

Terms and Condition of Speedpost Services

1. Definitions

1.1. The following definitions shall apply to the terms and conditions set out below:

- 1.1.1. **"Parcel"** means an object or thing submitted to SingPost for delivery under any Service but excluding such objects or things prohibited under these terms and conditions, in particular Clauses 6.3 and 6.5 hereof;
- 1.1.2. **"Customer"** means a customer and/or addressee who is using the Service (as defined below) and if the said customer is a corporation, the term "Customer" shall include any entity or entities authorised by such corporation to enjoy the benefit of the Service as specified in herein;
- 1.1.3. **"Delivery Notice"** means delivery notification slip that is deposited at the delivery address or in the addressee's letterbox in the event of failed delivery attempt;
- 1.1.4. **"ezyReturn Parcel"** means an object or thing submitted to SingPost for return delivery under the ezyReturn service offered by SingPost;
- 1.1.5. **"International Postal Parcel Regulations"** means regulations of the Universal Postal Union, as may be changed from time to time;
- 1.1.6. **"Postal Parcel Guide"** means SingPost's general postal information and the requirements for the exportation of Parcels overseas;
- 1.1.7. **"Lockers"** means SingPost's self-serve parcel station from which Parcel(s) can be delivered to and collected from;
- 1.1.8. **"Notification"** means notification issued or to be issued by SingPost to Customer on the delivery of the Parcel under the Service or any other matter(s) relating to the provision of the Service by SingPost;
- 1.1.9. **"Self-collection Option"** means the option provided by SingPost whereby Customer selects to collect the Parcel at a Lockers;
- 1.1.10. **"Service"** means any one or more of the Speedpost Islandwide Services and Speedpost International Services;
- 1.1.11. **"Speedpost Islandwide Services"** mean any one or more of the services set out in <https://www.singpost.com/enterprise/delivery-solutions/domestic-delivery>;
- 1.1.12. **"Speedpost International Services"** mean any one or more of the services set out in <https://www.singpost.com/enterprise/delivery-solutions/international-delivery>;
- 1.1.13. **"SingPost"** means Singapore Post Limited, a company with company registration number 199201623M, incorporated under the laws of the Republic of Singapore and having its registered office at 10 Eunos Road 8, Singapore Post Centre, Singapore 408600;
- 1.1.14. **"Speedpost Delivery Standards"** means the delivery standards which are available at <https://www.singpost.com/enterprise/delivery-solutions/domestic-delivery> for local and <https://www.singpost.com/enterprise/delivery-solutions/international-delivery> for overseas delivery, and may be updated or varied by SingPost from time to time.

2. Customer's Responsibility

2.1. The Customer shall:

- 2.1.1. promptly pay all amounts due to SingPost on demand. Prevailing charges for the Service apply. For more information, please log to <https://www.singpost.com/enterprise/delivery-solutions>.
- 2.1.2. be liable for any charges, costs or expenses of whatsoever nature, including but not limited to storage charges, retour charges, duties and taxes, retrieval and administrative costs in connection with the Services performed and/or the Parcels in the event that the addressee refuses to pay them. If Customer elects for any Speedpost International Services with the DDP shipping option, the Customer shall be liable to pay the duties, taxes and fees upfront;
- 2.1.3. be liable for all charges, costs or expenses of whatsoever nature, including but not limited to storage charges, retour charges, duties and taxes, retrieval and administrative costs in connection with the cancellation of the Service or return (due to failure of delivery or otherwise) of any Parcels;
- 2.1.4. be liable for all GST charges imposed by the relevant governmental authority;
- 2.1.5. indemnify and keep SingPost indemnified at all times from and against all demands, claims, actions, proceedings, charges, postages, costs or expenses, including but not limited to storage charges, duties and taxes, retrieval and administrative costs (including reasonable legal costs) incurred, suffered, or sustained by SingPost in connection with the services performed hereunder; and
- 2.1.6. be liable to make payment for all charges, postages, costs or expenses, including but not limited to storage charges, retour charges, duties and taxes, retrieval and administrative costs incurred, suffered or sustained by SingPost as a result of the Customer's failure to return an ezyReturn Parcel at a Lockers (the "Designated Return Areas").
- 2.2. The Customer shall ensure that:
 - 2.2.1. every Parcel is packed in a reasonably strong case, wrapper or 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 and so as to protect against damage caused to other Customers' Parcels which are being delivered at the same time;
 - 2.2.2. all contents of the Parcel are adequately packed so as to protect against damage in the course of transmission and in particular, but not limited to:
 - a. Parcel 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 Parcel against the effect of such concussion, pressure and knocks to which Parcels are ordinarily exposed in transmission, and the Parcel shall bear the words "FRAGILE HANDLE WITH CARE" written conspicuously in capital letters on the face of the cover above the address of the addressee;
 - b. Parcel which is liable to be damaged by bending shall be packed in a container of sufficient strength to prevent the Parcel from being bent or otherwise damaged 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 of the addressee;
- 2.3. SingPost shall not be liable for any damage caused to the internal contents or external packaging of the Parcel arising out of or caused by inadequate packaging by the Customer. If the inadequate packaging causes any damage to other

