

## 5.15 REDIRECTION

Any kind of postal packet, other than a business reply packet, may be redirected to the same addressee at another address, either by an officer of Hongkong Post, or at the original address after delivery. Business reply packets may only be redirected by an officer of Hongkong Post.

### REDIRECTION BY THE PUBLIC

Letters, postcards, and printed papers are retransmitted by post without additional charge, provided that the packet is re-posted not later than the day after delivery, Sundays and public holidays not being counted, and that it has not, previous to redirection, been opened or tampered with. If an adhesive label is used for the purpose of indicating the new address, the name of the original addressee must not be obscured, otherwise the packet will be liable to surcharge as unpaid.

Redirected packets re-posted later than the day after delivery will be liable to charge at the prepaid rate. Any packet which appears to have been opened or tampered with will be chargeable as freshly posted and unpaid.

This does not exempt from additional postage when a postal packet which, though fully prepaid for the first transmission, is redirected to a country to which the postage is higher than that originally prepaid. Thus a letter or packet prepaid at the local rate, sent from one place to another in Hong Kong, and afterwards redirected by surface mail to a place abroad, should have additional stamps affixed to it, representing the difference between the local and the foreign rate of postage, otherwise the difference plus an additional fee equivalent to \$4 will be charged on delivery. Letter post items posted overseas by surface are redirected overseas by the same means free of charge. Likewise, aerogrammes, airmail letters and airmail postcards posted overseas are redirected overseas by airmail free of charge. However, second class airmail items can be redirected overseas either by air when fresh postage has been prepaid or by surface free of charge.

In the case of a letter or packet fully prepaid for the local service of a country abroad and redirected to Hong Kong, additional postage is chargeable if the postage to Hong Kong is higher than that originally prepaid.

A letter originally posted unpaid, or a packet of any kind posted insufficiently paid, and subsequently redirected, though not chargeable for redirection, is subject to surcharge on delivery.

Whenever it may be though necessary, a receipt may be required from the addressee of a redirected letter or packet at the second address.

#### **Packets upon which fresh postage is payable**

A packet which appears to have been opened or tampered with will be chargeable as freshly posted and unpaid.

A packet returned to the sender so that he may rectify or complete the address is not, when re-posted, treated as redirected, but is liable to fresh postage.

#### **Sender's restriction upon redirection**

Redirection cannot be undertaken if the item bears "or occupant" in addition to the addressee's address.

### Registered or insured articles

Registered or insured articles on being redirected may not be dropped into a letter-box, but must be taken to a post office to be dealt with. No additional registration or insurance fee will be charged if the packet is presented for re-registration or re-insurance not later than the day after delivery.

As regards postage, the rules given in the preceding paragraphs apply.

If a local registered packet is redirected to an address abroad, it becomes liable to the regulations and limitations in force in the international service.

An insured letter cannot be redirected to a place abroad unless there is an insured letter service, as the case may be, to the country concerned, with a sufficiently high limit of value.

If any registered packet when redirected is dropped into a posting box instead of being given back to the Post Office to be dealt with as registered, it is treated in all respects as a letter intended for registration but irregularly posted.

### REDIRECTION BY HONGKONG POST

Hongkong Post can undertake to redirect letters and packets on payment of the following fee :

	<i>FOR THE FIRST THREE MONTHS</i>	<i>FOR EACH SUCCEEDING 12 MONTHS THEREAFTER</i>
Business	\$300	\$750
Private	\$100	\$250

The prescribed fee should be charged for each redirection request. No extra charge will be levied for inclusion of the personal name(s) of the owner(s) or subsidiary companies (bearing the same business registration number, identifiable from the same set of numbers in the first 8 digits) under business redirection. In case of application for redirecting mail items addressed to the personal name(s) of other employee(s) of a company which has already applied for the business redirection, a separate redirection fee under the private rate should be charged for each individual employee. Customers can renew the service for a subsequent 12-month period, upon the expiry of the first 3 months' service if they so desire. The service period is limited to a maximum of 27 months. In the case of P.O. Boxes, the maximum period is limited to 15 months. Once the service is effected, no refund nor partial refund will be made for the charges paid. An advice of service completion would be sent to the addressees before the expiry of the maximum service period. All notifications will be sent through email if an email address is provided by the principal applicant on the application form.

A business addressee is regarded as an applicant for redirection of mail from an address or from a private box or bag service associated with an address at which business is carried on for a profit.

After 15 months, the record of removal necessary for the operation of the service will be maintained only so long as the prescribed fee for the succeeding 12 months thereafter is paid for each name recorded. One fee only is charge in respect of the various members of one family removing to one address and bearing the same surname.

