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MTP 1001, MALTA
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REGISTERED POSTAL ARTICLES 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 subject to change, which change shall apply from the date of publication on MaltaPost's website.

These Terms are applicable to sender and addressee of postal articles posted and delivered both locally and overseas.

TERMS AND CONDITIONS

General

MaltaPost provides a service to all customers who wish to register any postal article. This registration service is available locally throughout Malta and Gozo and also to destinations overseas. The points of sale (also referred to as 'access points') where customers may post registered postal articles are:

- all MaltaPost branch post offices around Malta and Gozo;
- all MaltaPost sub-post offices; and
- the Bulk Posting Section, MaltaPost Head Office, Marsa.

A registered postal article may be tracked in the '[Track your Item](#)' system portal provided by MaltaPost on its website, which shows the current or final status of the item. All registered postal articles shall be delivered to the addressee against signature as proof of delivery.

MaltaPost provides a proof of delivery (domestic registered mail only) upon an official request by the sender.

'Advice of Delivery' is an additional MaltaPost service where customers are advised through the return by post of the same 'Advice of Delivery' card, signed by both the addressee or his

representative and the Postal Operator effecting delivery of the registered postal article in question, including the date when the registered postal article was signed for.

Local & International Transmission

A postal article intended for transmission by registered post either locally or abroad, should be handed over to a MaltaPost official at any Post Office or Sub-Post Office and a red 'Registered Mail Card' receipt with the bar-coded label number is issued.

Tracking till Delivery

Upon payment for the registration service at MaltaPost's access points, a bar-coded label is affixed on the postal article intended for transmission by registered post. One part of the bar-coded label (bearing the same tracking number) is affixed on the 'Registered Mail Card' and retained by the customer as proof of purchase and to be kept by the customer to be utilized should the need arise. MaltaPost's "Track your Item" system functionality enables customers to input the code found on the bar-coded label of the registered postal article on the Company website to trace the journey of the postal article up to the point of delivery. This functionality - is subject to interoperability of systems by foreign postal administrations in the case of international transmission.

Bar-Coded Identifiers

An S10 barcode, consisting of a two-letter prefix, nine digits and a two-letter suffix is affixed on all registered postal articles:

The first letter of the barcode on all registered items shall always be 'R'
The suffix on all - registered articles shall always be 'MT'

MaltaPost scans the barcode identifier on the registered postal article at various points and customers can view the tracking sequence on the Company website www.maltapost.com.

Postal articles posted for local distribution can be viewed at all stages up to successful delivery or return to sender. Postal articles posted for foreign distribution can be viewed up to the final stage providing that the foreign post update the track events.

Preparation & Packing

A postal article intended for transmission by registered post shall be packed in a reasonably strong cover appropriate to its contents and the contents shall be adequately packed to prevent any damage in the course of transmission.

Adhesive tape bearing in print the name of the sender may be used for sealing items submitted for registration, and if transparent adhesive tape is used to seal such items, at least two signatures of the sender shall be applied under the tape or tapes.

Postal articles sealed with coloured adhesive tape are not eligible for registration.

The address on Postal Articles presented for registration must be either hand-written in Capital Letter format or printed. However, MaltaPost shall have the right to refuse postal articles bearing self-adhesive 'address labels'. If such labels are presented, MaltaPost may request the sender to re-write the address by hand.

Method of Address

The name and address of the person to whom a registered postal article is directed must be printed or written fully and correctly on the envelope cover and must not be written in pencil other than a copying-ink pencil.

Adequate space should be left by the sender on the address side of the envelope/packing so that MaltaPost official can affix the registration barcode.

For further details on addressing, one may consult the MaltaPost [Terms and Conditions for Posting & Delivery Requirements](#).

Postal Articles addressed to more than one addressee

When a registered mail article is addressed to multiple individuals, only one addressee is required to sign.

Provided that when the sender requires multiple signatures of addressees, then separate registered mail articles addressed individually are to be mailed.

