

LODGEMENT RECEIPT

Multiple lodgements



ABN 28 864 970 579

To be used in conjunction with the following domestic services:

- Registered Post
- Express Post Platinum
- Signature items prepared through Click and Send

When requiring:

- Extra Cover
- Delivery Confirmation (*Registered Post only*)
- Person to Person (*Registered Post only*)

Sender's name or company name (if applicable)		Telephone number
Sender's address		Fax number
Postcode		Payment method <input type="checkbox"/> Credit account (enter below) <input type="checkbox"/> Other
Email		Australia Post Business Credit Account Number

AP article ID number	Details of addressees		Extra Cover		Optional Services (PLEASE TICK)		Australia Post use only		
	Name	Address	Amount of cover required	Description of contents	Delivery Confirmation	Person to Person†	Extra Cover fee	Postage charge	Registered and other fees
			\$		<input type="checkbox"/>	<input type="checkbox"/>			
			\$		<input type="checkbox"/>	<input type="checkbox"/>			
			\$		<input type="checkbox"/>	<input type="checkbox"/>			
			\$		<input type="checkbox"/>	<input type="checkbox"/>			
			\$		<input type="checkbox"/>	<input type="checkbox"/>			
			\$		<input type="checkbox"/>	<input type="checkbox"/>			
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			\$		<input type="checkbox"/>	<input type="checkbox"/>			
			\$		<input type="checkbox"/>	<input type="checkbox"/>			
			\$		<input type="checkbox"/>	<input type="checkbox"/>			
			\$		<input type="checkbox"/>	<input type="checkbox"/>			
							(Sub total A)	(Sub total B)	(Sub total C)

If lodging large numbers of articles you may attach a supporting document to this form listing the above details for each article.

† Australia Post will take all reasonable steps to deliver to the addressee only, where this is practical, or where a prior authority letter applies, to a nominated person.

Privacy notice

Your personal information is collected only to enable us to provide you with the products/services you wish us to provide. You may request access to your personal information while it is stored by us and we will assess your request in accordance with the law. We will give you reasons where we deny access.

Declaration

I hereby declare that:

- 1 I am the customer and/or authorised agent of the customer
- 2 I have read and agree to the Terms and Conditions of the applicable services (overleaf)
- 3 All information contained on this document is to the best of my knowledge true and correct
- 4 None of these articles contain dangerous or prohibited goods such as explosives, flammables, corrosives, aerosols and so on. (If in doubt ask at your local postal outlet.)

Sender's name

Sender's signature

Date

	No. of items	Total charge payable (A+B+C) \$

SCHEDULE 1 – EXTRA COVER SERVICE TERMS AND CONDITIONS

PRELIMINARY

1 Introduction

- 1.1 These special service terms and conditions are supplementary to the Australia Post Terms and Conditions and to the extent that any aspect of this special service is not expressly included herein, the Australia Post Terms and Conditions apply.
- 1.2 Australia Post, the sender and the sender on behalf of the Claimant acknowledge and agree that:
 - 1.2.1 these special service terms and conditions do not constitute a contract (or a part of a contract) of the utmost good faith;
 - 1.2.2 without limiting any requirement under the Australia Post Terms and Conditions, there is no duty of disclosure in relation to the Service; and
 - 1.2.3 these special service terms and conditions are not intended to amount to a contract of insurance, to contain provisions of insurance or to otherwise involve an undertaking of liability by way of insurance.

2 Interpretation

- 2.1 Except as where expressly defined, all words and phrases used in this agreement shall have the same meaning if any, given to them in the *Australian Postal Corporation Act 1989* and in the Australia Post Terms and Conditions provided, however, that where there is any inconsistency, the meaning shall be as defined in this agreement to the extent of that inconsistency.
- 2.2 In this agreement unless the contrary intention appears:
 - 2.2.1 where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have a corresponding meaning;
 - 2.2.2 words importing a gender include any other gender; and
 - 2.2.3 words in the singular number include the plural and words in the plural number include the singular.
- 2.3 “**agreement**” means an agreement between Australia Post and a customer on the terms of this Schedule 1.
- 2.4 “**Carriage**” includes carriage by an employee before loading and after delivery in a bag that has been sealed by Australia Post or has been locked or held by a community bag holder for lodgment or delivery.
- 2.5 “**Claimant**” means the person (being either the sender or addressee of an article) who is entitled to claim under the Service in accordance with clause 13 (including pursuant to an assignment provided for under clause 13).
- 2.6 “**Limit**”, in relation to an article, means the amount in respect of which the customer has paid the fee charged by Australia Post for the Service in accordance with clause 7, which in all events shall be no more than \$5,000.
- 2.7 “**Lost**” means unable to be found or located after reasonable inquiries by Australia Post and includes circumstances where Australia Post reasonably believes that an article has not been delivered.
- 2.8 “**Non-negotiable Securities**” includes passports, wills and certificates of title.
- 2.9 “**Service**” means the Extra Cover service which is a special service provided by Australia Post in accordance with the terms of the agreement.
- 2.10 “**SDR**” means Special Drawing Right as defined by the International Monetary Fund.

