

Australia Post General Terms & Conditions (October 2026)

IMPORTANT: These terms and conditions (referred to as the **AP Terms**) are made under section 32 of the *Australian Postal Corporation Act 1989* and can be updated periodically.

Unless we have specifically agreed to different terms and conditions with you, the AP Terms will cover how we provide Services to you. The AP Terms set out terms and conditions that you must understand, and requirements that you must meet, before using our Services.

There are 7 sections to the AP Terms:

- ✚ Section 1: Commitments to each other
- ✚ Section 2: What cannot be sent
- ✚ Section 3: Cover for loss or damage
- ✚ Section 4: Delivery & collection of mail and other general postal services
- ✚ Section 5: How to interpret these AP Terms
- ✚ Section 6: Domestic postal services (including Service Schedules)
- ✚ Section 7: International postal services (including Service Schedules)

SECTION 1: COMMITMENTS TO EACH OTHER

1.1 Our service commitments to you

- (a) We will use reasonable care and skill to provide the Services. This includes delivering Items which comply with the AP Terms, to addresses within our delivery network.
- (b) We will endeavour to deliver Items according to the delivery timetables applicable to the relevant Services. Unless expressly stated, delivery timetables for our Services are not performance guarantees.
- (c) We acknowledge that the limitations we set out below in relation to our liability for loss, damage, or compensation do not apply to restrict any rights you may have under the Australian Consumer Law.

1.2 Your commitments to us

- (a) By using our Services, you agree to comply with the AP Terms and pay us in full for our Services. The relevant Postage and fees for our Services are published in our Post Charges Guide on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/post-guides/post-charges-guide-ms11.pdf. Prices of Postage Stamps can also be found on the AP Website: <https://auspost.com.au/sending/stamps/stamp-prices>.
- (b) You **will** use our Services lawfully and for proper purposes.
- (c) You **will not** lodge with us for delivery any Item which is: (i) a Prohibited Item or, (ii) a Restricted Item where you have not met our conditions of carriage for that Item.
- (d) If you lodge with us any Item referred to in clause 1.2(c), or if you do not comply with the AP Terms, then you understand and agree that:
 - (i) we are not obliged to deliver that Item;
 - (ii) we may not be liable to pay any compensation to you for any loss or damage to that Item; and
 - (iii) you may have to indemnify us in the manner set out in clause 2.5.
- (e) You will treat our personnel with courtesy and respect in your dealings with us.

1.3 Compensation and our liability

- (a) Depending on the Service you purchase, you may be entitled to some form of compensation if your Item is lost or damaged. This does not preclude any rights you have under the Australian Consumer Law. Please refer to Section 3 for details on compensation and the claims process.
- (b) The amount of any compensation payable is subject to the APC Act, and other applicable Laws and will also depend on the Service provided, these AP Terms, the loss you incurred and your compliance with clause 1.2.
- (c) **We alert you to clauses 3.2-3.4 which deal with circumstances where we limit**

our liability and clause 2.5 which explains when you have to indemnify us. These clauses have the potential to affect your interests. Please read these carefully before using our Services.

1.4 Changes to the AP Terms

- (a) We may vary the AP Terms (including introducing new terms for our Services) from time to time. We have the right to do this under the APC Act.
- (b) We will give you reasonable notice of any material change. The period of notice will depend on the nature of the change we are making and/or the nature of the Service that we provide to you. Please note, if the change is due to legal or regulatory reasons or a Force Majeure Event, the notice period could be short.
- (c) We will notify you of any material change to the AP Terms via the AP Website.

1.5 Changes to our fees

- (a) We may update our fees from time to time as permitted by the APC Act. We will notify you of any changes to our fees by publishing the change on the AP Website and/or notices displayed in our Post Offices.
- (b) We will give you reasonable notice of the fee change before it occurs. The period of notice will depend on the nature of the fee change we are making and the Service that fee change relates to. Please note, if the change is due to legal or regulatory reasons or a Force Majeure Event, the notice period could be short.

1.6 Not a common carrier

- (a) We are not a common carrier and, subject to the APC Act, may refuse to provide Services to any person. We have the discretion not to accept any Items, particularly if those Items do not meet our requirements under the AP Terms, or for operational reasons.
- (b) We may also refuse to accept Items if any packaging or container that has been purchased from us has been defaced or modified, including being modified in a way

that the shape or size of the packaging or container has been increased or altered.

1.7 Our right to subcontract

From time to time, subject to the APC Act, we may subcontract the performance of our obligations under the AP Terms.

1.8 Matters beyond our reasonable control (known as Force Majeure Events)

If a Force Majeure Event occurs:

- (a) we may not be able to provide the Services, or we may need to alter how we provide the Services;
- (b) we will not be liable for any failure or delay in the performance of our obligations under the AP Terms that is related to the Force Majeure Event;
- (c) we will try to notify you promptly (via the AP Website and/or notices displayed in our Post Offices) of the event and how it affects our ability to provide the Services, and we will try to resume our obligations as soon as reasonably possible.

1.9 Governing Law

These AP Terms are governed by the Laws of Victoria, Australia.

SECTION 2: WHAT CANNOT BE SENT AND YOUR RESPONSIBILITIES

- ✚ Not all Items are suitable for sending through our delivery network. Some Items can pose health, safety, security, or environmental risks.
- ✚ You must check your Item is safe to send and you may be liable if you fail to do so.
- ✚ Each country has specific regulations restricting what Items can be sent to that country. It is your responsibility to check these regulations before you send an Item internationally.
- ✚ **IMPORTANT: You may be liable to us and may be required to indemnify us if we suffer loss as a result of you doing the wrong thing (such as sending Prohibited Items or failing to deal with Restricted Items properly). See clauses 2.4 and 2.5. Please read these clauses carefully.**

2.1 Prohibited Items and Restricted Items

- (a) You **must not** lodge a Prohibited Item.
- (b) You **must not** lodge a Restricted Item unless you have met our conditions of carriage for that Item.
- (c) More detailed information about what is prohibited and restricted is set out in the Prohibited & Restricted Items List on the AP Website:
<https://auspost.com.au/personal/sending/sending-guidelines/dangerous-prohibited-items>. **It is important that you read this document carefully to understand your obligations.**
- (d) You must check whether your Item is a Prohibited Item, or a Restricted Item and it is your responsibility to ensure that your Item is safe to lodge. **Acceptance of an Item by us for sending does not free you of this responsibility.** This means ensuring that, where it is required, you use the correct labelling and packaging, and provide the correct documentation and declarations. Where you are required to provide documentation, it must be complete and accurate. We provide some guidance on packaging requirements in the Prohibited & Restricted Items List.

2.2 International restrictions

- (a) You **must not** lodge an Item that is prohibited from export.
- (b) You must comply with any export restrictions on the Item you propose to send.
- (c) It is your responsibility to check for any international prohibitions or restrictions. We provide some guidance on this in our International Post Guide on the AP Website:
<https://auspost.com.au/sending/send-overseas/international-post-guide>. Restrictions and conditions can change at short notice. For the latest information, you should check the Universal Postal Union's prohibitions and restrictions list (<https://www.upu.int/UPU/media/upu/files/postalSolutions/programmesAndServices/postalSupplyChain/customs/prohibitedArticles/ListOfProhibitedArticles.pdf>) or contact the destination country's customs, postal, trade or government authority.
- (d) It's also your responsibility to check if the destination country imposes any duties, taxes, brokerage fees or any other fees on what you propose to send.

2.3 Our rights

- (a) If we find a Prohibited Item, it will not be delivered, and we will not refund postage costs.
- (b) We are not obliged to return Prohibited Items to you but may, at our discretion (acting reasonably) do the following:
 - (i) destroy the Item;
 - (ii) dispose of the Item;
 - (iii) deliver the item to the appropriate authorities (such as the police, defence force, Customs, emergency services).
- (c) If there is a cost associated with taking the above actions, we may pass this onto you.

2.4 Your liability to us and others

If you send a Prohibited Item, or a Restricted Item (where you have not met our specified conditions of carriage) then:

- (a) to the extent permitted by Law:
 - (i) we may not cover you for any loss of, or damage to, the Item;
 - (ii) we may hold you liable and you may be required to indemnify us for any loss or damage suffered by us as a result of you sending the Item (see clause 2.5 below), and
- (b) you may be subject to penalties under the *Civil Aviation Act 1988 (Cth)* and other Laws.

2.5 Indemnity from you

- (a) It is important you understand that wrongful actions on your part may cause harm to us or others. If you breach your obligations under these AP Terms (an example of which is described in clause 2.4) and this results in a claim (by us or a third party) for **Indemnifiable Loss**, then to the extent permitted by Law, **we require you to indemnify us** against that claim.
- (b) **Indemnifiable Loss** means loss or damage (including Consequential Loss) incurred by us in connection with any of the following:
 - (i) an injury to or death of any person,
 - (ii) property damage,
 - (iii) a third-party claim against us, and
 - (iv) a claim that we or you have contravened any Laws.
- (c) Your liability to us under clause 2.5(a) is reduced proportionally to the extent that the Indemnifiable Loss was caused or contributed to by us.

