

Terms & Conditions

1. Definitions

- 1.1. "WMG" refers to World Marketing Group Pte Ltd;
- 1.2. "Customer" means the customer of the Service who is the sender of the item;
- 1.3. "Personal Data" shall have the same meaning as outlined in the Personal Data Protection Act (Act 26 of 2012 of Singapore);
- 1.4. "Personal Data Protection Laws" means all applicable laws and regulations (including amendments to the laws and regulations and regulatory guidance) regulating data privacy and/or Personal Data in Singapore;
- 1.5. "Printed Paper" means annual report, books, catalog, direct mail, newspaper, or periodical;
- 1.6. "Registered Service" means the doorstep delivery for local basic mail that includes signature endorsement by the recipient upon successful delivery;
- 1.7. "Service" means the Registered Service provided by WMG; and
- 1.8. "Working Day" means Mondays to Fridays (excluding public holidays).

2. Service

- 2.1. The Customer shall pre-sort the items (mail) by the first two digits of the postal codes before handing them to WMG. The Customer is required to adhere to WMG's Standard Operating Procedures (SOP) for the Registered Service.
- 2.2. WMG shall use its reasonable efforts with three (3) attempts to deliver the Customer's item within three (3) Working days.
- 2.3. WMG may, but shall not be obliged to, inform, or notify you of any loss, mis-delivery, or delay in delivery.
- 2.4. WMG will deliver the item to the address provided by the Customer on the item, but not necessarily to the named addressee personally.
- 2.5. WMG shall hold any undelivered item for 30 days, after which the item shall be either self-collected by the Customer at WMG's warehouse or requested for delivery (maybe subject to a fee) back to their office.
- 2.6. By providing WMG with the personal information of a third party for purposes of delivery of the Customer's item, the Customer declares and confirms that the Customer has obtained consent from such third party for the release of such third party's particulars to WMG for the specific use of delivering the Customer's item as specified.
- 2.7. Except for items as set out in Clause 5 below which are unacceptable for the Registered Service, Registered Service shall only be made available in Singapore for documents such as Letters or Paper-based items in a rectangle standard envelope up to 500 grams, with a maximum dimension limit of 324 mm (L) x 229 mm (W) x 14 mm (H). Please refer to the Mail Sizes and Conditions Guide for more information.
- 2.8. The Customer shall indemnify and hold WMG harmless from all claims, damages, losses, costs, and expenses arising from or in connection with the Customer's breach of any of the terms and conditions stated herein.

3. Restricted Area

- 3.1. The Service is provided only to locations within the main island of the Republic of Singapore (including Sentosa Island and Free Trade Zone but excluding the other offshore islands). Please refer to Appendix A for a list of restricted areas postal codes.

4. Claims

- 4.1. WMG shall not be liable, whether in contract, tort (including negligence and breach of duty) or otherwise, for any direct, indirect, special or consequential losses or damages, postage charges paid, costs and expenses arising from or in connection with (a) delay in delivery for any reason whatsoever, or (b) non-

WMG Registered Service

delivery because of incomplete or inaccurate addresses provided, or (c) the detention or confiscation of the item by the relevant authorities in any jurisdiction, or (d) paper-related items such as documents or lost money (including but not limited to coins, bank notes, the currency of any country regardless of their value, bullion, securities or negotiable instruments equivalent to cash such as endorsed stocks, bonds and cash letters of any kind payable to bearer under this Service), or any collectible items regardless of value, or (e) the Customer does not adequately pack the item. WMG's liability shall be limited to the actual value of the delivery item or Singapore Dollars Sixty-Eight (S\$68.00) per item, whichever is lower. To avoid doubt, all postage charges paid shall not be refunded in all cases.

- 4.2. All claims must be accompanied by such documents and information as may be required by WMG, including but not limited to the Registered Service number, details of the item, sender and addressee, the documentary proof of the value of the item, and a letter or email from the addressee confirming non-receipt of the item. If payment for the item was made electronically, the Customer must also produce a duplicate of the invoice issued by the payment mode provider evidencing payment for the item by the addressee.
- 4.3. If compensation has been paid to the Customer in respect of the loss of an item and after that, it is ascertained by WMG that:
 - 4.3.1. the actual value of the contents of such item is lower than the compensation amount;
 - 4.3.2. the item has been found and delivered to the Recipient; or
 - 4.3.3. the item has been detained or confiscated by the relevant authorities in any jurisdiction,The compensation shall be refunded to WMG within thirty (30) days of WMG's notification to the Customer of the occurrence of any of the above.