3 International carriage

- 3.1 Australia Post provides the Service in relation to articles lodged for international carriage but not for:
 - 3.1.1 those articles lodged for carriage by the international registered post service; or
 - 3.1.2 international prepaid air mail padded bags.
- 3.2 Where an amount payable by Australia Post pursuant to the Service is fixed by or under a convention, in terms of a number of SDRs, no amount shall be otherwise claimable and payments shall be the equivalent amount payable in Australian currency as determined by Australia Post.

4 Domestic carriage

- 4.1 Australia Post provides the Service in relation to articles lodged for domestic carriage by the domestic registered post service or the cash-on-delivery service only.

DETAILS OF THE SERVICE

5 Service provided

- 5.1 Australia Post shall provide the Service when:
 - 5.1.1 a customer makes a written application for the Service in or on a form prescribed by Australia Post for that purpose;
 - 5.1.2 that application does not relate to any article referred to in clause 8 (to the extent that can

reasonably be ascertained at the time of application);

- 5.1.3 Australia Post accepts that application; and
- 5.1.4 the customer pays the fee charged by Australia Post for the Service in accordance with clause 7.

- 5.2 The Service consists of Australia Post’s agreement that if an article referred to in clause 3 or 4 is lost or damaged whilst being carried by post by Australia Post, Australia Post will, subject to clauses 6 and 7, replace or repair the article or compensate the Claimant in an amount equal to the lesser of the following:
 - 5.2.1 the Claimant’s actual loss; or
 - 5.2.2 the amount of the Limit in respect of that article.
- 5.3 The sender warrants that at the time of making an application in accordance with clause 5.1.1, the Limit sought was a true representation of the lesser of the following:
 - 5.3.1 the replacement value of the article (GST inclusive); or
 - 5.3.2 the market value of the article (GST inclusive).

6 Exceptions

- 6.1 Australia Post shall not be liable for any amount by which the replacement and/or market value of an article exceeds the Limit in respect of that article.
- 6.2 Australia Post shall not be liable for any amount claimed under the Service:
 - 6.2.1 where, in the reasonable opinion of Australia Post, damage to or loss of an article arises directly or indirectly from the failure of the sender to adequately wrap or package the article;
 - 6.2.2 where damage to or loss of an article arises from causes beyond the control of Australia Post including but not limited to natural disasters, acts of war or civil unrest; or
 - 6.2.3 which is consequential or special damage or other indirect loss howsoever arising, including but not limited to, loss of profits, interest, income, utility or loss of market opportunities.
- 6.3 To the extent permitted by law and notwithstanding anything contained in this part, where a person entitled to claim payment under the Service is also entitled to recover in respect of their loss under a policy of insurance or otherwise, other than from Australia Post, the amount payable under the Service shall be reduced by the amount of that entitlement to recover (regardless of whether recovery is actually made).

7 Rates

- 7.1 The fee for the Service is to be calculated by multiplying the Limit by the rate determined by Australia Post from time to time and in its absolute discretion.
- 7.2 Australia Post may, from time to time and in its absolute discretion, determine different rates for different ranges of Limit under clause 7.1.
- 7.3 The fee is inclusive of any applicable GST.

8 Articles for which the Service is unavailable

- 8.1 No monies are payable under the Service for loss or damage relating to the carriage of articles:
 - 8.1.1 containing bank notes, non-negotiable securities or bullion;
 - 8.1.2 containing any other substance or thing the carriage of which is prohibited by or under the laws of the Commonwealth or any State or Territory or under the Australia Post Terms and Conditions;
 - 8.1.3 which, in the reasonable opinion of Australia Post, were not or could not be adequately or appropriately packaged for carriage by post; or
 - 8.1.4 where Australia Post upon making reasonable enquiries is unable to determine the extent to which damage was caused or contributed to by Australia Post.