Customers' Parcels, the Customer shall indemnify and keep SingPost indemnified at all times against all demands, claims, actions, proceedings, charges, costs or expenses (including reasonable legal costs) incurred, suffered, or sustained by SingPost;

- 2.4. All Parcels to be collected at Lockers must not exceed maximum dimensions as set out in the weblink at <https://www.singpost.com/enterprise/delivery-solutions/domestic-delivery/lockers> and the weight limitation as set out in the weblink at <https://www.singpost.com/enterprise/delivery-solutions> which may be amended from time to time by SingPost at its sole discretion;
- 2.5. Parcels prohibited by any law in force in the Republic of Singapore and the country of destination for transmission will not be handed to SingPost;
- 2.6. the name, address and the telephone number of the Customer and addressee are completed accurately. For Parcels that are addressed to companies, the name of the company, address, name of addressee and department/section in which the addressee is located must be provided to ensure prompt delivery of Parcels;
- 2.7. A Parcel complies with its destination country's prevailing size and weight restrictions applicable to the specific Service pursuant to which such Parcel is to be transmitted. For more information, please log on to <https://www.singpost.com/enterprise/delivery-solutions>.
- 2.8. Every Parcel to be sent via the Speedpost International Services complies with the terms and conditions specified in the Postal Services Guide (<https://www.singpost.com/publications/introduction-postal-services>) or other documents provided by SingPost for the respective country of destination;
- 2.9. Every Parcel to be sent via Speedpost Islandwide Service is addressed accurately to a valid registered address, to any destination only within the main island of the Republic of Singapore (including Sentosa Island but excluding the other off-shore islands, Paya Lebar Airport (Communication Centre) and Changi Airport (transit and restricted zones only)). For details please see Annex A; and
- 2.10. It shall not address Parcels to be sent to destinations or addresses which SingPost does not deliver to, as may be amended from time to time (wherever relevant).

3. SingPost's Rights and Responsibilities

- 3.1. SingPost shall take all reasonable precaution to prevent unauthorised persons from having access to the Parcel(s) or their contents and shall also take all reasonable precaution against loss of or damage to the same or their contents.
- 3.2. SingPost shall use reasonable efforts to deliver the Customer's Parcel according to the Speedpost Delivery Standards. SingPost reserves the right, at its sole discretion, to change, modify, add, discontinue or eliminate any content or standard featured on the Speedpost Delivery Standards. Customers are advised to check the Speedpost website periodically for the latest updated Speedpost Delivery Standards. The deliveries are subject to possible delays including but not limited to any event as set out in Clause 10.3.2(a) below. SingPost shall however not be liable (whether in contract, tort or otherwise) for any delays in effecting delivery of the Parcel for whatever reasons. For the avoidance of doubt, it is noted that deliveries to restricted zones (referred to in Annex A) may be subject to additional delays due to reasons such as security checks and SingPost shall not be responsible for all such delays in deliveries to the abovementioned restricted areas.

- 3.3. Speedpost Delivery Standards for local delivery are available at <https://www.singpost.com/enterprise/delivery-solutions/domestic-delivery>, and may be updated and varied by SingPost from time to time.
- 3.4. The Customer may request for SingPost to collect a Parcel for delivery under any Service subject to such terms and conditions (including but not limited to payment of additional charges) prevailing from time to time. The Customer shall be liable for additional charges (including additional delivery or postage fees) if requests for collections are subsequently cancelled or returned (for any reason including but not limited to failure of delivery). For the avoidance of doubt, all fees charged for cancelled orders or returned Parcels are non-refundable. There is no collection service from Paya Lebar Airport (Communication Centre), Changi Airport (transit and restricted areas only), offshore islands and such other areas as may be determined by SingPost from time to time. Additional charges are applicable if collections are to be made at certain restricted areas as determined by SingPost from time to time. For details on the collection service and the list of restricted areas, please visit <https://www.singpost.com/enterprise/delivery-solutions/domestic-delivery>.
- 3.5. The timings for the collection and/or deliveries under Speedpost Islandwide Services are available at <https://www.singpost.com/enterprise/delivery-solutions/domestic-delivery>.

