Gabon, Gambia, Ghana, Grenada, Guinea, Guinea-Bissau, Haiti, India, Iran, Iraq, Ivory Coast, Jamaica, Jordan, Kenya, Kuwait, Leeward Islands, Lesotho, Liberia, Madagascar (including Ste Marie and Nossi Be`), Madeira, Malawi, Maldives, Mali, Martinique, Mauretania (Dakhla, Lagovera), Mauritius (inc. Rodriquez Island), Mexico, Montserrat, Mozambique, Namibia, Nepal, Niger, Nigeria, Oman (Sultanate of), Pakistan, Puerto Rico, Qatar, Ras Al Khaimah, Reunion, Rwanda, Santa Cruz Islands, Saudi Arabia, Senegal, Seychelles, Sharja, Sierra Leone, Somalia, South Africa Rep. Of, South West Africa (Namibia), Spanish Territories of

North Africa (Ceuta, Chafarinas, Jadu and Melilla), Sri Lanka, St Helena, St Kitts-Nevis, St Lucia, St Pierre and Miquelon, St Thomas and Prince, St Vincent and the Grenadines, Sudan, Swaziland, Tanzania, Togo, Tortola, Trinidad and Tobago, Tristan, Da Cunha, Turks and Caicos Islands, Uganda, Umm Al Quaiwain, Umm Said, United Arab Emirates, United States of America, Virgin Islands {(U.S.A.) (St Croix, St John and St Thomas)}, Virgin Islands (British), Winward Islands, Yemen, Zaire, Zambia, Zimbabwe.

ZONE C

Argentina, Australia, Belize, Bolivia, Brazil, British Antarctic Territory (Grahamland and South Orkneys, South Shetlands), Brunei, Burma, Chile, China, Columbia, Costa Rica, Curacao, El Salvador, Equador, Falkland Islands Dependencies (South Georgia and South Sandwich Islands), French Guiana, Galapagos Islands, Grahamland,Guatemala, Guyana, Honduras, Hong Kong, Indonesia (Inc. Bali, Banks, Billiton, Celebes, Java, Mandura, Moluccas, Rhio, Sumatra, Indonesian Portions of Borneo, New Guinea and Timor), Kampuchea, Lao, Macao, Malaya (Johore, Kedah, Kelantan, Malacca, Negri Sembilan, Pahang, Penang, Perak, Perlis, Selangor and Trengganu), Malaysia, Mongolia, Netherlands, Antilles and Aruba, Nicaragua, Panama, Paraguay, Peru, Sabah, Sarawak, Singapore, South Georgia, Surinam, Taiwan, Thailand, Tibet, Uruguay, Venezuela, Vietnam.

ZONE D

Australian Antarctic Territories, Banks Island, Bismark , Archipelago (inc New Britain and New Ireland), Caroline Islands,Christmas Island {(Pacific Ocean) (Kirbati), Christmas Island (Indian Ocean), Cocos (Keeling) Island, Cook Islands, D'Entrecasteaux Islands, East Timor, Fiji, French Polynisia, Guam, Japan (Islands of Honshu, Kyushu, Shikolu, Hakkaido and Ryukyu), Kiribati {(formerly Gilbert Islands) including Line Islands, (Fanning, Christmas (Pacific Ocean) and Washington Islands), Ocean Island and Phoenix Islands}}, Kirwina Island (Trobriand), Korea, Louisiade Archipelago, Mariana Islands, Marquesas Islands, Marshall Islands,Nauru Islands, New Caledonia,New Hebrides (including Banks and Torres Islands), New Zealand and Island Territories, Norfolk IslandsOcean Islands, Papua New Guinea (Inc. Admiralty and Manus Islands, Philippines, Phoenix Islands, Pitcairn Islands, Samoa (Manua and Tatuila Islands, Solomon Islands, Tonga, (Friendly Islands), Torres Islands,Tuvalu (Ellice Islands), Vanuatu, Wake Islands, Wallis and Futuna Islands, Washington Islands, Western Somoa (Savaii and Upoln Islands).

Parcels

Destination	Zone A	Zone B	Zone C	Zone D
First 2Kg	€36.50	€46.50	€55.50	€74.50
Each additional Kg	€5.00	€10.00	€15.00	€20.00

LODGING AN ENQUIRY / COMPLAINT

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.

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 our online contact form on 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

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 08.00 – 16.00hrs

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.

These Forms may be obtained from any of our Post Offices, via our website, e-mail, or mail. Kindly call Customer Care for assistance. After completing the Form, this should be mailed 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.

Kindly note that Enquiries / Complaints on the delivery of postal articles can only be made up to **six (6) months** from date of posting a postal article.

MALTAPOST P.L.C.'s COMMITMENT

MaltaPost will endeavour to finalise your Enquiry / Complaint:

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

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.

