

## Other Terms, Conditions of Service and Compensation

### A. General information:

1. An Acceptance Report containing the confirmed total weight, charges and details of the posting items, after being scanned by HKP, will be uploaded to HKP website at [www.hongkongpost.com/imapR](http://www.hongkongpost.com/imapR) within 3 working days after the day of posting. In case the paid charges fall short of the confirmed charges, the sender shall make up the difference immediately. In case the paid charges are in excess of the confirmed charges, the sender shall complete and submit an "iMail<sup>R</sup> Service Refund Application" form to the Financial Services Division of HKP for refund. (Forms can be downloaded at <http://www.hongkongpost.com/imapR/eng/tools/download/index.htm>)
2. The Acceptance Report is available for view and download within 5 months after the day of posting. Senders are advised to download and keep the report for record purpose.
3. Written proof of delivery is not provided under this service.

### B. Posting guidelines:

4. Complete and print "Posting Statement of iMail<sup>R</sup> Service" (Pos 487R) in quadruplicate and "Certificate of Posting for iMail<sup>R</sup> Service" (Pos 20 (iMail)) in triplicate by using iMail<sup>R</sup> Online Mailing Tool. Present them to our counter staff upon posting.
5. Print the all-in-one address label by using iMail<sup>R</sup> Online Mailing Tool and affix it to the front cover of each item. The label will contain sender's and addressee's addresses, item barcode, permit number impression, customs declaration form (CN22/CN23) and air mail impression.
6. Sort items by classes of service (First Class/ Economy Class) and destination, and put them into separate mail bags. If the quantities of items for certain destinations are not adequate to make up a separate bag, they should be bundled up and put into residual bag(s).
7. A bag label should be attached to each mail bag. Information including number of items, weight of each bag, destination, bag number, date of posting, class of service (First Class/Economy Class) and permit number should be marked on the bag label.

### C. Enquiry:

8. Items can be traced starting from 2 weeks and within 5 months after the day of posting. All enquiries and claims must be supported by relevant documents including "Hongkong Post Charge Slip Postage Prepaid in Money" (Pos 12) or "Hongkong Post Deposit Account Debit Advice" (Pos 12A) and an up-to-date "Acceptance Report for iMail<sup>R</sup> Service" downloaded from iMail<sup>R</sup> Online Mailing Tool.
9. In case of enquiry, you may
  - (i) access our website at [www.hongkongpost.com](http://www.hongkongpost.com) (under normal circumstances, delivery status up to departure from Hong Kong will be provided only), or
  - (ii) call the enquiry hotline of Track and Trace System at 2921 2560, or
  - (iii) complete and return an enquiry form (Pos 28B) or Pos 28B attached to leaflet Pos 815, which are obtainable from any post office.
10. Under normal circumstances, overseas postal administrations may take two months to follow any tracing enquiries and four months to finalize the compensation procedures, if any. HKP will endeavor to follow up with overseas postal administrations for an early reply.

### D. Compensation:

11. In the event of damage or loss, the maximum compensation amount will be determined subject to the regulations of the Universal Postal Union. Compensation amount is according to the declared value on the Acceptance Report for iMail<sup>R</sup> Service or maximum HK\$320 (whichever is the lowest). The claimant must provide relevant invoice to substantiate the value of the content. For details, please refer to Section 5.7 - "Compensation" under "Supplementary Services" Section of Post Office Guide obtainable from any post office or our website at [www.hongkongpost.com](http://www.hongkongpost.com).
12. Compensation will be calculated based on the **average charges of each item** in the same posting.
13. Compensation, if applicable, will be made to senders only.

### E. iMail<sup>R</sup> Insurance Service

14. Hongkong Post will, base on the posting information submitted by the customer via iMail<sup>R</sup> Online Mailing Tool, insure iMail<sup>R</sup> items requested online for iMail<sup>R</sup> insurance service and confirmed receipt by Hongkong Post.

15. If compensation is made by Hongkong Post for the loss or damage to mail item(s), the amount of which will be deducted from the total claim amount paid by the insurer.
16. Hongkong Post will only insure a batch of iMail<sup>R</sup> items of which all the related charges (including postage, registration fee and premium) have been settled. In case the charges paid fall short of the confirmed charges, the sender shall make up the difference immediately to ensure that items requiring iMail<sup>R</sup> Insurance will be insured.
17. Senders may refer to the online Acceptance Report for the insured items.

**F. Dispute:**

18. In case of dispute or anomalous enquiries, HKP reserves the right to ask the sender to provide a written declaration of non-receipt of mail item from the recipient. The Acceptance report provided on HKP Website will serve as final.