

## 4.3 LETTERS

### RATES OF POSTAGE

See Postage Rates and Services Leaflet.

### WEIGHT AND SIZE

All envelopes, cards or folders sent at the letter rate must be rectangular in shape.

The limits of size are shown under LIMITS OF WEIGHT AND SIZE in this Section.

The limit of weight to all destinations is 2 kg.

### PACKING AND MAKE-UP

Letter post items may take the form of envelopes, cards, folders, rolls or packages but unenveloped or unwrapped correspondence, other than cards or folders, will not be accepted. Cards and folders must be made of ordinary cardboard or paper not less than 0.25 mm thick, and must be rectangular in shape. The packing must ensure the integrity of the contents during transport. Special regulations apply to the packing and make-up of certain items are shown under PACKING AND MAKE-UP in Section 6.

### GENERAL REGULATIONS

The world *Letter* should be placed on the address side of letter packets, which, by reason of their size or make up, could be mistaken for other classes of packets.

### ARTICLES OF VALUE SENT BY LETTER POST

Only registered letters in a closed envelope and insured letters may contain coin, banknotes, currency notes, securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver (manufactured or not), precious stones, jewels or other valuable articles.

### SENDER'S ADDRESS

It is strongly recommended that the sender's name and address should be written on the back of the envelope in order to facilitate return in the event of non-delivery.

### UNPAID AND UNDERPAID LETTERS

An unregistered letter posted unpaid or underpaid is forwarded and charged on delivery with the amount of the deficiency plus a fee equivalent to \$4. In the Local Post Service such a letter is charged on delivery with double the amount of the deficiency. An unregistered letter found to contain valuables of any description will be compulsorily registered and charged a compulsory registration fee of \$26. See *Compulsory Registration* under REGISTRATION in Section 5.

### ENQUIRIES

Enquiries about an ordinary letter should be made through the Hongkong Post website [www.hongkongpost.com](http://www.hongkongpost.com) or by means of form Pos 28B, obtainable at any post office. For registered and insured letters, see ENQUIRIES ABOUT LOSS OR NON-DELIVERY under REGISTRATION and INSURANCE respectively in Section 5.