9 Australia Post may retain damaged articles

- 9.1 Where an amount paid by Australia Post under the Service in respect of an article, or the contents of an article, is greater than or equal to the lesser of the replacement or market value of that article or those contents, Australia Post may retain possession of that article or those contents and in that event such property becomes the property of Australia Post.
- 9.2 Where an article has, or the contents of an article have, been lost and a payment has been made by Australia Post under the Service in respect of that loss and the article is, or the contents are, subsequently found by Australia Post, Australia Post may notify the Claimant and that Claimant shall, on repayment of Australia Post’s payment within 30 days after receipt of that notice, be entitled to receive delivery of the article or contents.

10 GST

- 10.1 All payments made by Australia Post under the Service, whether represented by the acquisition of goods, services,

other supplies or otherwise, shall be deemed to be GST inclusive.

PROCESSING OF CLAIMS

11 Claim form

- 11.1 A claim must be made on a duly completed form authorised by Australia Post for the purpose.
- 11.2 A claim for the loss of an article must provide, together with the claim form -
 - 11.2.1 a receipt evidencing payment of the fee charged by Australia Post for the Service in accordance with clause 7;
 - 11.2.2 such further or other evidence as Australia Post may reasonably require including evidence of entitlement to claim including personal identification, and evidence of the value of the article; and
 - 11.2.3 a statutory declaration as to the details and circumstances of the claim.

12 Time for claim

- 12.1 No payments will be made under the Service unless a claim is made under clause 11 within 6 months from the date of lodgment of the article, excluding claims in respect of goods carried under the EMS International Courier Service and articles carried under the EMS International Courier Guaranteed Service, for which no payments will be made under the Service unless a claim is made within 30 days of the date of delivery or of the date when delivery ought to have, or would have in the course of business, been effected.

13 Who can claim

- 13.1 Subject to clause 13.2:
 - 13.1.1 if the article in relation to which the Service applies has been delivered, only the addressee may claim under the Service; and
 - 13.1.2 if the article in relation to which the Service applies has not been delivered, only the sender may claim under the Service;
 - 13.1.3 provided, however, that either the sender or the addressee may irrevocably assign in writing its right to claim to the other.

13.2 Where an EMS International Courier article has been lodged for carriage in Australia or in an overseas country, only the sender of the article may claim under the Service, regardless of whether the article has been delivered.

14 Proof of damage

- 14.1 A Claimant for damage to an article must provide to Australia Post the damaged article, the wrappings in which the article was carried and delivered together with sufficient evidence to permit Australia Post to reasonably determine that:
 - 14.1.1 the article was in Australia Post’s reasonable opinion adequately packed; and
 - 14.1.2 the damage occurred during the carriage of the article by Australia Post or any subsequent authorised carrier of the article.

15 Payment of claim

- 15.1 Upon receipt of a valid claim, Australia Post will pay to the Claimant:
 - 15.1.1 the amount required to be paid pursuant to clauses 5 and 6; and
 - 15.1.2 in respect of a claim for a Lost article, a refund of the postage originally paid on carriage of the article, excluding the fee charged by Australia Post for the Service in accordance with clause 7, and any registered post or cash-on-delivery fee paid.

16 Release and indemnity

- 16.1 Upon receipt of a payment under the Service, the sender and the sender on behalf of the Claimant releases and indemnifies Australia Post from and against any action, matter, suit or claim arising directly or indirectly from the loss of or damage to the article or otherwise related directly or indirectly to the carriage of the article.

EXCLUSIONS AND LIMITATIONS

17 Limit of liability

- 17.1 To the extent permissible by law, Australia Post expressly disclaims all conditions and warranties, express or implied, in relation to the provision of the Service, or any other matter or thing relating to the agreement. Where the law precludes such exclusion and implies certain conditions and warranties into the agreement, the liability of Australia Post for breach of such condition or warranty shall be limited, at the option of Australia Post, to any one or more of the following:
 - 17.1.1 supplying the service (including the Service) again; or
 - 17.1.2 payment of the cost of having the service (including the Service) supplied again or the actual loss or damage whichever is the lesser.

17.2 Nothing done in pursuance of the agreement, whether constituted by a refund of postage or a payment of money or otherwise, shall constitute an admission of liability by Australia Post.

18 Law

18.1 The agreement is governed by, and shall be construed in accordance with, the laws in force in the State of Victoria and the courts and registries of courts in that State shall have jurisdiction in the event of a dispute.

19 Conditions of carriage

19.1 The agreement shall not constitute or imply any agreement between Australia Post and the customer (or any undertaking or obligation whatsoever on the part of Australia Post) with respect of the carriage of any postal article. The Australian Postal Corporation Act 1989, the Regulations and the Australia Post Terms and Conditions and other written instructions published by Australia Post from time to time shall apply to the carriage of articles except to the extent that they are inconsistent with the agreement.