SECTION 3: COVER FOR LOSS OR DAMAGE

- ✚ We commit to using reasonable care and skill when providing the Services.
- ✚ However, given the nature of postal services, sometimes Items may get delayed, damaged, or lost in transit.
- ✚ Depending on the Service you purchase you may be entitled to compensation if your Item is lost or damaged.
- ✚ Subject to applicable Laws (including the Australian Consumer Law), the amount of any compensation payable will depend on the AP Terms, the loss you incurred and any contributing role you played.
- ✚ The description and value of items disclosed for Customs, consignment and/or Postage purposes must be accurate, and will be taken into account when assessing compensation.
- ✚ Our postal delivery services are **generally** suitable for sending Items up to \$100 in value. For more information, see clause 3.6.
- ✚ ***IMPORTANT: Unless we have specifically agreed to different terms and conditions with you, this Section 3 covers how and when we may be liable to you. It also covers the situations under which our liability to you is limited. Please read it carefully.***

3.1 Your rights under the Australian Consumer Law

It is important that you understand that any rights you may have, or obligations we may have to you, under the Australian Consumer Law apply in addition to the AP Terms (in particular clauses 3.3 to 3.8) but, are subject to the terms of the APC Act as outlined in clause 3.2.

3.2 Our rights under the section 34 of the APC Act – exclusion of liability regarding the letter service

Where our Service relates to the carriage of a Letter or an Item by means of the letter service supplied under section 27 of the APC Act, and where we have not provided the sender with a receipt for that Letter or Item, **we will not be**

liable to you or any other person for any loss or damage connected to that Service including any loss of, or damage to, that Letter or Item.

3.3 General exclusions of liability except in certain circumstances

- (a) Generally, we will not be liable to you for any loss or damage (including any Consequential Loss) arising from our provision of (or failure to provide) the Services, but this is subject to:
 - (i) the Australian Consumer Law;
 - (ii) clause 3.3(b) and clauses 3.4 to 3.9.
- (b) We accept responsibility for:
 - (i) personal injury or death caused by our negligence;
 - (ii) loss or damage which is caused by our fraud, wilful misconduct, or gross negligence.

3.4 Delayed Items

Our delivery timetables are indicative targets only. Sometimes, Items may take longer to be delivered.

Apart from Items sent under the Express Post service terms through the next business day delivery network, we do not provide a refund or compensation for delays. Further details are set out in the Express Post Service Schedule.

For the avoidance of doubt, if the sender has used the business service known as Business Express Delivery, Items sent under that service are not sent through the Express Post next business day delivery network.

If an Item is unable to be found or located after a reasonable period for delivery has passed and after reasonable inquiries have been made by us, we may reasonably determine an Item to be lost and a claim for the lost Item may be made.

3.5 Lost or damaged Items

If your Item is lost or damaged in transit and **if we are at fault for the loss or damage**, we will pay you an amount that is:

- (a) equal to the cost of repair of the Item or the reduction in the value of the Item (where the Item cannot be repaired); or
- (b) equal to the replacement value of the Item; or
- (c) up to the Included Compensation limit available under the Service you obtained (see clause 3.6), and subject to any of the

compensation dependencies (see clause 3.7),

whichever of these options is the lesser, and we will also provide a refund of the Postage paid.

3.6 Compensation Limits (for Items lost or damaged in transit)

For certain Services, we provide a level of compensation if your Item is lost or damaged in transit using that Service, subject to the dependencies in clause 3.7. This is known as **Included Compensation** (and reflects the suitable value for Items sent using those Services). See the table below. Included Compensation is in addition to any rights you have under the Australian Consumer Law.

Service	Included Compensation (subject to Section 3)
Domestic Parcel Post and Domestic Express Post	Up to \$A100
International Economy Sea, International Economy Air (for Parcels only), International Standard, International Express, and International Courier	Up to \$A100
Registered Post (Domestic)	Up to \$A100
Domestic Letter with Tracking	Up to \$A100
International Post Registered	Up to \$A100
Extra Cover Service in addition to one of the above Services	The lower of the Extra Cover amount purchased and the value of the Item. For more detail see the Extra Cover Service Schedule.
Domestic Letters	Not applicable
International Economy Air (for Letters)	Not applicable
Business Standard Delivery and Business Express Delivery (Note that these are business services provided under separate contracts with customers and apply to parcels lodged after October 2026 via a Business Account)	Up to \$A100 (for claims by addressees only, not applicable to senders)

3.7 Included Compensation dependencies (for Items lost or damaged in transit)

Included Compensation is not available under clause 3.6 if:

- (a) clause 3.2 applies;
- (b) the Item lodged contains a Prohibited Item;
- (c) the Item lodged contains a Restricted Item that does not comply with our specified conditions of carriage;
- (d) the loss or damage is the result of a Force Majeure Event;
- (e) the Item is confiscated or destroyed by Customs or any government authority;
- (f) the Item was lost or damaged from the inspection or repacking of the Item by Customs or any government authority;
- (g) the damage occurred **before** the Item was lodged or the loss or damage occurred **after** we delivered the Item;
- (h) it cannot be established to our reasonable satisfaction that the Item was lodged with us;
- (i) we can demonstrate that the loss or damage was not caused by us (for example, where the Item was not correctly addressed);
- (j) the sender or addressee/receiver have been fraudulent or dishonest in any way in respect of the Item or our investigation into a compensation claim;
- (k) the sender did not comply with the relevant terms of the Service, including the AP Terms and any relevant Service Schedule or Operational Guide;
- (l) the Item was not adequately packed, or the Item could not be appropriately packaged; or
- (m) the sender lodged the Item using the separate business service known as “Business Standard Delivery” or “Business Express Delivery” and the sender did not comply with the terms of that service, including restrictions on the size and weight of Items or the lodgement of Items listed in the Business Account Prohibited & Restricted Items Guide.

3.8 Making a claim for Included Compensation

- (a) The party who has a right to claim Included Compensation for loss or damage to an Item will be the sender (apart from a sender that has a separate business contract with us) or the addressee.
- (b) We will not accept claims from both the sender and the addressee in relation

relation to the same Item. The sender or addressee may waive their right to claim in favour of another person but must inform us of this in writing or in a form prescribed by us.

- (c) To make a claim follow the “How to apply” process set out on the AP Website:
<https://auspost.com.au/receiving/delayed-lost-or-damaged-items/compensation>.

The process may differ depending on the nature of the claim. You may also contact our National Contact Centre for more information on making a claim:

- In Australia: 13 POST (13 7678)
- From overseas: +61 3 8847 9045

- (d) We investigate each claim. You must comply with our claim investigation process which includes providing us with all relevant information or evidence and complying with any reasonable requests we make.
- (e) Claims for loss or damage **must be made within:**
- (i) 6 months from the date of lodgement of the Item; or
 - (ii) 30 days from the intended date of delivery in the case of Items which have been lodged under the International Courier Service or International Express Service.

service, you are entitled: (i) to cancel your service contract with us, and (ii) to a refund for the unused portion, or to compensation for its reduced value. You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract.

- (b) The guarantees in clause 3.10(a) do not apply to services acquired for an addressee’s business purpose.

3.9 Subsequent recovery of an Item

If we paid compensation for an Item which had been presumed lost, and that Item is subsequently found, we may notify the claimant. The claimant may reclaim this Item within 30 days from the date of our notification, provided the claimant repays our compensation amount.

3.10 Non-excludable guarantees

- (a) Subject to clauses 3.2 and 3.10(b) our services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the

SECTION 4: DELIVERY & COLLECTION OF MAIL AND OTHER POSTAL SERVICES AND REQUIREMENTS

- ✚ When you send an Item, you must comply with our operational requirements and pay the relevant postage.
- ✚ This section covers those requirements and how we deal with delivery issues, such as mail in dispute, undeliverable Items etc. It also refers to some of our postal products and features associated with our various Services, such as tracking and signature on delivery.
- ✚ Under the Act we have the exclusive right to issue Postage Stamps within Australia and we may set conditions around the right to sell Postage Stamps.

4.1 Our addressing requirements

When sending an Item, you must supply a correct postal address and comply with our addressing guidelines which can be found on the AP Website:
<https://auspost.com.au/sending/guidelines/addressing-guidelines>. If you do not correctly address an Item, we may not be able to deliver it, or it might be delayed. Please note that similar addressing principles apply to the sending of domestic Parcels.

We may refuse to carry an Item if:

- (a) it is marked in such a way that could delay or misdirect its delivery;
- (b) before being lodged, the Postage Stamps attached to the Item have already been Postmarked;
- (c) the name and address of the intended recipient is not legible;
- (d) the type of covering of the Item could interfere with the processing of other Items or our equipment;
- (e) the covering of the Item contains text or images which in our reasonable opinion, could be considered offensive or defamatory.

4.2 Mailbox delivery requirements

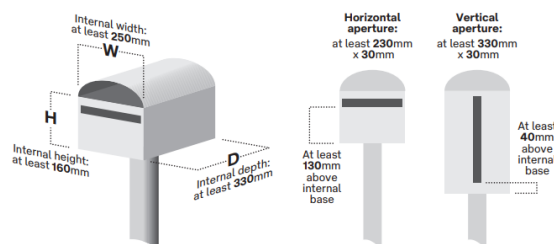
To help ensure your Items are delivered safely and properly, you must:

- (a) Clearly display your street number, or flat or apartment number on your mailbox. For groups of mailboxes, the street number should be displayed clearly near the mailboxes and suite, or flat numbers should be displayed on each box below the mail slot, with mail boxes numbered sequentially.
- (b) Provide us with safe and unobstructed access to your mailbox.
- (c) Situate your mailbox in an appropriate location. See table below.