4. Self-Collection Option

- 4.1. The Customer may request for SingPost to deliver a Parcel to a designated Lockers or Manned Collection Point, subject to the terms and conditions set out in <https://www.singpost.com/enterprise/delivery-solutions/domestic-delivery/lockers> or as may be amended by SingPost at its sole discretion from time to time.
- 4.2. Upon the delivery of a Parcel to a Lockers, Locker Station or Manned Collection Point, Notification, will be sent by SingPost to the addressee informing that the Parcel is available for collection at the Lockers, Locker Station or Manned Collection Point by the addressee. For avoidance of doubt, the foregoing notification is subject to accurate, correct and complete email address and/or mobile number of addressee being provided by the Customer to SingPost. If the addressee fails to collect the Parcel within the collection period from the date of the Notification, SingPost may, at its sole discretion, and without notice and without liability to the addressee, the Customer or any other party, (i) dispose of the Parcel in any manner SingPost deems fit; or (ii) deliver the Parcel back to the Customer. The addressee and/or the Customer will be liable for costs incurred in forwarding, disposing of or returning the shipment and charges, including but not limited to storage charges, administrative fees, duties and taxes (if any) for making additional delivery attempts and/or for performing the agreed action to be taken and shall ensure prompt payment of all such fees.
- 4.3. By authorising SingPost to leave the Customer's Parcel at a designated location, the Customer releases SingPost from all liability for any loss or damage that may result from the delivery of the Parcel according to the Customer's request.
- 4.4. By providing SingPost with the personal information of a third party for purposes of delivery of the Customer's Parcel, the Customer declares and confirms that the Customer has obtained the consent from such third party for the release of such third party's particulars to SingPost for the specific use of delivering the Customer's Parcel as specified.

- 4.5. We reserve the right to review, amend or remove the list of Lockers from time to time and make changes thereof without any or prior notice to the Customer and/or any third party.
- 4.6. Should the Customer or the addressee fail to collect the Parcel from the selected Self-Collection Option within the said period or upon the third unsuccessful delivery attempt, SingPost may, at its sole discretion, and without notice and without liability to the Customer or any other party, (i) dispose of the Parcel in any manner SingPost deems fit; or (ii) deliver the Parcel back to the Customer. The Customer will be liable for costs incurred in forwarding, disposing of or returning the shipment and charges, including but not limited to storage charges, retour charges, administrative fees, duties and taxes (if any) for making additional delivery attempts and/or for performing the agreed action to be taken and shall ensure prompt payment of all such fees.

5. Charges for Services

- 5.1. Domestic Parcels sent via Retail Speedpost Islandwide Services:
 - 5.1.1. All charges for the Services shall be calculated based on the actual dimension of the Parcel as measured by SingPost (unless otherwise stipulated), and such determination by SingPost of the dimension shall be final and conclusive.
- 5.2. Domestic Parcels sent via Corporate Speedpost Islandwide Services and international Parcels sent via the following Speedpost International Services:
 - 5.2.1. All charges for the Services shall be calculated based on actual weight of the Parcel as measured by SingPost (unless otherwise stipulated), and such determination by SingPost of the weight shall be final and conclusive.
 - 5.2.2. In the event that the charges for the Services is calculated based on the volumetric weight, it shall be calculated using the following formula:

$$\text{Volumetric weight} = [\text{length (cm)} \times \text{width (cm)} \times \text{height (cm)}] / 5,000$$
 - 5.2.3. Notwithstanding the above, oversize or overweight services shall only be available for shipments within a selected area which may be revised from time to time at SingPost's sole discretion.
 - 5.2.4. SingPost reserves the right to impose any fuel surcharge, peak period surcharge and/or other types of surcharge for any Service(s) at any time.

