

9.9 SPEEDPOST

DESCRIPTION

Speedpost

Speedpost is a specially designed service programmed to provide reliability and high speed delivery overseas. Reliability and speed are built into the system by eliminating most of the normal mail processing steps both in Hong Kong and overseas.

The Speedpost Contract Service

The Speedpost Contract Service is designed for customers who require to send packages to the same address on a regular basis. It offers a system which guarantees reliability, the best schedules and unquestioned security over a comprehensive and well-tried international postal network. A special contract is drawn up between Hongkong Post and the customer for a minimum period of the three months. Thereafter the contract can be terminated by written notice of one month by either side.

The Speedpost On Demand Service

The Speedpost On Demand Service is also available for the despatch of packages which cannot be made on a fixed schedule. This service is offered at all post offices (except Sau Mau Ping Post Office and Mobile Post Offices).

The Speedpost On Demand Pick-up Service

The Speedpost On Demand Pick-up Service provides door-to-door collection service by telephone orders. There is no limit to the frequency of postings and number of items posted and also no restriction to the party receiving the items. Customers are required to sign an undertaking. The undertaking will take effect for a minimum period of three months and thereafter may be terminated by written notice of one month by either party. Postage is either charged to the deposit account maintained with Hongkong Post or prepaid by franking labels.

Samples of merchandise

Samples of merchandise can be sent to most of the participating countries and a full merchandise service is available to some of them (see Hongkong Post Speedpost Service Guide which is obtainable at any post office). Such items must bear appropriate Customs Declarations. Except for those items on which the Customs authorities require 'Entry Documentation', packages containing samples and merchandise will normally take one day longer than other Speedpost packages.

WEIGHT AND SIZE

The limits of size and weight are shown in the Hongkong Post Speedpost Service Guide which is obtainable at any post office.

LIABILITY FOR LOSS, DAMAGE OR DELAY

- Every packet shall be accepted for transmission by Speedpost under, and subject to, the provisions of the Post Office Ordinance, and the Regulations and Rules made thereunder.
- "Delivery" is defined as the usual manner of delivering postal packets to the addressee.
- Compensation on an ex-gratia basis may be payable in respect of loss of, damage to or delay in the delivery of Speedpost items in the following manner:
 - (i) Full refund of postage paid may be made in case of total loss, total damage or delay in delivery of one day or more with reference to the delivery standard for a particular destination or area published in Speedpost website (www.hongkongpost.com/speedpost) on the day the item is posted.
 - (ii) Compensation for direct loss, up to a maximum of \$1,500 may be payable if it is proved to the satisfaction of the Postmaster General that direct loss has been sustained by the claimant as a result of loss or damage of the Speedpost item or delay in delivery for not less than 7 working days (on the basis of the working days of destinations). Compensation amount is according to the declared value on the Certificate of Posting or maximum HK\$1,500 (whichever is the lowest). The claimant must provide relevant invoice to substantiate the value of content. If no currency is specified on the Certificate of Posting, the declared value will be denominated in Hong Kong dollars.

In assessing claims for compensation in respect of Speedpost items, the following regulations shall apply :-

- (a) The compensation paid will not exceed the market value of the item (excluding the market value of any message or information which it bears), or the amount of the damage sustained. Hongkong Post reserves the right of reinstating the contents of an item instead of paying compensation.
- (b) Hongkong Post must be satisfied that the loss or damage occurred in the post.
- (c) In the case of damage or loss of contents, the item should be retained for inspection as far as possible in the state in which it was delivered.
- (d) If complaint is made that the contents of an item have been abstracted, the cover must be produced.
- (e) All claims for compensation must be supported by the original or photocopy of the certificate of posting for the items concerned. Hongkong Post cannot undertake to provide duplicates or to search records for posting particulars in respect of certificates of posting lost or destroyed by sender.

However, no compensation or postage refund is payable to Sender in case of:

- (1) Delay or confiscation resulted from customs clearance (Customs clearance will be counted as full day). The Customs will only inform the addressee about the progress of customs clearance
- (2) Delay or damage resulted from insufficient packing
- (3) Sending items destined to the following destinations:
Armenia, Kyrgyzstan, Macedonia, Moldova (Republic of), Mongolia, Turkmenistan, Uzbekistan (Republic of)
- (4) Delay in or failure of delivery due to incorrect or incomplete address
- (5) Unclear description (e.g. sample, merchandise without detailed description of items), false, misleading or incomplete declaration that leads to failure of clearing item from customs by delivery agent, seizure or detention of the package by customs.

- (6) Sender's failure to provide required documents needed by import and export regulation of the destination prior to posting that leads to confiscation or return of item
- (7) Delay, loss or damage caused by disaster, political risk, strike, nuclear explosion or war
- (8) Content includes any of the prohibited items listed in Speedpost Posting Guide Section 2 and Section 4
- (9) Delay or/and failure of special services, such as request made after posting to change the name or address of addressee after posting, or to retrieve item for return to origin

Other Remark

- Neither Hongkong Post nor the destination postal administration has any influence over enforcement of local customs law by the Customs authority in the destination.
- According to the usual practice of postal administrations worldwide, delivery staff will not call the recipient before mail delivery and normally only one delivery attempt will be made to the recipient's address. Should there be no one to collect the mail item at the recipient's address, a notification card will be left to the recipient for collection of the mail item at a designated post office.
- Enquiries shall only be accepted within three months from the Day of Posting. Availability of the required information and lead time required will depend on the response from the destination Post.
- Proof of Delivery may be available under special circumstances, for example, in the case that addressee provides non-receipt declaration of the Speedpost item.

Under the Regulations, the decision of the Postmaster General on all questions of compensation shall be final and conclusive.

MAKE-UP

Every packet shall be made up in reasonably strong cover appropriate to its contents, and so that no part of the contents can be removed without either breaking or tearing the case, wrapper or cover or forcing two adhesive surfaces apart, or breaking a seal.

Any article contained in the packet shall be adequately packed as a protection against damage in course of transmission and in particular :-

- (a) An article which is of a fragile nature shall be packed in a container of sufficient strength and shall be surrounded in that container with sufficient and suitable material to protect the article against the effect of such concussion, pressure and knocks to which postal packets are ordinarily exposed in transmission, and the packet shall bear the words *FRAGILE WITH CARE* written conspicuously in capital letters on the face of the cover above the address.
- (b) An article which is liable to be damaged by bending shall be packed in a container of sufficient strength to prevent the article from being bent in transmission, and the packet shall bear the words *DO NOT BEND* written conspicuously in capital letters on the face of the cover above the address.

CHARGES

Speedpost postage rates are shown in the Hongkong Post Speedpost Rate Plan which is obtainable at any post office.

DELIVERY DESTINATIONS

See the Hongkong Post Speedpost Rate Plan obtainable at any post office.