Type of premises	Appropriate mailbox location
Single residential or commercial premises	On the boundary of the property with the footpath or road with the mail slot facing the footpath or road. If the door of the building abuts the footpath, the mail slot may be in the door.
Single residential or business premises with driveway access to a road	At the junction of the driveway with the road.
Two adjoining residential or business premises with common driveway access to a road	Both mailboxes at a common point at the junction of the driveway with the road.
Premises with multiple delivery points	A single group of mailboxes on the boundary of the property with the footpath or public road. The mailboxes should be at right angles to the footpath or road and parallel to the driveway with the first box as close to the boundary as possible.

Type of premises	Appropriate mailbox location
Multi-storey residential or commercial buildings	Same as for premises with multiple delivery points. If the entrance to the building abuts the footpath or road, the single group of mailboxes may be in the foyer as close to the entrance as possible. We may require a mail room or a mail locker for our use.
Very large multi-storey residential or commercial buildings	A single group of mailboxes located at a convenient point with motor vehicle access in a service area or basement. We may require a mail room or a mail locker for our use.

- (d) Ensure that your mailbox meets our approved dimensions.
- Mailbox compartment: 250mm wide x 330mm deep x 160mm high.
 - Mail slot opening (if horizontal): 230mm wide x 30mm high and located at least 130mm above the internal base.
 - Mail slot opening (if vertical): 330mm high x 30mm wide and located at least 40mm above internal base.
 - The mailbox should be positioned so that the mail slot is between 900mm and 1200mm from the ground. Where there is a group of mailboxes, these should be positioned between 600mm and 1600mm from the ground.



4.3 Our methods and points of delivery

- (a) We deliver to various delivery points including residential, retail, and commercial premises. Our methods for delivering to these delivery points are set out in our Delivery Point Policy on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/australia-post-delivery-policy.pdf. These methods of delivery may involve tracking services as described in clause 4.15.
- (b) Generally, delivery of your Item takes place when we deposit it in your mailbox, post office box, locked bag, community bag, private mail bag, parcel locker, or when we hand it to a person who has apparent authority to receive the Item or who is an apparently responsible person at the premises or when we place it in a suitable location at the delivery address.
- (c) **Counter mail delivery (also known as Post Restante):** If you do not receive street or roadside mail delivery, or you are a visitor/tourist in the area for less than 6 months, you may arrange with us to receive counter mail delivery. To receive counter mail, you must satisfy us of your identity. If you authorise an agent to collect your counter mail, that person must produce satisfactory identification and evidence of the authorisation. See the AP Website for more detail about the requirements for counter mail delivery: <https://auspost.com.au/help-and-support/answers?s=poste+restante>.
- (d) **Minors:** If an addressee of an Item is under 18 years old, we may deliver that Item to a parent or guardian.
- (e) **Safe drop:** If authorised or requested by either the sender or addressee, we may deliver a Parcel by placing it in a suitable location at the delivery address. If you have requested a safe drop location that we reasonably believe is unsuitable and we choose not to leave it in an alternate location, we will take it to a Collection Point to be collected and will notify you in accordance with clause 4.3(f).

If the sender has elected to send a Parcel with safe drop, the addressee may be provided an option to opt-out and request a new delivery method. We may deliver according to the request if we receive it within a sufficient time prior to the delivery.

- (f) **Unattended premises:** If you are not home to sign for an Item that requires a signature, or if there is no suitable place for us to leave the Item, or we do not have permission to do so under clause 4.3(e), we will take it to a Collection Point to be collected and will notify you by appropriate means (including by card, email, SMS the Australia Post App, or other digital channels). This notification may include an image captured by us. You will have 10 business days to collect the Item before it is returned to the sender. When you collect the Item from the Post Office, we will ask for identification that proves you are either the addressee or someone who is authorised to collect the Item on the addressee's behalf.

4.4 Payment of Postage

- (a) Generally, Postage on an Item must be paid for by the sender. There are other instances where Postage may be paid by an addressee, such as where an Item is carried under the Domestic and International Reply Paid Letters Services, the Domestic Return Paid Parcels Service, or the Key Return Service.
- (b) Postage on an Item may be covered in various ways including:
- (i) Attaching uncanceled Postage Stamps to the Item.
 - (ii) For Items to be delivered overseas, Postage Stamps bearing the words "International Post" should be attached. Otherwise, Postage Stamps equivalent to 110% of the Postage payable on the Item must be attached (to reflect that GST is included in the cost of domestic Postage).

- (iii) For Items carried by the Express Post Service, attaching an individually numbered barcode label to the Item.
- (iv) Attaching an online Postage label, obtained using your MyPost Account.
- (v) Attaching a Postage Meter impression indicating that Postage has been paid to the Item.
- (vi) Using an authorised Postage paid imprint.
- (vii) Using one of our packaging products that has Postage included in the price of that product, such as our Postage prepaid envelopes and satchels. (See clause 4.14 for more details).

4.5 Philatelic Services

- (a) You must not sell Postage Stamps issued in Australia by us unless:
- (i) authorised by us; or
 - (ii) you are selling, exchanging, or trading such Postage Stamps for philatelic purposes.
- (b) You must not sell any of our packaging products that have Postage included in the price of that product (such as our Postage prepaid envelopes and satchels), unless authorised by us.
- (c) We may limit the quantity of Postage Stamps of a particular design or issue that may be purchased.
- (d) We may set a time limit for the sale of Postage Stamps of a particular design or issue.
- (e) We may sell philatelic materials issued by overseas postal administrations and may also arrange for our philatelic materials to be sold by overseas postal administrations and agents.
- (f) Where we sell Postage Stamps from our philatelic sections, which are specially packed or attached to envelopes or other wrappings, we may charge a fee for the pack or wrapping in addition to the face value of the Postage Stamp.
- (g) If you buy a Postage Stamp from our philatelic section for a value equal to or greater than the Postage payable on a small regular Letter, we will not charge you

for any Postmarking (if requested) of that Postage Stamp. Where a Postage Stamp has been Postmarked under this clause, that Postage Stamp is not valid for the payment of Postage.

- (h) You may request that we attach a Postage Stamp that has been purchased from a philatelic section to an Item provided by you. We charge a fee for this which is set out in the Post Charges Guide.
- (i) We may mark certain Postage Stamps with the word “specimen” and sell such Postage Stamps at our philatelic sections. These Postage Stamps are not valid for the payment of Postage.
- (j) We may sell a limited number of Postage Stamps to eligible government concession card holders at a concession rate. These concession Postage Stamps can be used only for Letter Services within Australia and on such terms and conditions published by us. For more information about eligibility criteria and how concession Postage Stamps may be used see the AP Website: <https://auspost.com.au/sending/stamps/concession-stamps>.

4.6 Undeliverable Items

- (a) There may be several reasons why we are unable to deliver Items. These include situations where:
 - (i) the Item is not addressed or is inadequately or incorrectly addressed;
 - (ii) we are informed or aware that the addressee is unknown or does not receive Items at the address listed on the Item;
 - (iii) in our reasonable opinion, there are no adequate receptacles or facilities for us to deposit the Item;
 - (iv) in the case of an Item lodged for delivery overseas, the required documentation such as Customs documents are not provided;
 - (v) an addressee has refused to accept delivery of an Item. This may occur where an addressee returns the Item to us with an indication that the

addressee has declined to accept delivery;

- (vi) an Item has been addressed for Counter Mail delivery at one of our Post Offices or to an addressee at another location (such as a hotel) and the Item has not been claimed by the addressee within 30 days from the date of delivery.
- (b) If an undeliverable Item has a return address, we will deliver the Item to that address.
- (c) If an undeliverable Item has no return address, we may, under the APC Act open it to find the correct address of the intended recipient or the sender’s address, and then subsequently deliver, or return the Item.
- (d) If we cannot deliver an Item or return it to the sender (or if otherwise permitted under the AP Terms), we may dispose of, and/or deal with, that Item in any of the following ways:
 - (i) By complying with a court order.
 - (ii) If the carriage of the Item is prohibited, or could be in breach of Law, we may provide the Item to such authority or agency or body (such as the police, customs, quarantine, relevant prosecuting authority, defence, or emergency services, etc) as required by Law or as we reasonably consider to be appropriate.
 - (iii) If clauses 4.6(d)(i) or 4.6(d)(ii), do not apply (or otherwise if permitted by the AP Terms), we may sell, destroy, or dispose of the Item as we consider appropriate. If we sell the Item, the sale proceeds, will be paid to: (i) our Unclaimed Money Fund, (ii) a charity or charitable fund of our choice (including any charitable fund we may establish), or (iii) such projects and programs established or operated by us (or a related body corporate of ours) for a public benefit.

4.7 Underpaid Items

- (a) If an Item does not have sufficient, or any, Postage for delivery, we are not required to deliver it. We have the discretion to deliver the Item, return the Item to the sender (if one can be identified without

opening the Item) or deal with the Item under clause 4.6(d).