6. Parcels Which Are Unacceptable For Carriage By SingPost

- 6.1. SingPost reserves the right to reject any Parcel(s) submitted by the Customer without assigning any reason whatsoever.
- 6.2. SingPost reserves its right to reject delivery, in the event that the written address of the recipient is deemed incomplete, illegible, incorrect, cannot be located, or does not conform to postal requirements.
- 6.3. Without prejudice to the generality of Clause 6.1 above, the Customer shall not despatch and SingPost reserves the right to refuse any Parcels that, in SingPost's sole and absolute discretion, are:
 - 6.3.1. prohibited by law, such as explosives, poisons, flammable items, radioactive material, compressed gas, corrosive, firearms and any items which by its nature or packing may expose officers of SingPost to injury or cause damage to other Parcels;
 - 6.3.2. infectious and non-infectious perishable substances and radioactive materials;

- 6.3.3. with liquid content; or
- 6.3.4. coins, bank notes, jewellery and other valuables.
- 6.4. The Customer is liable for any loss or damage suffered by SingPost and/or any third party as a result of any breach of the terms set out in Clause 6.3 above.
- 6.5. By using the Services hereunder, the Customer warrants that the Parcel submitted is acceptable for transportation. The Customer agrees that the following are deemed unacceptable for shipment:-
 - 6.5.1. Parcels classified as hazardous material, dangerous goods, prohibited or restricted by the International Air Transport Association ("IATA"), the International Civil Aviation Organisation ("ICAO"), Postal regulations, any applicable government department or other relevant organisation;
 - 6.5.2. if no customs declaration is made when required by applicable customs regulations; or
 - 6.5.3. if SingPost determines that a Parcel cannot be transported safely or legally (including but not limited to, animals, bullion, currency, bearer form negotiable instruments, precious metals and stones, firearms, parts thereof and ammunition, human remains, pornography and illegal narcotics/drugs), liquids. The list of prohibitions on exportation can be obtained from <https://www.singpost.com/support/sending-an-item/general-prohibition-dangerous-goods>.
- 6.6. The list of prohibitions on importation for different destinations may change from time to time and the Customer may obtain the said list by logging onto <https://www.singpost.com/support/sending-an-item/general-prohibition-dangerous-goods>.
- 6.7. SingPost may (but shall not be bound to) in its sole discretion, open and inspect for any reason the Parcel, including but not limited to the verification of its contents at any time. SingPost shall charge the Customer the shipment charges according to the contents of the Parcel discovered on such opening and inspection. The Parcel is subject to customs clearance and inspection by customs or government authorities of the destination country

7. Customs Declaration

- 7.1. For deliveries to international destinations, the customs declaration is mandatory (for both electronic and physical consignment note) and should be completed by the Customer in English or in a language which is accepted in the country of destination and/or the country of origin. Parcels without customs declaration may be returned to the Customer subject to the payment of additional charges by the Customer and the receipt of the Parcel from the relevant overseas postal administration or the destination post. For the avoidance of doubt, SingPost shall not refund the postage charges paid for any returned Parcel and SingPost shall also not be responsible to the Customer and/or anyone for any Parcel that is not returned by an overseas postal administration or destination post.
- 7.2. To clear the Parcel with the customs in the country of destination and/or the country of origin, the customs in the country of destination and/or the country of origin needs to know the contents of the Parcel. The Customer must therefore complete the customs declaration fully, accurately and legibly. Any false, inaccurate, incomplete or misleading information may lead to a delay in customs clearance, a fine or seizure of the Parcel by the relevant customs authority, and/or may constitute as an offence by the relevant customs authority.

- 7.3. It is also the Customer's responsibility to inquire into import regulations (prohibition, make up, etc) and to find out what documents, if any (including but not limited to certificate of origin, health certificate, commercial invoice, packing list, import licence, exemption certificate, etc) are required in the country of destination and to attach these to the consignment note or label (if generated by ezy2ship). Each Parcel must be accompanied by one original and one duplicate copy of the invoice.
- 7.4. Any customs penalties, storage charges or other expenses including but not limited to duties and taxes that are incurred as a result of the actions of customs or governmental authorities or the Customer or the addressee, or as a result of the addressee's failure to provide proper documentation and/or to obtain the required licence or permit, will be charged to the addressee of the shipment. In the event that the addressee refuses to pay, the Customer shall be liable for these charges. If Customer elects for any Speedpost International Services with the DDP shipping option, the Customer shall be liable to pay the duties, taxes and fees upfront.
- 7.5. By using any Service hereunder, the Customer agrees to the disclosure of his/ her/ its information to third parties to facilitate customs clearance of the Parcel.

