

## 4.11 NON-DELIVERY

### LETTER POST

An undeliverable letter, postcard, small packet or printed papers, returned to Hong Kong from abroad, bearing on the outside the full name and address of the sender, is returned direct and unopened on payment of any charges due. Any other such undeliverable packet is opened by an officer deputed for the purpose; and if it contains the sender's address, is returned to him.

An undeliverable letter is normally returned to the postal administration of origin whose payment indicia appears on the item.

An undeliverable printed papers of no value is not returned unless the sender, by means of a note on the outside of the packet in a language known in the country of destination, has asked for its return.

### PARCELS

A parcel which cannot be delivered abroad is normally returned to the sender in due course (that is, after expiry of the normal period of which it may be held at the disposal of the addressee in the country of destination), without previous notification, unless he has requested otherwise at the time of posting. The sender of an undeliverable parcel which is returned either by air or surface route is responsible for the return charges. The sender of a parcel which has been abandoned, sold or destroyed in the country of destination is also responsible for any charges which may subsequently be raised by the postal administration of that country.

The return charges on an undeliverable parcel include postage, generally equivalent to the outward charge, as in many case charges levied abroad for warehousing and so on. Customs duty raised on a parcel abroad is generally cancelled if the parcel is returned.

Directions should always be given as to what is to be done with a parcel if it cannot be delivered. Space is provided for this purpose on the multi-part address pack for overseas parcels (Pos 652). If a despatch note is used, the instructions as to disposal must be written on form CP71 (Pos 402) as well as on the despatch note and form CP71 stuck on the cover of the parcel. Senders may select to return/redirect the parcel by air or surface. If the selected mode of conveyance is not available at the country of destination, the parcel will be returned by the most appropriate means in use. Undeliverable parcels which cannot be returned to the sender are liable to be disposed of after two months.

### EARLY RETURN TO SENDER

If the sender's name and address are written on the envelope or wrapper of a letter or packet, the Post Office can return it immediately, if for some reason it cannot be delivered. The sender's name and address should wherever possible appear on the reverse side of the envelope or wrapper, but can appear on the front so long as it is restricted to the top left-hand corner, above and away from the name and address of the addressee. The return address should not appear on the bottom left-hand corner.

## MAIL NOT INTENDED FOR THE OCCUPANT

When receiving a postal packet which is not intended for the occupant, he/she could make some endorsements on the envelope such as :

- When no such person is at the address – *No such person*
- When the addressee has moved – *Moved*
- When receiving a wrongly delivered postal packet – *Incorrect location*

and have it return to the Post Office through

- Dropping it in any street posting box; or
- Handing it over to counter staff at any post office; or
- Dropping it in the Return Letter Box set up by the building management, if any.

This will help effective postal delivery service and enable early return of mail if undelivered.