- (b) If we choose to deliver the underpaid Item, we may charge an underpaid Item administrative fee (as set out in the Post Charges Guide) in addition to the deficient Postage.
- (c) If we cannot identify the sender of the underpaid Item without opening the Item, we may hold the Item and notify the addressee that deficient postage plus an underpaid Item administrative fee (as set out in the Post Charges Guide) is payable before we deliver the Item. If the addressee does not pay these costs within 7 days, we may deal with the Item under clause 4.6(d).

4.8 Counterfeit Products and consistent lodgement of underpaid Items

If we detect that a Counterfeit Product has been used to post the Item (or if we determine that the sender consistently lodges underpaid Items), we may:

- (a) refuse to carry the Item; or
- (b) hold the Item and notify either the sender or the addressee that proper postage plus an underpaid Item administrative fee (as set out in the Post Charges Guide) is payable before we deliver the Item. If these costs are not paid within 7 days, we may deal with the Item under clause 4.6(d)

You must not sell Counterfeit Products.

4.9 Items in dispute and Items withdrawn

- (a) If there is a dispute between persons about who is entitled to receive an Item, we may investigate to determine the proper addressee. If we are unable to determine the proper addressee of the Item, we may mark the Item as 'in dispute' and treat it as being undeliverable.
- (b) A person who has lodged an Item (other than an Express Post Item) may apply to us for the Item to be withdrawn from delivery and returned to the sender. The application must include: (i) a lodgement receipt (where applicable), (ii) a description

of the Item and its contents, (iii) the applicant's reasons for withdrawal. The applicant must pay the Withdrawal from post fee and the additional charges set out in the Post Charges Guide. The fee and additional charges will not be refunded where the Item is delivered before it can be withdrawn. We will only withdraw the Item if we are satisfied: (i) that the applicant is the sender and, (ii) with the reasons for withdrawal or that the addressee has consented to the withdrawal.

4.10 Overweight or irregular sized Items

We may refuse to carry an Item if it exceeds our size and weight guidelines published on the AP Website:

<https://auspost.com.au/sending/guidelines/size-weight-guidelines>.

4.11 Redirection and hold Services

- (a) **Prior to delivery:** If you wish us to temporarily hold or to redirect the Item to a different address prior to delivery, we offer Mail Redirection and Mail Holding Services that enable this.
- (b) **After delivery:** Where we have already delivered an Item and the addressee no longer resides at the address stated on the Item, the recipient of the Item may:
 - (i) Redirect it to the addressee by changing the address and re-lodging the Item. We may charge Postage on this redirection if it appears that the Item has been opened before being redirected. If the Item was originally sent by Registered Post, then any redirection of that Item must also use the Registered Post Service.
 - (ii) Indicate on the Item that the addressee is unknown or has left the address and return the Item to us. We may then treat it as being undeliverable under clause 4.6.
- (c) We will not redirect an Item where we have received specific instructions not to redirect that Item.

4.12 Customs requirements and holding costs on international Items received

- (a) When sending an Item to an international location, you are responsible for complying with Customs requirements, including completing all Customs documentation and checking whether Customs duties or other charges are payable on the Item. For the purpose of this clause, Australia's External Territories may not be considered an international location.
- (b) Customs duties, taxes and other regulatory charges must be paid by the person receiving the Item. If the receiver does not pay these charges, the Item may be treated as undeliverable.
- (c) We may also charge reasonable holding costs for any Item weighing more than 500 grams, sent from overseas which:
 - (i) attracts Customs duties or is imported for a commercial purpose and stored at a gateway mail facility; and
 - (ii) remains undelivered at the place at which it was assessed for duty, for 4 days or more (excluding weekends and public holidays), after we have taken reasonable steps to notify the addressee of its arrival.

Delivery of the Item may be withheld until the holding costs are paid.

4.13 Remail

- (a) If you engage in the practice of remailing, to exploit differences between domestic Postage rates and Terminal Dues rates we may take action against you under the *Universal Postal Convention*.
- (b) Subject to clause 4.13(c), if you are an Australian resident (or an Australian body corporate) you must not post either directly or through an agent in an overseas country for delivery to Australia, more than 300 Items in any 30-day period (**Bulk Overseas Posting**). If you breach this requirement, we may: (i) request that you pay us an amount equal to the Postage that would have been payable if the Items were posted at the place they were received in Australia

(**Equivalent Australian Postage**), or (ii) dispose of the Items by returning them to the country of posting or destroying them.

- (c) We may permit you to make a Bulk Overseas Posting if you notify us beforehand of the number and type of Items, date, and place of lodgement, and pay us the Equivalent Australian Postage.
- (d) Unless you are a resident of an overseas country, you may not post either directly or through an agent in that country for delivery to Australia a Bulk Overseas Posting. If you do so, we may: (i) return the Items by surface mail to the country of posting, (ii) destroy the Items, or (iii) choose to deliver the Items if you pay us the Equivalent Australian Postage.

4.14 Our packaging and flat rate postage

- (a) We sell various types packaging for use with our delivery services including envelopes, padded bags, satchels, boxes, and tubes.
- (b) Some forms of our packaging may have prepaid postage included in the price. This will be indicated on the packaging itself.
- (c) We offer flat rates of postage for Parcels that weigh up to 5kg that are sent within Australia using certain Services.
 - If you use our designated packaging with the relevant Services, these flat rates are based on the size of that packaging (i.e. small, medium, large or extra-large).
 - If you use your own packaging, these flat rates are based on the weight tier that applies to your Parcel. Your Parcel's weight will be assessed as the greater of its cubic or actual weight as measured and calculated by us. To find out more about how to calculate cubic weight, please see the AP Website: <https://auspost.com.au/business/business-ideas/business-resources/what-is-cubic-weight>.
- (d) Items lodged using our flat rate packaging must fit within the packaging, be fully enclosed, and must not be packed so

tightly that they bulge or cause the packaging to split.

- (e) You must not use our Parcel Post and Express Post pre-paid and postage-not-paid satchels for Items which exceed 5kgs.
- (f) Items lodged using our packaging which exceed 5kgs will be charged at the rates set out in the Post Charges Guide.
- (g) If our satchels and packaging are designed for a specific Service such as the Express Post Service or the Parcel Post Service, these must only be used for that designated Service.
- (h) Some types of our flat rate packaging may be reused, provided:
 - they are not satchels or envelopes;
 - they meet our packaging requirements; and
 - any previously used labels and barcodes are removed or covered.

4.15 Tracking feature

- (a) We offer a tracking feature that allows a person to track the delivery status of some Items via the AP Website or the Australia Post App, and provides for email, SMS, or in-App notification of tracking events. These are standard features for some of our Services and optional in some others (for a fee).
- (b) For tracking to be provided, the sender must obtain the consent of an addressee, or other third party in relation to their email address and/or mobile number being provided to us for the purposes of notifying tracking events (and collecting feedback on the delivery or tracking service).
- (c) We will only use the email address and mobile number provided by a sender for the purpose of notifying tracking events, obtaining feedback on the delivery or tracking services or any purpose permitted under the Privacy Act.
- (d) Our delivery and tracking services may include capturing an image. To find out more please see the AP Website: <https://auspost.com.au/receiving/tracking-service>

- (e) Tracking and notifications may be affected by various factors including technical problems and telecommunication network coverage. We cannot guarantee that the information provided through the tracking feature will always be accurate or up to date.
- (f) Tracking services in relation to outbound international deliveries are subject to the availability and provision of those services by international postal organisations and other third parties. Tracking may not be available in some locations, or available at all times. Please check the International Post Guide for more information.

4.16 Delivery Confirmation feature – Domestic Registered Post Service only

- (a) This is a feature offered with our domestic Registered Post service where a delivery confirmation card accompanies an Item being sent. We use reasonable endeavours to ensure the card is signed on delivery of the Item and then sent back to the sender via ordinary post as confirmation of delivery.
- (b) We are not required to verify the identity of the person providing their signature.
- (c) If a person appears to have authority to sign for an Item, we will rely on that authority where we consider it reasonable to do so.
- (d) If the premises are unattended or a signature cannot be obtained, we will take the Item to a local Post Office and notify you of this.

4.17 Signature on Delivery feature

- (a) We offer a Signature on Delivery feature for some of our Services, under which we use reasonable endeavours to obtain a signature from the recipient of an Item on delivery. This may be a standard feature in some of our Services and optional in others (for a fee).
- (b) Under this feature, we are not required to verify the identity of the person providing their signature.
- (c) If a person appears to have authority to sign for an Item, we will rely on that authority where we consider it reasonable to do so.

- (d) Unless you instruct otherwise, we don't need to obtain a signature if: (i) the addressee has requested that an Item be left in a nominated place where nobody is available to sign, or (ii) we are able to deliver an Item in accordance with our 'Safe Drop' terms in clause 4.3(e). In either case the date and time scan data obtained by us on our devices will be deemed to meet any Signature on Delivery request.
- (e) Where an Item is delivered to one of our Parcel lockers, the inputting of a secure code to access the locker is deemed to meet any Signature on Delivery request.
- (f) Unless you instruct otherwise, we don't need to obtain a signature where an Item has been addressed to a person's Post Office box, locked bag, private bag, community bag or common bag or where we have come to a specific arrangement with you. The date, time, box number scan data obtained by us on our devices is deemed to meet any Signature on Delivery request.
- (g) For domestic deliveries, if the recipient's premises are unattended or a signature cannot be obtained, and where clauses 4.17(d) and (f) don't apply, we will take the Item to a Collection Point and will notify you of this.
- (h) For international deliveries, if the recipient's premises are unattended or a signature cannot be obtained, the Item will be dealt with in accordance with procedures determined by the postal operator in the country of the delivery.
- (i) Signature on Delivery is not available in all countries. Please check the International Post Guide for more information. Where an Item with a Signature on Delivery feature is sent to a destination which does not accommodate this feature, you acknowledge and accept that the Item may be delivered without a signature being obtained.