8. Undeliverable and/or Rejected Shipments

- 8.1. Parcels are delivered to the addressee's address or Lockers as given by the Customer but not necessarily to the named addressee personally. Parcels to addresses with a central receiving area will be delivered to that area. If the addressee refuses delivery or refuses to pay for delivery, or the Parcel is deemed to be unacceptable, or it has been undervalued for customs purposes, or the addressee cannot be reasonably identified or located, SingPost shall use reasonable efforts to contact the Customer and agree on the appropriate action to take, failing which the Parcel may be released, disposed of or sold by SingPost without incurring any liability whatsoever to the Customer or anyone else. The proceeds may be applied against any charges including but not limited to service charges and related administrative costs. The balance of the proceeds of the sale (if any) shall be returned to Customer. The Customer will be liable for costs incurred in forwarding, disposing of or returning the shipment and charges, including but not limited to storage charges, duties and taxes (if any) for making additional delivery attempts and/or for performing the agreed action to be taken.
- 8.2. For the avoidance of doubt, SingPost shall not in any way be involved or concerned with any claim for refund, return, rebate or exchange of any Parcel. For all such Parcels the Customer or addressee shall deal directly with each other in respect of any refund, return, exchange, rebate and money-back guarantee policy and/or procedure at their own costs. For avoidance of doubt, where the Customer fails or neglects or ignores to return an ezyReturn Parcel other than to a Designated Return Area, SingPost does not warrant the prompt delivery of such returned Parcels.

9. SingPost Online Booking Service

- 9.1. Except for Parcels to be delivered via Speedpost Saver International Service (which booking must be done in person at our islandwide post offices), the Customer may request for SingPost to deliver a Parcel via its other Services through SingPost's online booking portal at <https://www.ezy2ship.net> subject to the terms and conditions set out in the relevant website or as may be amended by SingPost at its sole discretion from time to time.

10. Limitations and Exclusions of SingPost's Liability

- 10.1. Notwithstanding Clause 3.1, the parties agree that SingPost's liability for any loss of or damage to any Parcel or its contents shall be limited to the amounts set out below and available at <https://www.singpost.com/support/sending-an-item/enhanced-liability>, and may be updated or varied by SingPost from time to time:-
- 10.1.1. domestic Parcels sent via the following Speedpost Islandwide Services:
- a. Economy, Standard or ezyReturn - a maximum amount of S\$150 per Parcel or the declared value of the Parcel, whichever is lower
 - b. Priority or Prime - a maximum amount of S\$500 per Parcel or the declared value of the Parcel, whichever is lower.
- 10.1.2. international Parcels sent via the following Speedpost International Services:
- a. Express, Priority, Standard or Economy - a maximum amount of S\$150 per Parcel or the declared value of the Parcel, whichever is lower.
 - b. Saver - a maximum amount of S\$68 per Parcel or the declared value of the Parcel, whichever is lower.
- 10.2. All claims for loss or damage to the Parcels must be made:-
- 10.2.1. with respect to a domestic Parcel or an international Parcel sent: within thirty (30) days from the date SingPost accepts the Parcel;

Failing which SingPost shall have no liability whatsoever. Such claims must be made in writing, accompanied by evidence in support thereof, including, amongst others, the original copy of the consignment note, supporting documents and relevant invoices or receipts to the reasonable satisfaction of SingPost, failing which the claim will be considered null and void. Please submit all claims to:-
Manager (Customer Service)
Singapore Post Limited
10 Eunos Road 8, #05-34
Singapore Post Centre
Singapore 408600

- 10.3. SingPost shall not in any case be liable for:
- 10.3.1. any indirect or consequential loss or damage (including but not limited to the loss of profits, business, anticipated savings);
- 10.3.2. any loss or damage arising from or in connection with:
- a. its failure to perform any of its obligations hereunder (including failure or non-performance by any person or entity acting on SingPost's behalf), if such failure is the result of circumstances outside its control including but not limited to the outbreak of war, any governmental act (including but not limited to any acts, restrictions, regulations, by-laws, prohibitions or measures of any kind imposed by any governmental authority), embargo, explosion, accident, civil commotion, riot, industrial dispute, strike, lockout, stoppages or restraint of labour from whatever cause whether partial or general, weather conditions, traffic congestion, mechanical breakdown, obstruction of any public or private road or highway or any other force majeure, fire, flood, outbreak of any communicable disease, epidemics of infectious diseases or any other acts of God;
 - b. any defects in respect of the Parcel, even if known to SingPost when SingPost had accepted it;
 - c. the Customer's acts or omission, including but not limited to insufficient or

