



305, Qormi Road, Marsa  
MTP 1001, MALTA  
Tel: 21224421 Fax: 21242052

## **TEMPORARY MAIL CUSTODY TERMS AND CONDITIONS**

### **Domestic Application**

#### **PREAMBLE**

These Terms have been prepared in line with the provisions laid down in Regulation 43 of the *Postal Services (General) Regulations* (Subsidiary Legislation 254.01 of the Laws of Malta).

These Terms are intended to inform the users of this service of their rights and obligations which are binding between them and MaltaPost p.l.c. (hereinafter 'MaltaPost') alike.

These Terms may be subject to change, which change shall apply from the date of publication on MaltaPost's website.

#### **FEES**

Type of Postal Article / Service	For 1 week (MaltaPost p.l.c. working days)		1 week up to a maximum of 2 months	
All mail (except Registered Mail)	€4.66	<input type="checkbox"/> 1(a)	€11.65	<input type="checkbox"/> 1(b)
Ordinary Mail Only (incl. items that fit in letter box, e.g. Flats, single or double DVDs, etc.)	€3.49	<input type="checkbox"/> 2(a)	€5.82	<input type="checkbox"/> 2(b)
Bulky Packets Only	€3.49	<input type="checkbox"/> 3(a)	€5.82	<input type="checkbox"/> 3(b)
Parcels / Courier Consignments – EMS Datapost Only	€3.49	<input type="checkbox"/> 4(a)	€5.82	<input type="checkbox"/> 4(b)
Registered Mail	€3.49	<input type="checkbox"/> 5(a)	Requires a Redirection Form	<input type="checkbox"/> 5(b)

#### **LODGING AN ENQUIRY / COMPLAINT**

A complaint is a communication by the Customer to MaltaPost, when one's expectations of the service offered are not met. Suggestions, communications, service enquiries, and requests for information are not considered as complaints, but are classified as enquiries.

In case of difficulties about this service, Customers are welcome to contact our Customer Care Department as follows:

E-mail: [customercare@maltapost.com](mailto:customercare@maltapost.com) - [info@maltapost.com](mailto:info@maltapost.com)

Website: by completing our online contact form on [www.maltapost.com](http://www.maltapost.com)

Telephone: (+356) 2122 4421 (office hours)

Freephone: (+356) 8007 2244 (office hours)

Fax: (+356) 2124 2052

In person: MaltaPost p.l.c. Head Office, 305, Qormi Road, Marsa MTP 1001, MALTA (office hours)

Mail: MaltaPost p.l.c. Customer Care, 305, Qormi Road, Marsa MTP 1001, MALTA

Office Hours

Monday – Friday: 07:30 – 16:00

Complaint Forms are available for any type of complaint the customer may wish to submit. For enquiries on the delivery of postal articles, an Enquiry Form may be submitted against a minimal charge.

These Forms may be obtained from any of our Post Offices, via our website, e-mail, mail or fax. Kindly call Customer Care for assistance. After completing the Form, you are to mail it to MaltaPost p.l.c., Customer Care, 305, Qormi Road, Marsa .

MTP 1001 · MALTA. An acknowledgement will be issued within two (2) days of receipt of your Form.

Kindly note that Enquiries / Complaints on the delivery of postal articles can only be made up to six (6) months from date of posting of the postal article.

### **MALTAPOST P.L.C.'s COMMITMENT**

MaltaPost will endeavour to finalise your Enquiry / Complaint:

- Within seven (7) days from receipt of the Enquiry / Complaint for items posted locally.
- Within ninety (90) days from receipt of the Enquiry / Complaint for postal articles posted internationally (unless circumstances beyond our control prevent us from doing so, given our reliance on other Foreign Postal Administrations).

### **OTHER FORMS OF REDRESS**

Customers may seek other forms of redress or independent advice, including assistance from the End-User Affairs at the Malta Communications Authority, when the solution offered by MaltaPost is not deemed satisfactory.



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Please tick one box ONLY to select service.	For 1 week (MaltaPost p.l.c. working days)		1 week up to a maximum of 2 months	
All mail (except Registered Mail)	€4.66	<input type="checkbox"/> 1(a)	€11.65	<input type="checkbox"/> 1(b)
Ordinary Mail Only (incl. items that fit in letter box, e.g. Flats, single or double DVDs, etc.)	€3.49	<input type="checkbox"/> 2(a)	€5.82	<input type="checkbox"/> 2(b)
Bulky Packets Only	€3.49	<input type="checkbox"/> 3(a)	€5.82	<input type="checkbox"/> 3(b)
Parcels / Courier Consignments – EMS Datapost Only	€3.49	<input type="checkbox"/> 4(a)	€5.82	<input type="checkbox"/> 4(b)
Registered Mail	€3.49	<input type="checkbox"/> 5(a)	Requires a Redirection Form	<input type="checkbox"/> 5(b)

Address: \_\_\_\_\_

Tel. / Mob.: \_\_\_\_\_

\_\_\_\_\_

Date of Commencement: \_\_\_\_\_

\_\_\_\_\_

Date of Expiry: \_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

**ONLY mail addressed to the individuals listed hereunder will be retained**

Signature	Name in Block Letters	I.D. Card No.

☐ Mail to be delivered

☐ \*Mail to be collected from \_\_\_\_\_

**\*If mail remains uncollected within agreed time frame, it will be returned to sender.**

Temporary Mail Custody is not applicable in instances of restrictions as laid down by any Legal Notices issued from time to time (e.g. Local Tribunal summons)

I certify that the above information is correct, and that these instructions to MaltaPost p.l.c. plc are being given at my sole risk and responsibility

\_\_\_\_\_  
Signature of Client

\_\_\_\_\_  
I.D. Number

**FOR OFFICE USE**

Certified Correct \_\_\_\_\_  
Signature of Counter Administrator

Counter Date Stamp:

Batch No. \_\_\_\_\_

Date \_\_\_\_\_

**This form must be filled in by the client and handed in personally at the counter in the relative Post Office Branches on presentation of the I.D. Card. The same applies on collection of mail.**