4.18 Person to person delivery feature – Domestic Registered Post Service only

- (a) This is a feature offered with our domestic Registered Post service where we use reasonable endeavours to deliver a domestic Registered Post Item to the person named as the addressee.
- (b) We may deliver the Item to an addressee's nominee if the addressee has requested and authorised this and we have approved that request. Where the addressee is a minor, the addressee's parent or guardian will be the nominee.
- (c) If the addressee cannot be located or we cannot deliver to the addressee, we will take the Item to a Collection Point and notify you of this.

4.19 Greeting cards

Greeting cards may be sent at concessional rates set out in our Post Charges Guide, if they: (i) meet the size and weight requires set out in the Post Charges Guide, (ii) are enclosed in an envelope which is marked "Card Only" and, (iii) are lodged during the period (if any) specified in the Post Charges Guide.

4.20 International Reply Coupons

International Reply Coupons are a means of paying for Postage. They can be exchanged by the addressee for a Postage Stamp to prepay airmail Postage on a small Letter up to 50g. Where more than 100 International Reply Coupons are presented to us at any one time in exchange for Postage Stamps, we may require the person presenting the coupons to affix the Postage Stamps to the Items and lodge the Items at that time.

4.21 Aerogrammes

You must not lodge an aerogramme unless it has been supplied and/or approved by us.

SECTION 5: HOW TO INTERPRET THE AP TERMS

 This section provides an explanation of some terms in the AP Terms that might be unfamiliar to you, or which might be used in a particular way.

Word	Meaning
AP Terms	these terms and conditions made under section 32 of the Act.
AP Website	www.auspost.com.au .
APC Act	the <i>Australian Postal Corporation Act 1989</i> (as amended from time to time) and any regulation or statutory instrument issued under it.
Australian Consumer Law	the uniform consumer protection law set out in Schedule 2 of the <i>Competition & Consumer Act 2010 (Cth)</i> .
Business Account	the business sending platform accessed subject to the Business Account Services Agreement, accessible via https://business.auspost.com.au .
Business Account Prohibited & Restricted Items Guide	the list of Prohibited Items and Restricted Items for the services described in the Business Standard Delivery and Business Express Delivery Service Schedules, and which is available in the business sending platform and also published on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/prohibited-restricted-items-business-account.pdf
Business Credit Account	a credit facility approved by us.
Business Express Delivery	the domestic express delivery service for the delivery of Articles (excluding Letters) for business senders who use the Business Account.
Business Standard Delivery	the domestic standard delivery service for the delivery of Articles (excluding Letters) for business senders who use the Business Account.
Collection Point	a Post Office, Parcel locker, or Australia Post facility.
Consequential Loss	any indirect or consequential loss or damage including: (a) pure economic loss; (b) loss of revenue, production, profits, income, reputation, goodwill, business, customers, opportunity, anticipated savings; and (c) the cost of defending/settling any claim.
Counterfeit Product	anything resembling or intended to resemble: (i) a Postage Stamp or, (ii) an envelope or other postal stationery on which a representation of a Postage Stamp is imprinted or affixed, which is not issued or authorised by us.
Force Majeure Event	any cause or event that is outside our reasonable control and which prevents or delays us from performing our obligations in the usual manner, and includes: (a) an act of God, lightning strike, meteor strike, earthquake, storm, flood, extreme weather, landslide, explosion or fire; (b) strikes or other industrial action (other than strikes or other industrial action of our employees); or (c) war, terrorism, sabotage, blockade, revolution, riot, insurrection, civil commotion, virus, plague, pandemic or epidemic, direction of a government authority, sanction or change in Law.
Head Terms	the terms and conditions in Sections 1 to 5 of the AP Terms.
Included Compensation	has the meaning given in clause 3.6
Indemnifiable Loss	has the meaning given in clause 2.5(b)

Insolvency Event	a situation where a person: (a) that is a body corporate, is in liquidation, in provisional liquidation, under administration, wound up or has had a controller appointed to its property; (b) who is a natural person, commits or suffers an act of bankruptcy; or (c) is otherwise unable to pay its debts when they fall due.			
International Post Guide	our guide for sending Items to a particular country or region, published on the AP Website: https://auspost.com.au/sending/send-overseas/international-post-guide .			
Item	any matter or thing and includes for example, a Letter or a Parcel (and includes, where the context requires it, the contents of the Letter or Parcel). Please note that some of our Operational Guides or parts of the AP Website may use the word “ Article ” in the same context and with the same intended meaning as the term ‘Item’ under these AP Terms.			
Law	any applicable statute, regulation, order, rule, subordinate legislation, or other document enforceable under any statute, regulation, rule, or subordinate legislation, and any ruling or directive of a judicial entity.			
Letter	any form of written communication that is directed to a particular person or address, including any envelope, packet, container, or wrapper containing such a communication and which: (a) is rectangular in shape (with the two shorter sides not exceeding 260mm and the two longer sides not exceeding 360mm); and (b) does not exceed 500grams in weight or 20mm in thickness.			
Lodge	to provide an Item to us for delivery by in a way that we say is appropriate or necessary. This may include placing the Item in a street posting box, providing it to us over the counter at a Post Office, or lodging in accordance with any specified requirements for a particular Service.			
MyPost Account	an account registered in accordance with the MyPost Terms of Use available at https://auspost.com.au/terms-conditions/australia-post-user-account-terms-of-use .			
Operational Guide	the guidance document which sets out operational and other requirements you must comply with for us to provide you with a particular Service. A link to the Operational Guide (where one exists) for a Service is set out in the Service Schedule for that Service.			
Parcel	means any packet, parcel, container, receptacle or wrapper (including the contents, where the context requires it), lodged with us for delivery and which: (a) is not a Letter; and (b) complies with the size and weight requirements set out below:			
	Destination	Maximum weight	Maximum length	Maximum dimensions
	Domestic	22kg	105cm	0.25 cubic metres
	International	20kg	105cm	140cm girth

Post Charges Guide	our guide to our fees and charges available on the AP Website by searching 'Post Charges' or via this link: https://auspost.com.au/content/dam/auspost_corp/media/documents/post-guides/post-charges-guide-ms11.pdf .
Postage	the amount payable for the carriage of an Item by post.
Postage Stamp	any imprinted or printed mark, label or design authorised by us for the purpose of paying Postage for an Item.
Postmark	any mark, design or label applied by us or with our authority, to the outer surface or address label of an Item for the purpose of: (a) cancelling a postage stamp or to record any details relating to the carriage of an Item; (b) providing information; (c) designating an Item as being official mail; or (d) carrying out any other purpose authorised by us.
Prohibited Item	an Item that is prohibited from lodgement or carriage by Law or a regulatory authority (including the Items identified as being prohibited in the Prohibited & Restricted Items List or Business Account Prohibited & Restricted Items Guide (as applicable)).
Prohibited & Restricted Items List	the list of Prohibited Items and Restricted Items published on the AP Website: https://auspost.com.au/personal/sending/sending-guidelines/dangerous-prohibited-items .
Restricted Item	an Item that would ordinarily be prohibited from lodgement and which can only be sent if you have complied with the conditions of carriage specified by us or any regulatory authority (including the Restricted Items set out in the Prohibited & Restricted Items List or Business Account Prohibited & Restricted Items Guide (as applicable)).
Service	a service that we provide under the AP Terms.
Service Schedule	a schedule of the AP Terms setting out the features and terms and conditions of a particular Service. Service Schedules for domestic Services are set out in Section 6 of the AP Terms. Service Schedules for international Services are set out in Section 7 of the AP Terms.
We or us or our	Australian Postal Corporation ABN 28 864 970 579.
You or your	any person, organisation, business, or company who requests or receives a Service from us (as the context requires).

SECTION 6: DOMESTIC POSTAL SERVICES

- ✚ We provide a range of domestic postal services. Each of the Service Schedules below set out the requirements that you need to comply with for us to provide the specified Service as well as terms and conditions specific to that Service.
- ✚ **The Service Schedules form part of these AP Terms** and should be read in conjunction with the Head Terms.
- ✚ Some Services have Operational Guides that set out in more detail, operational requirements, and terms relevant to that Service. If a Service has an Operational Guide, a link to this guide will be provided in the relevant Service Schedule. It is important that you read and comply with these Operational Guides, otherwise we may not be able to provide you with the Service. If there is any inconsistency between the contents of an Operational Guide and the Head Terms or a Service Schedule, the Head Terms or Service Schedule will prevail to the extent of the inconsistency.