- improper packing, security or addressing;
 - d. any action or omission by anyone other than SingPost including but not limited to:
 - i. the Customer, as the sender of the Parcel;
 - ii. the addressee;
 - iii. an interested third party;
 - iv. customs or other government officials; and
 - v. the carrier or other third party contracted by SingPost to serve locations that SingPost does not serve directly. SingPost shall not be liable notwithstanding that the Customer is unaware or does not ask about a third party arrangement.
 - e. electrical or magnetic damage to, or erasure of electronic or photographic images or recordings;
 - f. any loss of secrecy in communication arising from the use of the Service;
 - g. the hazardous, fragile or brittle nature of the mechanical derangement of the goods;
 - h. any consequences of delay or confiscation by any competent authority as a result of the discovery of prohibited contents; and
- 10.3.3. delay or non-delivery of the Parcel arising from the detention of the Parcel by the customs or any government authority of the destination country.

11. Enhanced Liability Coverage

- 11.1. If the Customer regards the limits under Clause 10 above as insufficient, the Customer may request for additional coverage for loss or damage to the Parcel(s) by applying for SingPost's enhanced liability coverage. Further information can be found on subject to the terms and conditions as may be amended by SingPost at its sole discretion from time to time.
- 11.2. Enhanced liability coverage is not applicable for Speedpost Saver International Service.

12. Data Protection

- 12.1. Customer represents, undertakes and warrants that:
 - 12.1.1. Customer will, prior to disclosing any Personal Data to SingPost, ensure that the individuals and/or Customers, to whom the Personal Data relates, have validly provided consent, in accordance with the requirements of the Personal Data Protection Act, for the collection, use and/or disclosure of the Personal Data for the purposes for which SingPost intends, as indicated in this Agreement or as SingPost may have notified Customer in writing;
 - 12.1.2. the individuals to whom the Personal Data relates, have validly provided clear and unambiguous consent, in accordance with the requirements of the Personal Data Protection Act, for SingPost or its data intermediaries to send Specified Messages (as the term is defined in the Personal Data Protection Act) to the individuals' Singapore telephone number(s); and
 - 12.1.3. it will use such form(s), document(s) or language as may be provided by SingPost from time to time to obtain consents from the individuals.
 - 12.1.4. the Customer shall be deemed to be in breach of this Clause, if any consent obtained by the Customer is subsequently determined by any competent Court or authority to be invalid, save where the invalidity is solely due to any form(s), document(s) or language provided by SingPost.

13. Entire Agreement

- 13.1. These terms and conditions and the terms of carriage as set out in the consignment note for the relevant Service (hereinafter referred to as "Consignment Note Terms and Conditions"), as the same may be amended from time to time, shall constitute the entire understanding between the parties hereto and shall supersede and replace any prior agreements and negotiations related to the subject matter herein.
- 13.2. In the event that any of these terms and conditions is inconsistent with the Consignment Note Terms and Conditions, the Terms and Conditions of Speedpost Services shall prevail.

14. Amendments

- 14.1. SingPost reserves the right, in its sole discretion, to change, update, modify or amend any of the terms and conditions stated herein, from time to time, without any prior notice to the Customer and the Customer shall be bound to observe and comply with the terms and conditions herein and any amendments thereof. Further, it shall be the responsibility of the Customer to review the terms and conditions available at <https://www.singpost.com/speedpost-terms-conditions> for any such changes, revisions, modifications or amendments and that the Customer's continued use of our Services and/or our SingPost website at <https://www.singpost.com/> shall constitute the Customer's agreement to such updated terms and conditions.

15. Governing Law and Jurisdiction

- 15.1. These terms and conditions shall be subject to and construed in accordance with the laws of the Republic of Singapore and the parties hereby submit to the exclusive jurisdiction of the courts of the Republic of Singapore.

* All charges stated herein are inclusive of Goods and Services Taxes ("GST").

ANNEX A RESTRICTED ZONES

Note: For the avoidance of doubt, deliveries to restricted areas may be subject to additional delays due to reasons such as security checks and SingPost shall not be responsible for all such delays in deliveries to the abovementioned restricted areas. SingPost reserves the right to amend the restricted zones at any time.

Updated: 26 June 2026