Applications for redirection must be signed by the person(s)/responsible person(s) of the company to whom any postal packet to be redirected is addressed. Every person aged 11 or above named in a single application should individually sign it and put down his/her identity document number (e.g. Hong Kong Identity Card/ valid travel document) and full name in both English and Chinese as appeared in the identity document (where applicable) in the space provided. For private mail redirection application, the principal applicant must also submit an original documentary proof of old address (e.g. electricity/telephone/water/gas bill of the current/previous month, banking statement of the current/previous month, Demand for Rates of the current/previous quarter. Bills and statements printed from the Internet are not acceptable).

If the application is submitted at post office, the applicant/agent should produce the original documentary proof of old address of the principal applicant and his/her original identity document and the copy(ies) of the identity document(s) of each applicant for verification against the personal data and address information as shown on the application form. For a private mail redirection application submitted by post, a copy of the relative identity document of each applicant and the latest original documentary proof of old address of the principal applicant should be attached to it. After processing, the copy(ies) of identity document(s) and the original proof of old address will be returned to the principal applicant. For children under the age of 11, it is only necessary to put down their names and state under the identity document no. column 'CHILD'.

In case of application made by a company, the applicant should include a valid Business Registration Certificate number and an impression of the company chop in the space provided, and attach a copy of the Business Registration Certificate. Business redirection service can include mail addressed to the subsidiary company(ies) under the same business registration number and personal name(s) of the owner(s) of the company. (In this context, "owner" can be defined as director, proprietor, partner or authorised responsible person of the company). The applicant(s) should write 'owner' by the side of the personal name(s) on the application form. Other employees of a company which has applied for mail redirection service may also request for redirection of mail items addressed to their personal names provided that a separate application form together with the identity document are submitted by each employee; in addition there should be a letter from the company certifying that the applicant is its staff working at the address and that the company does not have objection to the redirection application for redirecting the applicant's letters to the company's new address.

If the redirection application is submitted via Internet, the applicant is required to submit at post office counters or by post the relative identity document(s) of each applicant and an original documentary proof of the old address of the principal applicant (for private mail redirection) or copy of the valid Business Registration Certification signed by the responsible person(s) and with an impression of the company chop (for business redirection) as mentioned above for verification against the information given in the electronic application form.

The printed application form which can be obtained from any post office should be used as far as possible. The form with payment of the prescribed fee should preferably be handed in at any post office or posted to the Redirection Section, Wanchai Delivery Office, G/F Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong, not less than five working days before the redirection is due to commence. Once the service is effected, no refund nor partial refund will be made for the charges paid.

Hongkong Post does not undertake to redirect postal packets under the following circumstances :-

- (a) The postal packets can be redirected at the place of address. For example, Hongkong Post does not redirect postal packets addressed to a person who has temporarily left his address unless his premises is left uninhabited.
- (b) The address of the postal packet is one where letters are delivered by the postman to a common agent or a common letter box, e.g. clubs, hotels, boarding houses, or lodgings.
- (c) Individual requests for redirection of personal correspondence from a company's old address to a new address.

Letter post items posted overseas by surface are redirected overseas by the same means free of charge. Likewise, aerogrammes, airmail letters and airmail postcards posted overseas are redirected overseas by airmail free of charge. Hongkong Post cannot undertake redirection of any other items overseas by air, including second class airmail items posted overseas. Second class airmail items can however be redirected overseas by surface free of charge by Hongkong Post. Local letter post items can be redirected overseas by surface by Hongkong Post but a surcharge representing the difference between the local and the foreign rate of postage, plus an additional fee equivalent to \$4, will be charged on delivery. However, a local parcel cannot in any circumstances be redirected by Hongkong Post to a place abroad.

Correspondence addressed to a Post Office Box may be redirected only if the box has been given up.

The redirection of Business Reply item will be undertaken for a maximum period of three months.

For details on the Terms and Conditions of the mail redirection service, please refer to the application form (Pos. 800).

Hongkong Post reserves the right to decline redirection in any case and to discontinue redirection at any time.

## **REDIRECTION OF PARCELS**

Where both the original address and the substituted address of a parcel are within Hong Kong, redirection is free of charge. A parcel originating abroad and redirected from Hong Kong to another country is charged the full postage to the new destination. A local parcel cannot be redirected abroad unless fresh postage to the new destination has been paid and the appropriate despatch papers supplied.

### **Customs charges upon redirected parcels**

In most cases customs charges raised in a country abroad are cancelled on the redirection of a parcel to another country; but there are certain exceptions. See NON-DELIVERY in Section 4.

### **Insured parcels**

When an insured parcel is redirected from one country to another, a further insurance fee becomes payable for each transmission. If the fees are not prepaid they are collected from the addressee on delivery.