- [Regular Letters Service Schedule \(Nov 2023\)](#)
- [Parcel Post Service Schedule \(Oct 2026\)](#)
- [Express Post Service Schedule \(Oct 2026\)](#)
- [Key Return Service Schedule \(Nov 2023\)](#)
- [Items for the Blind Service Schedule \(Nov 2023\)](#)
- [Medical / Educational Supplies Service Schedule \(Nov 2023\)](#)
- [Extra Cover Service Schedule \(Oct 2026\)](#)
- [PreSort Letter Service Schedule \(Oct 2026\)](#)
- [Unaddressed Mail Service Schedule \(Nov 2023\)](#)
- [Print Post Service Schedule \(Nov 2023\)](#)
- [Local Country Letters Service Schedule \(Nov 2023\)](#)
- [Reply Paid Letter \(Domestic\) Service Schedule \(Nov 2023\)](#)
- [Return Paid Parcel \(Domestic\) Service Schedule \(July 2025\)](#)
- [Change of Address – Mail Redirection Service Schedule \(July 2026\)](#)
- [Change of Address – Mail Holding Service Schedule \(July 2026\)](#)
- [Registered Post \(Domestic\) Service Schedule \(Nov 2023\)](#)
- [Domestic Letter with Tracking Service Schedule \(Nov 2023\)](#)
- [Postage Meter Service Schedule \(Nov 2023\)](#)
- [Postage Paid Imprint Service Schedule \(Nov 2023\)](#)
- [Post Office Box / Post Office Bag / Common Box / PO Box Plus / Electronic Notification Service Schedule \(July 2025\)](#)
- [Private Post Box Service Schedule \(Nov 2023\)](#)
- [Private Mail Bag Service Schedule \(Nov 2023\)](#)
- [Community Bag Service Schedule \(Nov 2023\)](#)
- [Ordinary Money Order Service Schedule \(Nov 2023\)](#)
- [Express Money Order Service Schedule \(Nov 2023\)](#)
- [Charity Mail Service Schedule \(Oct 2026\)](#)
- [Priority Label Letters Service Schedule \(Nov 2023\)](#)
- [Promo Post Service Schedule \(Oct 2026\)](#)

SECTION 7: INTERNATIONAL POSTAL SERVICES

- ✚ We provide a range of international postal Services. Each of the Service Schedules below set out the requirements that you need to comply with for us to provide the specified Service as well as terms and conditions specific to that Service.
- ✚ **The Service Schedules form part of these AP Terms** and should be read in conjunction with the Head Terms.
- ✚ Some Services have Operational Guides that set out in more detail, operational requirements, and terms relevant to that Service. If a Service has an Operational Guide, a link to this guide will be provided in the relevant Service Schedule. It is important that you read and comply with these Operational Guides, otherwise we may not be able to provide you with the Service. If there is any inconsistency between the contents of an Operational Guide and the Head Terms or a Service Schedule, the Head Terms or Service Schedule will prevail to the extent of the inconsistency.

- [Reply Paid Letter \(International\) Service Schedule \(Nov 2023\)](#)
- [International Post Registered Service Schedule \(Nov 2023\)](#)
- [International Delivery Services Schedule \(Nov 2023\)](#)

NB: The date beside each Service Schedule listed below represents the date that Service Schedule was last updated.

Service Schedule – Regular Letters Service Terms and Conditions (Nov 2023)

Summary of key features	A Service for the delivery of Letters and postcards within Australia.		
Operational Guides	Not applicable.		
Dimensions and weight restrictions	Size	Small Letter	Large Letter
	Maximum weight	250g	500g
	Maximum size	130mm x 240mm	260mm x 360mm
	Minimum size	88mm x 138mm	88mm x 138mm
	Maximum thickness	5mm	20mm
Delivery timetable	This will depend on whether you send the Letters via Regular speed or Priority speed. The full Regular speed and Priority speed Delivery timetables are on the AP Website: https://auspost.com.au/sending/letters-australia.		
Minimum volume	Not applicable.		
Service requirements	You must meet the addressing requirements in clause 4.1 of the Head Terms.		
Lodgement requirements	You may lodge a regular Letter: - in a street posting box or over the counter at a Post Office; or - using the Community bag Service or the Private Mail Bag Service, provided you also comply with the terms of those Services.		
Other terms and conditions	Not applicable.		

Service Schedule – Parcel Post Service Terms and Conditions (Oct 2026)

Summary of key features	Service for the standard delivery of Parcels within Australia which provides: - online tracking (if you use a prepaid Parcel Post satchel, lodge your Parcel in a Post Office and are provided with a receipt, or if you use a Postage label printed using your MyPost or MyPost Business Account); and - Included Compensation for loss or damage of up to \$100 if requirements are met. You may also choose (for a fee) to add features like Extra Cover or Signature on Delivery to this Service. The Parcel Post Service is a different service, with separate terms and conditions, to the Business Standard Delivery service.								
Operational Guide	Domestic Parcels Guide (8833732) Parcel and Freight Preparation Guide								
Dimensions and weight restrictions	<table><tr><td>Maximum weight</td><td>Maximum length</td><td>Maximum dimensions</td></tr><tr><td>22kg</td><td>105cm</td><td>0.25 cubic metres</td></tr></table>			Maximum weight	Maximum length	Maximum dimensions	22kg	105cm	0.25 cubic metres
Maximum weight	Maximum length	Maximum dimensions							
22kg	105cm	0.25 cubic metres							
Delivery timetable	The full delivery timetable for Parcel Post is on the AP Website: https://auspost.com.au/sending/delivery-speeds-and-coverage .								
Minimum volume	Not applicable.								
Service requirements	This Service provides Included Compensation of up to \$100 for any loss or damage to your Parcel in addition to a refund of your Postage. <i>Payment of Included Compensation is subject to the conditions in Section 3 of the Head Terms, especially the compensation dependencies in clause 3.7 of the Head Terms.</i> To be eligible for Included Compensation, you must comply with the requirements of this Service. <i>To make a claim you will need to follow the claims process set out in clause 3.8 of the Head Terms.</i>								
Lodgement requirements	You may lodge a Parcel Post Parcel in a red street posting box, or over the counter at a Post Office. You may also lodge a Parcel Post Parcel using the Community Bag Service or the Private Mail Bag Service, provided you also comply with the terms of those Services.								
Other terms and conditions	Not applicable.								

Service Schedule – Express Post Service Terms and Conditions (Oct 2026)

Summary of key features	Express Post is a domestic express delivery Service applicable to Letters and Parcels which provides: • next business day delivery where lodgement and the destination are within the Express Post next business day delivery network (as published on the AP Website and set out below under the Delivery Timetable); • online tracking; • proof of posting (when the Item is lodged over the counter at a Post Office); and • Included Compensation for loss or damage of up to \$100 if requirements are met. You may also choose (for a fee) to add features like Extra Cover, Signature on Delivery or Email Track advice to this Service. The Express Post service is a different service, with separate terms and conditions, to the Business Express Delivery service.			
Operational Guides	Not applicable.			
Dimensions and weight restrictions	If you send Letter using this Service, you may use an Express Post prepaid envelope or your own envelope, but you must attach an Express Post label (that you purchase from us). See the AP Website for the full range of Express Post prepaid envelopes.			
	Express Post Letter	Maximum weight	Maximum dimensions	Maximum thickness
	Small envelope	250g	130 x 240mm	5mm
	Large envelope	500g	260 x 360mm	20mm
	If you send a Parcel using this Service, you can use: • our Express Post packaging such as Express Post satchels, mailing tubes, padded bags, or boxes. These come in a variety of sizes, and some are sold on a prepaid basis (i.e. where Postage is built in) and some sold on a flat rate basis (i.e. where you have pay for Postage in addition to the price of the packaging). See the AP Website for the full range of Express Post packaging products; or • your own packaging, but you must attach an Express Post label (that you purchase from us).			
	Express Post Parcel	Maximum weight	Maximum length	Maximum dimensions
	Parcel	22kg	105cm	0.25 cubic metres
Delivery timetable	Next business day delivery is available where lodgement and the destination are within the Express Post next business day delivery network . This network operates between capital cities (excluding Darwin, and for Perth to the CBD only) and the Gold Coast. Full details of the Express Post next business day delivery network postcodes are published on the AP Website: https://auspost.com.au/sending/send-within-australia/delivery-speeds-and-coverage . (EP Delivery Network). This is known as the “Express Post Next Business Day Guarantee”. The next ‘guaranteed’ day of delivery for Express Post Items posted before close of business on the business day before a public holiday is the next business day after a public holiday. For lodgements and destinations outside of the EP Delivery Network, we do not ‘guarantee’ next business day delivery. We will still endeavour to deliver your Item as quickly as possible.			
Minimum volume	Not applicable.			
Service requirements	<u>Failure to meet the Express Post Next Business Day Guarantee</u>			

	If we do not deliver your Express Post Item by the next business day delivery timetable we will refund your Postage on the Item, provided: (a) you give us the barcoded strip indicating "sender to keep" (or similar); or the posting receipt; (b) you met the lodgement requirements specified below; (c) you lodged the Item within the specified posting times specified by us (we may publish these times on the Express Post yellow street posting boxes, in our Post Offices and on the AP Website); (d) you paid for Postage on that Item; (e) you lodged the Item in a location within the EP Delivery Network and it is bound for a destination within the EP Delivery Network; and (f) the failure to deliver the Item by the next business day delivery target was not caused by a: (i) Force Majeure Event; or (ii) mail redirection requested by the addressee before delivery. We are not required to refund Postage on the Item if we made reasonable efforts to alert you to the possibility that the Item might not be delivered by the delivery timetable. We may do this by displaying a notice on the post box or at the Post Office at which the Item was lodged, or by a public announcement on the AP Website. <u>Included Compensation</u> This Service provides Included Compensation of up to \$100 for any loss or damage to your Item, in addition to a refund of your Postage. <i>Payment of Included Compensation is subject to the conditions in Section 3 of the Head Terms, especially the compensation dependencies in clause 3.7 of the Head Terms.</i> To be eligible for Included Compensation, you must comply with the requirements of this Service Schedule. <i>To make a claim you must follow the claims process in clause 3.8 of the Head Terms.</i> <u>Tampered packaging</u> If the barcoded strip on your prepaid Express Post packaging is not intact or has been tampered with, you will need to pay for Postage on the Item sent using that tampered packaging.
Lodgement requirements	You must sign the Aviation Security and Dangerous Goods declaration. Lodge your Express Post Item in an Express Post yellow street posting box or over the counter at a Post Office in the EP Delivery Network by the cut off time. If you lodge your Express Post Item in a red street posting box or Parcel Locker, this will delay delivery and <i>void the Express Post Next Business Day Guarantee.</i> You may arrange for us to collect your Express Post Parcels from you (for a fee). You must have a 'MyPost Business' account to do this and terms and conditions apply to the collection service.
Other terms and conditions	Not applicable.