5. Request for a Digital Copy of the Delivery Receipt

- 5.1. A digital copy of the signed local delivery receipt is available upon request within 2-3 Working Days from the date of request.
- 5.2. The request for a digital copy of the signed local delivery receipt will be unavailable thirty (30) days from the date of receipt.

6. Prohibited Items

- 6.1. Money (including but not limited to coins, bank notes, the currency of any country regardless of their value, bullion, securities, or negotiable instruments equivalent to cash such as endorsed stocks, bonds, and cash letters of any kind payable to bearer under this Service), or any collectible items regardless of value are unacceptable items under the Registered Service and WMG shall neither be responsible for nor compensate losses and claims relating to any such items that are delivered under the Registered Service.

7. Enquiries

- 7.1. All enquiries must be made within one (1) month from the posting date. All enquiries shall be subject to such terms and conditions as may be required by WMG.
- 7.2. For enquiries, the Customer shall provide the Registered Service number, details of the item, sender and addressee, and a letter from the addressee confirming non-receipt of the item, failing which WMG will not be able to trace the item.

8. Delivery and Undelivered Items

- 8.1. The Customer shall be responsible for checking the completeness and accuracy of the address before handing the items to WMG.
- 8.2. If the Customer cannot pick up the undelivered items within 30 days, WMG may deliver the item back to the Customer's office (maybe subject to a fee).

9. Additional Charges / Fees

- 9.1. The Customer shall pay a pick-up fee of Singapore Dollars Fifty (S\$50)* for loose items (with dimensions within 1.6 m x 1.2 m x 1 m with gross weight not exceeding 100 kg) or Singapore Dollars Two Hundred and Fifty (S\$250)* for palletized items (up to 8 pallets with total gross weight not exceeding 800 kg) from their allocated single pick-up point.
- 9.2. The Customer shall pay a Pre-Processing fee if they appoint WMG to print and affix the items' PPI & Registered Mail Tracking Number label. Please refer to the table below for the fee structure.

Item Quantity (Piece) per Lodgment	Fee per Piece
<600	S\$0.45*
≥600	S\$0.40*

- 9.3. The Customer may be subject to charges/fees that are not mentioned in the Registered Service Rate Card and Terms & Conditions for additional services required.

10. Force Majeure

- 10.1. WMG shall not, in any case, be liable for any loss or damage arising from or in connection with its failure to perform any of its obligations hereunder (including failure or non-performance by any person or entity acting on WMG'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 labor 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.

11. Data Protection

- 11.1. The Customer represents, undertakes and warrants that the Customer will, before disclosing any Personal Data to WMG, 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 WMG intends, as indicated in these terms and conditions or as WMG may have notified Customer in writing and the Customer shall be deemed to be in breach if any consent obtained by the Customer is subsequently determined by any competent Court or authority to be invalid.

12. Variations

- 12.1. WMG reserves the right to amend these terms and conditions from time to time. Further, it shall be the responsibility of the Customer to review the terms and conditions for any such changes, revisions, modifications, or amendments and that your continued use of our Service constitutes your agreement to such updated terms and conditions. The revised terms and conditions will be posted on www.wmg-group.com and shall take effect from the date of such posting.

13. Entire Agreement

- 13.1. The Customer shall be bound by and shall fully observe and comply with all the WMG Terms & Conditions and other terms and conditions as may be agreed between WMG and the Customer.