Additional Service – 'Advice of Delivery' (AR Card)

The 'Advice of Delivery' service is available for both domestic and international transmission. The 'Advice of Delivery' cards ('AR Card') need to be completed with the date of posting and with the same sender and addressee details of the registered postal article to which the said AR Card is being affixed. One part of the bar-coded label should also be affixed in the space provided. -

Upon delivery, the addressee shall sign on a mobile device provided by the Postal Operator and on the AR Card in the space provided. The AR Card is also signed (confirming delivery) by a MaltaPost official and is then returned to its sender.

- AR Card for **local (domestic)** transmission – colour Pink (CN 07)
- AR Card for **international (foreign)** transmission – colour -orange (CN 07)

Acceptance of a Registered Postal Article at Time of Delivery

Upon delivery of a registered postal article, the addressee, his representative, or a member of the household shall, unless instructions to the contrary are given to MaltaPost by the sender, give a written receipt by signing and writing their identity card number on the mobile device provided by the Postal Operator.

In the case that the registered postal article is accompanied with an AR Card, this must also be signed and completed with full details of the person accepting and signing for the registered postal article.

Collection and/or Delivery by Courier of Registered Postal Articles

When delivery of a registered postal article is unsuccessful, addressee-is redirected to collect-the article from the indicated Post Office. For extra add on service, clients client are given an option to either collect their article from an Easipik parcel locker of their choice (provided that the registered item has no AR Card affixed to it and provided also that they have filled the signature verification form during registration to the Easipik service), or have their registered postal article delivered by courier at an additional charge at any given address indicated by them, even if this address is different from the address of the registered postal article at the prevailing price indicated on the attempted delivery notice.

One may refer to the notification received for further guidance on alternative means of collection or delivery.

Delivery and Processing Standards

Locally-posted registered mail for domestic delivery

Posting cut-off time:	12:30 in Malta and 12:00 in Gozo Monday to Saturday
Delivery:	Next working day

Inbound registered mail for domestic delivery

Mail receipt at MaltaPost:	15:00 Monday to Saturday
Delivery:	Next working day

Locally-posted outbound registered mail

Posting cut-off time Malta:	12:30Monday to Saturday
Posting cut-off time Gozo	12:00 Monday to Saturday

Mail posted before the cut-off time is conveyed to the airport to catch the next available outbound flight as follows:

Europe	Next working day
Australia, , Canada, , India, Israel, Japan, New Zealand and USA	Next working day
Rest of the World:	Within three working days of posting

Reposting of Registered Postal Articles

Once a registered postal article is signed for and considered as delivered, such postal article cannot be reposted. Reposted registered postal articles shall be returned to the original addressee.

Compulsory Registration

In the event, that a postal article contains the contents listed below, the postal article shall be subject to compulsory registration and customers are advised to ensure that these items are registered before posting:

- (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 (mint) of a total value of eleven euro and sixty-five cents (€11.65) or over, available for current use in Malta or elsewhere, or
- (f) any paper money as is described in paragraphs (d), (e) and (f) of the interpretation of “paper money” in Regulation 2 of the *Postal Services (General) Regulations*, or
- (g) platinum, gold or silver, whether or not manufactured, precious stones and other valuable articles.

If any of the abovementioned items are identified in unregistered postal articles during processing, the said postal articles will be formally registered and charged accordingly.

If any postal article has written or impressed on it or on its envelope the word ‘registered’, or any other word, phrase or mark conveying the impression that the postal article is registered or is intended to be registered, is found in the post or is left at a post office, it shall be then registered and charged accordingly.

Any postal article which is subject to compulsory registration shall be charged the registration fee and double the deficient postage, if any, and shall be forwarded to the addressee or returned to sender, as the case may be.

However, if any amount of postage which may have been pre-paid in respect of any postal article in excess of the ordinary postage is found, this amount shall be considered as payment or part-payment of the registration fee.

If the addressee or sender refuses to pay such due charges, the postal article may be dealt with or disposed of in such a manner as MaltaPost may deem fit.

Compensation

The carriage of registered postal articles is covered by local and international legislation.

Compensation awarded to customers does not cover the value of the contents in the postal article, unless the postal article is insured.