Service Schedule – Key Return Service Terms and Conditions (Nov 2023)

Summary of key features	A Service for returning hotel or motel keys within Australia and sending lost keys to the person or organisation identified on the key and/or key tag, within Australia. We will deliver the key to the person specified on the key or key tag. Postage is to be paid by the person specified on the key or key tag.
Operational Guides	Not applicable.
Dimensions and weight restrictions	Some part of the key and tag combination must extend at least 6 millimetres above a flat surface, no matter how the combination is placed on the surface.
Delivery timetable	The Parcel Post delivery timetable will apply and is on the AP Website: https://auspost.com.au/sending/delivery-speeds-and-coverage .
Minimum volume	Not applicable.
Service requirements	You must print or inscribe the information specified below on a key, or on a tag to be attached to a key: (a) the words "postage will be paid on delivery to"; <u>and</u> (b) the name of the proprietor or the establishment and the address of the establishment the key is to be returned to; or (c) the name of the proprietor of the organisation and the address of the organisation the key is to be returned to; or (d) the name and address of the person the key is to be returned to.
Lodgement requirements	The key must be lodged in Australia in either a Post Office or a street posting box.
Other terms and conditions	Not applicable.

Service Schedule – Items for the Blind Service Terms and Conditions (Nov 2023)

Summary of key features	A Service for domestic and international delivery of eligible Items to blind or vision impaired persons, free of charge or at concessional rates.			
Operational Guides	Not applicable.			
Dimensions and weight restrictions	For Letters			
	Destination	Maximum weight	Maximum dimensions	Maximum thickness
	Small envelope (Domestic & International)	250g	130 x 240mm	5mm
	Large envelope (Domestic & International)	500g	260 x 360mm	20mm
	For Parcels			
	Destination	Maximum weight	Maximum length	Maximum dimensions
	Domestic Parcel	22kg	105cm	0.25 cubic metres
	International Parcel	7kg	105cm	140cm girth
Delivery timetable	Domestic delivery of Letters under this Service is based on the regular Letters timetable. Domestic delivery of Parcels under this Service is based on the Parcel Post timetable. The full domestic timetable is on the AP Website: https://auspost.com.au/sending/send-within-australia/delivery-speeds-and-coverage. Our estimated international delivery time frames are on the AP Website: https://auspost.com.au/sending/send-overseas/international-delivery-times. These time frames are based on the location of posting and country of destination and are a general guide only.			
Minimum volume	Not applicable.			
Service requirements	You must complete an application form available on the AP Website (by searching for “Mail for the Blind”) or from the Department of Social Services website or via this link: https://www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability-postal-concessions-for-the-blind-program/postal-concessions-for-the-blind-program-application-form. The Item must contain: (a) documents or literature written in embossed characters as used by the blind, such as Braille or Moon; (b) documents with large print for use by vision impaired people; (c) Braille or Moon teaching aids; (d) devices for accessing literature, or producing or displaying tactile information, including software for the translation to/from Braille or Moon, designed specifically for the use of blind or vision impaired persons; (e) plates for embossing literature for the blind; (f) special media/paper on which tactile writing may be embossed or typed, intended solely for blind or vision impaired persons; or (g) any form of speech recording, or device which uses speech or sound, designed specifically for the use of blind or vision impaired people. The sender and/or recipient of the Item must be blind, or an organisation recognised by us as an organisation that serves the needs of the blind. The envelope, wrapping or other cover of the Item must be left unsealed allowing for us to inspect it.			

	The words "Material for the use of the blind" or similar words, and the name and address of the sender, must appear on the outside of the envelope, wrapping or other cover of the Item. You may also attach an 'Articles for the Blind' label which is available at Post Offices on request.
Lodgement requirements	Your Item may be lodged at a Post Office, an approved lodgement centre or in a street posting box.
Other terms and conditions	We may inspect your Item to ensure that it complies with the requirements of this Service. If we have not approved your use of the Service or if you or the Items fail to comply with the requirements in this Service Schedule, we may: (a) refuse to carry your Items; or (b) carry your Items, and charge you Postage at the rate that we would ordinarily charge for those Items, in accordance with the Post Charges Guide.

Service Schedule – Medical / Educational Supplies Service Terms and Conditions (Nov 2023)

Summary of key features	Delivery of Items consisting of Medical Supplies and/or Educational Supplies to remote areas within Australia at concessional rates.		
Operational Guides	Not applicable.		
Dimensions and weight restrictions	Maximum weight	Maximum length	Maximum dimensions
	5kg	105cm	0.25 cubic metres
Delivery timetable	Delivery of Items under this Service is based on the Parcel Post timetable. The full domestic timetable is on the AP Website: https://auspost.com.au/sending/send-within-australia/delivery-speeds-and-coverage .		
Minimum volume	Not applicable.		
Service requirements	The Item must contain Medical Supplies and/or Educational Supplies. Under this Service Schedule the following definitions apply: • Medical Supplies means prescription medicine, non-prescription pharmacy medicines, other medical products specified by a registered medical practitioner, and prescribed optical and dental products, but does not include dietary supplements, alternative, complementary, or herbal remedies, vitamins, veterinary supplies, nappies, non-prescription glasses or optometrist products, non-prescribed dental products. • Educational Supplies means written, printed or electronic media specifically related to recognised courses of study, administered by a certified educational institution, but does not include stationery, educational toys, or office supplies (unless these specifically relate to a course of study). The sender and/or recipient of the Medical Supplies must be a registered medical practitioner, practicing ophthalmologist, optometrist, optician, dentist, or retailer or wholesaler of medicines/medical supplies. The sender and/or recipient of the Educational Supplies must be an educational institution or private tutor. To be eligible for the concessional rates, the Items must be sent to or from eligible remote area postcodes published on the AP Website: https://auspost.com.au/business/shipping/domestic-shipping/special-services/medical-educational-supplies. When sending Medical Supplies and/or Educational Supplies, you must also comply with Section 2 of the Head Terms in relation to Prohibited Items and Restricted Items.		
Lodgement requirements	Ensure that the delivery or return address clearly indicates your eligibility. Your Item must be lodged at a Post Office. When you lodge the Item, you must tell us that you intend to use the Medical Supplies and/or Educational Supplies remote area Service.		
Other terms and conditions	Not applicable.		

Service Schedule – Extra Cover Service Terms and Conditions (Oct 2026)

Summary of key features	This Service provides Included Compensation for loss or damage to an Item up to the specified amount (the Limit) while it is being carried by us. We may set different maximum Limits for Items carried under different types of Services. This Service is only available for use with some Services and certain types of Items. This Service is <u>not</u> available as part of the Business Standard Delivery and Business Express Delivery services.
Operational Guides	Not applicable.
Dimensions and weight restrictions	Not applicable.
Delivery timetable	Not applicable.
Minimum volume	Not applicable.
Service requirements	To use this Service, you must ensure your Item complies with the relevant Lodgement requirements in Section 2 of the Head Terms, apply for Extra Cover and pay the Service fee. At the time of your application the Limit you specify must be equal to or less than the replacement value of the Item (including GST). If you make a claim for Included Compensation you may be required to provide evidence of the replacement value. If value of the Item is more than \$500, you must purchase the Signature on Delivery Service. <u>Claims for lost and damaged Items</u> <i>To make a claim you must follow the claims process set out in clause 3.8 of the Head Terms, including providing your lodgement receipt.</i> Under the Head Terms if we pay you Included Compensation for a lost or damaged Item under this Service, we may retain the Item and it becomes our property. To make a claim for a damaged Item (including where a damaged Item is missing part of its content) you may be required to visit a designated Post Office and provide us the damaged Item and its packaging for us to reasonably determine that: (a) the Item was adequately packed for carriage by us; and (b) the damage was caused or contributed to by us. <u>Payment of claim</u> Subject to the compensation dependencies in clause 3.7 of the Head Terms, if you make a valid claim: (a) for a lost or damaged Item (other than a Valuable Document) we will pay you the lesser of: (i) the cost of repair of the Item or the reduction in the value of the Item (where the Item cannot be repaired); (ii) the replacement value of the Item; or (iii) the Limit, (b) for a lost or damaged Valuable Document, we will pay you an amount equal to the cost of reconstruction or replacement of the Valuable Document up to the Limit. We will also a refund you an amount equal to twice the Postage originally paid for delivery of the Item.
Lodgement requirements	Not applicable.
Other terms and conditions	This Service Schedule should be read in conjunction with Section 3 of the Head Terms which sets out our liability to you for lost and damaged Items, and our obligations to pay

Included Compensation to you, including Extra Cover. ***In particular you should read clause 3.7 of the Head Terms which sets out the compensation dependencies.***

Service Exclusions

We are not liable for any amount exceeding the Limit in respect of an Item.