14. Governing Law and Jurisdiction

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

**All charges stated herein are exclusive of Goods and Services Taxes (GST) and subject to prevailing GST.*

Appendix A: Restricted Area (No-go zone)

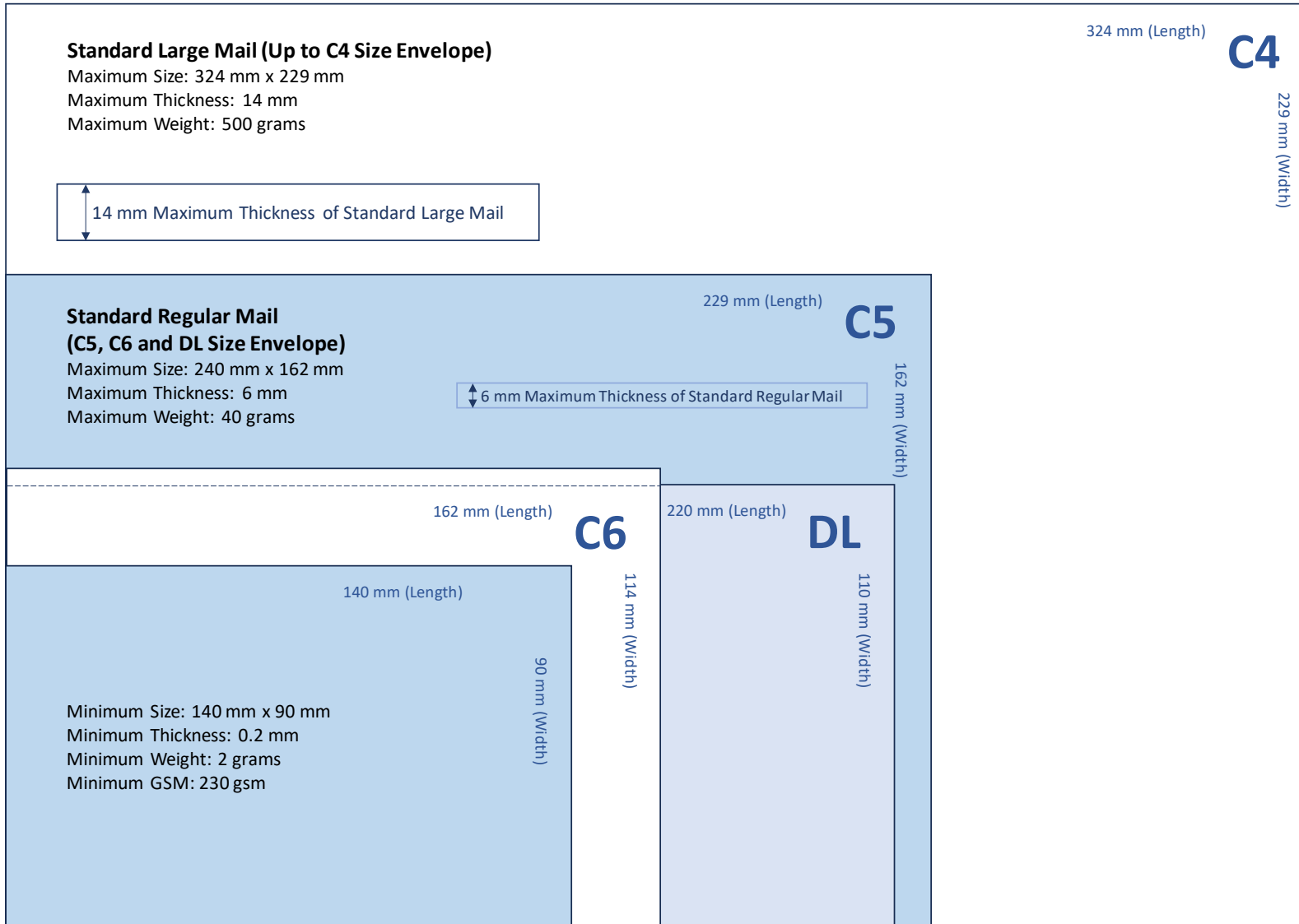
Postal Code	Location/Building/Area	Postal Code	Location/Building/Area	Postal Code	Location/Building/Area
Whole Area	Khusu Island	508487	Hendon Camp	669644	Gombak Base
Whole Area	St. John's Island	509863	Changi Airbase	669645	Ministry of Defence
Whole Area	Pulau Ubin	509927	Trent Engine Overhaul Complex	669646	Bukit Panjang Camp
Whole Area	Pulau Tekonh	509928	SIA Engine Test Centre	688255	Mowbray Camp
Whole Area	Rifle Range Compound	509932	Trent Engine Overhaul Complex	688256	Kranji Camp
Whole Area	Seletar Aerospace	534257	Paya Lebar Airbase	688793	Stagmont Camp
Whole Area	West Camp Road	567754	Amoy Quee Camp	689953	Keat Hong Camp II
Whole Area	Airport Cargo Road	596302	Maju Camp	689954	Keat Hong Camp
Whole Area	ALPS Avenue	596472	Police KINS Training Camp	698956	Tengah Air Base
Whole Area	Airline Road	506969	Changi Prison Complex Cluster B	708972	Murai Camp
Whole Area	Turf Club Avenue	507087	Selarang Camp	708976	Lim Chu Kang Camp II
098269	Resort World at Sentosa	528765	21 Tampines North Drive 2	718919	Sungei Gedong Camp
098322	85, Brani Terminal Avenue	507709	Changi Prison Complex Cluster A	729753	Mandai Camp
098323	81, Brani Terminal Avenue	609271	ASL Shipyard	729754	Mandai Camp II
098324	2, Brani Terminal Avenue	609273	PPL Shipyard	729756	Mandai Hill Camp
098325	89, Brani Terminal Avenue	609278	Shell	738103	Woodland Check Point
099958	Resort World at Sentosa (Office)	609412	Vobak Building	738203	Woodland Check Point
109680	Central Manpower Base (CMPB)	609831	Caltex Jalan Buroh 1 Service Centre	738406	60 Woodlands Industrial Park D
117536	Power Grid	619110	Jurong Port	738700	Woodland Check Point
117605	Stockport Road	619523	ST Kinetics	757618	Sembawang Camp
117630	Tanjong Berlayer Camp	628054	29, Tanjong Kling	757621	Chong Pang Camp
129817	Clementi Camp	628398	Tuas Naval Base	757752	Sembawang Airbase
139302	Ayer Raja Camp	628439	Tanjung Gul Camp	757753	Khatib Camp
149051	Special Operation Command	629122	Jurong Shipyard	757758	Dieppe Barracks
149373	Queenstown Remand Centre	629351	50, Gul Road	758103	Senoko Power Station
178880	Parliament House	629353	Keppel Shipyard (Gul)	759907	Senoko Incineration Plant
248843	Tanglin Camp	629888	Keppel Shipyard	759945	Admiralty West Prison
367833	Mount Vernon Camp	637559	Pasir Laba Camp	759956	Sembawang Shipyard
397970	Guillemard Camp	637607	Tuas Power Station	759956	Sembawang Wharf
417902	Kaki Bukit Prison School	638357	Jurong Camp I	759957	Sembawang Prison
465556	Bedok Camp	638361	Jurong Camp II	769194	4 Lorong Chencharu