20 Whole agreement

20.1 Subject to clause 1.1 this agreement contains the whole of the agreement between the parties in relation to the Service and any representation or warranty made by either party prior to entering into the agreement shall have no force or effect unless otherwise stated herein.

SCHEDULE 10A – DOMESTIC REGISTERED POST SERVICE TERMS AND CONDITIONS

1 Introduction

- 1.1 These special service terms and conditions are supplementary to the Australia Post Terms and Conditions and to the extent that any aspect of this special service is not expressly included herein, the Australia Post Terms and Conditions apply.
- 1.2 These special service terms and conditions apply when:
 - 1.2.1 a customer makes a written application to use the special service in or on a form prescribed by Australia Post for that purpose;
 - 1.2.2 Australia Post accepts that application; and
 - 1.2.3 the customer pays the fee, charge, premium, rate or price charged by Australia Post for the special service.

2 Interpretation

- 2.1 Except as where expressly defined, all words and phrases used in this agreement shall have the same meaning if any, given to them in the *Australian Postal Corporation Act 1989* and in the Australia Post Terms and Conditions provided, however, that where there is any inconsistency the meaning shall be as defined in this agreement to the extent of that inconsistency.
- 2.2 In these terms and conditions unless the contrary intention appears:
 - 2.2.1 where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have a corresponding meaning;
 - 2.2.2 words importing a gender include any other gender; and
 - 2.2.3 words in the singular number include the plural and words in the plural number include the singular.
- 2.3 “**agreement**” means an agreement between Australia Post and a customer pursuant to clause 1.2.
- 2.4 “**service**” means the Registered Post service for domestic carriage which is a special service which provides a unique identification number for each article, a lodgement receipt for proof of posting for articles lodged over the counter, for which, upon delivery, Australia Post obtains a signature of receipt of the article.

3 Conditions of Service

- 3.1 An article may be carried by the Registered Post service provided:
 - 3.1.1 it is not required to be carried by the express post service, the cash on delivery service, the local delivery for letter mail service, the reply paid service or the unaddressed delivery service;
 - 3.1.2 it is not addressed in pencil otherwise than indelibly;
 - 3.1.3 it is not directed to a fictitious name or to an addressee identified only by initials without also being directed to the care of a named addressee; and
 - 3.1.4 being an article other than a postage prepaid registered post envelope or parcel post satchel:
 - (i) it is enclosed in a cover that is in a sound condition;

- (ii) it is securely bound or sealed; and
- (iii) it does not bear the appearance of having been opened and resealed.

3.2 Articles lodged for carriage by the Registered Post service will not be redirected to an overseas destination and may be deemed undeliverable and be returned to sender.

3.3 Subject to clause 3.4, a customer may request at the time of lodgment, for an additional fee, each of any of the following services:

- 3.3.1 delivery confirmation to be effected in respect of the article;
- 3.3.2 person to person delivery to be effected in respect of the article subject to clause 3.4; and
- 3.3.3 additional compensation cover under the Extra Cover service for an article valued in excess of \$100.

3.4 where the delivery of an article that has been lodged for carriage by the Registered Post service is required to be delivered person to person the article will be delivered to the addressee except:

- 3.4.1 if the addressee is a minor. In this instance, the article can be delivered to a parent or guardian;
- 3.4.2 to another person where Australia Post, on the prior written request of the addressee, has given approval for person to person delivery of articles that are addressed to the addressee and are carried by the Registered Post service to be made to that other person, and the conditions to which that approval are subject have been complied with;

3.4.3 it is impractical for Australia Post to deliver the article to the addressee, this will be at Australia Post’s discretion.

3.5 The services in clauses 3.3.1 and 3.3.2 are not available for parcel post satchels carried by the Registered Post service.

4 Compensation and Extra Cover

- 4.1 The domestic Registered Post service provides compensation on the article in the sum of \$100 and the cost of this is included in the fee for the service. Additional compensation cover up to \$5,000 is available under the Extra Cover service.
- 4.2 The terms and conditions of the compensation, and additional compensation cover, referred to in clause 4.1 are those terms and conditions applying to the Extra Cover service provided by Australia Post.

5 Not Used

6 Lodgement receipt and delivery signature

- 6.1 Where an article is lodged for carriage by the Registered Post service:
 - 6.1.1 an official postmarked lodgement receipt shall be supplied to the applicant if the article is lodged at an office counter; and
 - 6.1.2 Australia Post shall obtain a signature from the person to whom the article is delivered, which may not be the addressee.

