

## 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 the Post Office 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 the Post Office 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 DELAY, LOSS OR DAMAGE

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.

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. Full refund of postage paid is made in case of total loss, total damage or delay in delivery for one day or more. Compensation for direct loss, up to a maximum of \$1,000 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 days. No compensation or postage refund is payable in case of delay resulted from customs clearance.

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. The Post Office reserves the right of reinstating the contents of an item instead of paying compensation.
- (b) The Post Office 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. The Post Office cannot undertake to provide duplicates or to search records for posting particulars in respect of certificates of posting lost or destroyed by sender.

No compensation will be paid in respect of :

- (a) Delay caused by Customs.
- (b) An item confiscated or destroyed by Customs or other Government authority because of the contents.
- (c) Delay arising from incomplete or incorrect addressing.
- (d) Loss or damage arising from faulty or inadequate packing.
- (e) Economic loss such as loss of interest, loss of use of Speedpost items, loss of profit, business or income.

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 Service Guide which is obtainable at any post office.

## DELIVERY DESTINATIONS

See the Hongkong Post Speedpost Service Guide obtainable at any post office.