Upon receipt of a registered postal article, the customer is obliged to inspect the item in the presence of a MaltaPost official, failing which no liability will be accepted.

In relation to outgoing international mail, in accordance with the '**Liabilities Not Assumed**' section overleaf [paragraph (a)], compensation is only paid when the receiving Postal Administration authorises settlement by MaltaPost on its behalf.

Claiming Compensation

Claims for compensation must be submitted by completing a Customer Complaint Form and supported with other relevant documentation such as the Registered Mail Card. In the case of multiple posting of registered postal articles, the Registered Mail List denoting the item on which enquiry is being made must be submitted. Customers may also be requested to produce further evidence relevant to the enquiry.

Compensation is paid to the sender. However, the sender can waive the right to the same amount of compensation in favour of the addressee.

If compensation has been paid in full (as per the indicated limits), MaltaPost reserves the right to dispose of the postal article as it deems fit.

Customers shall return the compensation paid to them by MaltaPost if it is established that the relative postal article had been duly delivered or if the customer had already received some form of compensation for the same incident.

Liabilities Not Assumed

MaltaPost will not be liable for any direct, indirect or consequential loss or damage:

- (a) caused by failure to perform any of its obligations if such failure is the result of circumstances outside its control;
- (b) arising from insufficient or improper packaging or addressing;
- (c) caused to items containing articles of a prohibited nature for that service e.g. foodstuffs prohibited in the USA, alcohol prohibited in Saudi Arabia. Please ask the Post Office Clerk or Customer Care for assistance;
- (d) arising from failure by the addressee to take delivery within a reasonable time;
- (e) arising from delay or seizure of any item by any Customs Authority because of incorrect, insufficient, incomplete or improper documentation or some other lawful reason. The Customer is responsible for ensuring that the correct and the complete documentation required by the Customs Authority is securely attached to the outside of the item at the time of posting and acknowledges that MaltaPost is not responsible for the presentation of this documentation to Customs. The customer will be held liable to MaltaPost for any fees, costs or losses incurred due to submission of unacceptable/ false documentation;
- (f) arising from delay or seizure of any item by any Customs Authority for any other reason;
- (g) arising from the service which is not available to that destination or is unavailable for any other reason whatsoever;
- (h) arising from the lack of consequential or indirect loss or damage (e.g. as a result of delay, damage or loss), or loss of profits in respect of any postal articles sent for business purposes;
- (i) arising from the lack of proof of posting;
- (j) arising from failure by the sender to place a documented claim/ enquiry of non-receipt of the item by the addressee within six months from the date of posting.

Compensation Limits

REGISTERED SERVICE	MAXIMUM COMPENSATION LIMIT
Local	30 SDRs* Maximum (approx €35.44)
International	30 SDRs* Maximum (approx €35.44)

Approximate € equivalent calculated on the basis of the SDR-€ exchange rate applicable at the time of publication of this document.

* As per Universal Postal Union (UPU) Regulations

FEES

The fees charged as indicated under this section for the registration of a postal article or with the additional service of 'Advice of Delivery' shall be pre-paid in postage stamps affixed to the postal article/Advice of Delivery Card or by means of franking machine impressions.

Local

Registered Postal Articles

€3.40+ local rate of postage (depending on weight of item-refer to our website on www.maltapost.com)

Registered Postal Articles with 'Advice of Delivery'

€3.40 + €2.50 + local rate of postage (depending on weight of item-refer to our website on www.maltapost.com)

Foreign

Outbound Registered Postal Articles

€7.48 + foreign rate of postage (depending on destination/ zone and weight of item-refer to our website on www.maltapost.com)

Registered postal articles with 'Advice of Delivery'

€7.48 +€3.50 + foreign rate of postage (depending on destination/zone and weight of item-refer to our website on www.maltapost.com)

Proof of Delivery

(For domestic registrations only)

€1.16

LOGGING 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 (except public holidays)

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

Office hours apply Monday to Friday – 0.800 – 16.00 hrs

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

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, 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.

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

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

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.