WMG Registered Service

Postal Code	Location/Building/Area	Postal Code	Location/Building/Area	Postal Code	Location/Building/Area
478937	Singapore Prisons Quarters	638364	SAFTI Military Institute	778895	Nee Soon Camp
498760	Changi Exhibition Centre (Airbase)	638501	ST Marine	778900	Nee Soon Camp (Leo North)
498761	Changi Exhibition Centre (Airbase)	638709	15, Tuas Crescent	779914	Nee Soon Camp (SCDF)
498819	Changi Naval Base	638717	23, Tuas Crescent	797792	Seletar Airport Passenger Terminal
498802	1 Changi North Way	667988	Bukit Gombak Camp	797809	Seletar Airport
499611	8 Changi North Way	669638	Hillview Camp	819658	Changi International Airport Services
498834	Tanah Merah Prison	669642	Gombak Base HQ	819659	SATS Inflight Catering Centre 1

Please note that this might not be an exhaustive list and subject to change without prior notice.

Mail Sizes and Conditions Guide



Mail Conditions

1. Mail items in standard envelope sizes: C4, C5, C6 and DL or specified Standard Mail sizes.
2. Letters, postcards or mail items in card form, printed papers, or paper-based items in paper-based envelope.
3. Mail items to be fully sealed on all sides.
4. Mail items to be in white, cream, pastel, or light-color.
5. Pressure-sealed and pagemail items.