7 Registered post articles in community bags

7.1 A domestic postal article lodged in a community bag with a request for registered post carriage, or a postage prepaid registered post article lodged in a community bag, shall be accepted for that carriage at the office at which the bag is delivered provided the article complies with the conditions of carriage of the service.

8 Registered Post articles in locked and private mail bags

8.1 A domestic post article may be delivered through a locked bag service or a private mail bag service, and an article may be lodged for registered post carriage through a private mail bag service.

9 Rates and charges

9.1 The price of postage prepaid registered post envelopes and the conditions of the service shall be as determined by Australia Post.

9.2 Postage prepaid registered post envelopes which do not comply with the conditions of the service shall be carried at a rate of postage applicable to the article at the time of lodgment. In assessing the applicable rate of postage, a credit shall be given for the postage prepaid on the article which shall be an amount equivalent to the purchase price of a single like article at the time of lodgment. Where the amount credited is less than the applicable rate of postage, the difference shall be affixed to the article by postage stamps.

9.3 A fee in addition to postage otherwise payable on a registered post article, other than a postage prepaid registered post envelope, shall be payable at the rate determined by Australia Post for carriage by the Registered Post service.

9.4 Fees in addition to the price payable under clause 9.1, or fees payable under clause 9.3 shall be payable where:

- 9.4.1 a delivery confirmation service;
- 9.4.2 a person to person service; or
- 9.4.3 the Extra Cover service,

is requested. The mass of the delivery confirmation card that accompanies a registered post article shall not be taken into account when assessing postage for carriage of the article.

10 Payment of Claim

10.1 Upon receipt of a valid claim, Australia Post will pay the claimant the amount required to be paid under the service together with a refund of the postage originally paid for carriage of the article, excluding any registered post fee.

11 Limitation of Liability Release and Indemnity

11.1 Subject to clause 11.2 and Australia Post Terms and Conditions, Australia Post shall not be liable to any person (whether in contract, tort or otherwise) for any loss or damage suffered, or that may be suffered, as a result of any act or omission, whether negligent or otherwise, by or on behalf of Australia Post in relation to the provision of the service, or any other matter or thing relating to this agreement.

11.2 To the extent permissible by law, Australia Post expressly disclaims all conditions and warranties, express or implied, in respect of the service and the carriage of letters pursuant to this agreement. Where the law precludes such exclusion and implies certain conditions and warranties into this agreement, the liability of Australia Post for breach of such condition or warranty shall be limited, at the option of Australia Post, to any one or more of the following:

- 11.2.1 supplying the service again; or
- 11.2.2 payment of the cost of having the service supplied again.

11.3 The customer shall release and indemnify Australia Post against any loss or damage whatsoever which Australia Post may suffer as a result of any action, proceeding, claim, demand or prosecution arising from the provision of the service, or any other matter or thing arising as a result of this agreement, including loss or damage arising from the negligent acts or omissions of Australia Post, pursuant to this agreement.

12 Force Majeure

12.1 Australia Post shall not be in default under the terms of this agreement nor liable for failure to observe or perform in accordance with any provision of this agreement for any reason or cause which could not with reasonable diligence be controlled or prevented by it, including without limitation, war, insurrection, riot, civil commotion, strikes, lock-outs, labour or industrial disputes, acts of God, acts of Governments or flood, storm, tempest, power shortages or power failure, inability to obtain sufficient labour, raw materials, fuel or utilities. During the period of an incident or incidents of “Force Majeure” this agreement shall be suspended and delivery will recommence after the incident or incidents of “Force Majeure” end.

13 Merger

13.1 All the rights, immunities and limitations of liability in this agreement shall continue to have their full force and effect in all circumstances notwithstanding any breach of contract or of any conditions hereof by Australia Post.

14 Conditions of Carriage

14.1 This agreement shall not constitute or imply any agreement between Australia Post and the customer (or any undertaking or obligation whatsoever on the part of Australia Post) with respect of the carriage of any postal article. The *Australian Postal Corporation Act 1989*, the Regulations and the Australia Post Terms and Conditions and other written instructions published by Australia Post shall apply to the carriage of articles issued pursuant to the service except to the extent that they are inconsistent with this agreement.

15 Law

15.1 This agreement is governed by, and shall be construed in accordance with the laws in force in the State of Victoria and the courts and registries of courts in that State shall have jurisdiction in the event of a dispute.

16 Whole of Agreement

16.1 Subject to clause 1.1 this agreement contains the whole of the agreement between the parties in relation to the special service and any representation or warranty made by either party prior to entering into this agreement shall have no force or effect unless otherwise stated herein.