We are not liable for any amount claimed under the Service:

- (a) if our liability is limited or excluded under clauses 3.2 to 3.8 of the Head Terms;
- (b) if there is no proof of lodgement (for example, a Postage or lodgement receipt or the tracking sticker found on certain prepaid satchels and envelopes); or
- (c) if we have not caused or contributed to the loss or damage of the Item.

To the extent permitted by Law, if you can recover loss under an insurance policy or otherwise, the amount payable under this Service will be reduced by the amount recovered. You may not recover more than the amount of your direct loss.

Availability

The Service is only available for tracked and/or signature Services and to certain countries. Cover restrictions vary depending on country and the type of Item. For more information refer to the Features and Extras page on the AP Website:

<https://auspost.com.au/sending/send-overseas/features-extras-international>, and the

International Post Guide on the AP Website:

<https://auspost.com.au/business/shipping/check-sending-guidelines/international-post-guide>.

This Service is not available for bullion.

We may set a lower maximum cover Limit for some Services.

Subsequent recovery of an Item

Clause 3.9 of the Head Terms applies to lost Items subsequently recovered.

Not an insurance contract

These terms and conditions do not constitute a contract of insurance.

Release and indemnity

To the extent permitted by the Australian Consumer Law, on payment of Included Compensation by us under this Service, the Claimant releases us from any further claim in relation to the Item (however arising) and indemnifies us against any claim by the addressee or the sender (whichever is not the Claimant), including any costs incurred by us defending the claim.

Definitions

In this Service Schedule, the following definitions apply:

Claimant means the person entitled to claim under the Service as follows. If the Item in relation to which the Service applies:

- (a) has been delivered, only the addressee may claim;
 - (b) has not been delivered, only the sender may claim;
- (provided however, that either may irrevocably assign in writing the right to claim to the other), or
- (c) is an “International Courier Service” Item, only the sender may claim, regardless of whether the Item has been delivered.

Valuable Document includes but is not limited to passports, certificates of title, academic records, birth certificates and wills.

Service Schedule – PreSort Letter Service Terms and Conditions (Oct 2026)

Summary of key features	A Service for the delivery of large volumes of pre-sorted, barcoded and unbarcoded Letters within Australia.			
Operational Guides	Presort Letters Service Guide (Operational Guide) available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/presort-letters-service-guide.pdf .			
Dimensions and weight restrictions	Size	Small Item	Small Plus Item	Large Item
	Maximum weight	125g	125g	500g
	Minimum size	88mm x 138mm	88mm x 138mm	88mm x 138mm
	Maximum size	130mm x 240mm	162mm x 240mm	260mm x 360mm
	Maximum thickness	5mm	5mm	20mm
Delivery timetable	This will depend on the location of posting and destination and whether you elect to send the Letters via Regular or Priority delivery. The full delivery timetable is on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/presort-promo-charity-delivery-standards.pdf .			
Minimum volume	300 barcoded Letters per lodgement.			
Service requirements	You must apply and be approved to use this Service. You must comply with all the requirements in the Operational Guide.			
Lodgement requirements	PreSort Letters must be lodged at an approve lodgement facility or in the case of Items transported interstate by carriers other than us, at a designated interconnect facility. Each lodgement must consist of Letters within the same size and weight category. You must comply with the addressing and barcoding requirements in the Operational Guide and use approved letter trays for each lodgement. Special conditions apply to aggregated lodgements (i.e. where Letters within a lodgement originate from more than one organisation). See the Operational Guide for more details.			
Other terms and conditions	If you fail to comply with the requirements in this Service Schedule or the Operational Guide, we may: (a) refuse to carry your Letters; or (b) carry your Letters and charge you Postage at the applicable ordinary Letter rate specified in the Post Charges Guide. We may, acting reasonably, direct you to lodge your Letters at a particular lodgement facility, which can handle your lodgement. We may cease providing this Service (and will notify you if we do so): (a) if you breach the AP Terms in a way that cannot be remedied; (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days' after being notified in writing of the breach; (c) if you suffer an Insolvency Event; or (d) at our discretion and acting reasonably, and without cause, by giving you 14 days' notice in writing.			

Service Schedule – Unaddressed Mail Service Terms and Conditions (Nov 2023)

Summary of key features	A Service for the delivery of Items without a delivery address. The Service comes in Standard and Premium options based on booking and lodgement timeframes and geographical coverage.								
Operational Guides	UMS Service Guide (Operational Guide) on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/unaddressed-mail-service-guide.pdf .								
Dimensions and weight restrictions	Size	Small Item	Large Item						
	Maximum weight	2 categories (based on pricing): - Up to 50g - Over 50g – 100g	2 categories (based on pricing): - Up to 50g - Over 50g – 100g						
	Minimum size	88mm x 138mm	88mm x 138mm						
	Maximum size	130mm x 240mm	260mm x 360mm						
	Maximum thickness	5mm	20mm						
	For further information refer to the Operational Guide.								
Delivery timetable	Items will be delivered Monday to Friday of the nominated delivery week, excluding public holidays. Delivery after the first week in December and before the first week of January is not available unless we agree otherwise in writing.								
	<i>We may, for legitimate business reasons, amend these time frames or coverage, particularly during peak delivery periods. We will communicate and publish these changes (if any) on the AP Website.</i>								
	<table><tr><th>Service</th><th>Booking and lodgement windows</th><th>Coverage</th></tr><tr><td>Premium</td><td>Book a minimum of 3 business days and lodge 1 business day prior to the start of the nominated delivery week.</td><td>Same state or territory delivery only.</td></tr><tr><td>Standard</td><td>For same state delivery: - book a minimum of 10 business days and - lodge 5 business days, prior to the start of the nominated delivery week. For interstate delivery: - book a minimum of 10 business days and - lodge 7 business days, prior to the start of the nominated delivery week.</td><td>National delivery.</td></tr></table>	Service	Booking and lodgement windows	Coverage	Premium	Book a minimum of 3 business days and lodge 1 business day prior to the start of the nominated delivery week.	Same state or territory delivery only.	Standard	For same state delivery: - book a minimum of 10 business days and - lodge 5 business days, prior to the start of the nominated delivery week. For interstate delivery: - book a minimum of 10 business days and - lodge 7 business days, prior to the start of the nominated delivery week.
Service	Booking and lodgement windows	Coverage							
Premium	Book a minimum of 3 business days and lodge 1 business day prior to the start of the nominated delivery week.	Same state or territory delivery only.							
Standard	For same state delivery: - book a minimum of 10 business days and - lodge 5 business days, prior to the start of the nominated delivery week. For interstate delivery: - book a minimum of 10 business days and - lodge 7 business days, prior to the start of the nominated delivery week.	National delivery.							
Minimum volume	100 Items unless we agree otherwise in writing.								
Service requirements	Definitions In this Service Schedule, the following words have the following meanings: Actual Points means the number of delivery points of any type which are actually available for delivery in a designated delivery area at the time of delivery pursuant to this Service. Electoral Communications means an Item that we reasonably believe is the communication of an electoral matter authorised under the <i>Electoral Act 1918</i> (Cth) or similar electoral campaign material authorised under State or Territory electoral Laws. Mailing Agent means any person seeking to lodge Items through this service where the Items are owned or generated by a third party. Materials means the data (including address data), information, documents, and other materials, including maps, that we provide you to prepare and submit your lodgement.								

	<i>You must comply with all requirements set out in the Operational Guide and provide full and accurate information to us whenever requested.</i> <u>Bookings</u> To use the Service, you must make a booking. You can do so in two ways: (a) complete a booking request form on the AP Website (by searching for “Unaddressed Mail booking”) and submit it to ums@auspost.com.au; or (b) through our self-service online booking system on the AP Website (by searching for “Unaddressed Mail booking”). You must register to use this booking system. <i>We may, for legitimate business reasons, amend our booking and/or lodgement requirements, particularly during peak delivery periods. We will communicate and publish these changes (if any) on the AP Website.</i> We may examine a sample of an Item before we provide the Services. <i>The Items lodged under this Service must not contain a delivery address.</i> Items cannot be delivered to points displaying stickers or signs bearing the words “no unaddressed advertising material” or other similar request unless they are community notices lodged under the authority of local, state or federal governments (or their agencies), political organisations, religious institutions, educational institutions and charitable bodies, including benevolent and welfare societies. You agree that we may disclose your (and, if applicable, your Mailing Agent’s) name and address to a person to whom an Item has been delivered if requested by that person. You must: (a) comply with all Laws relating to the content and presentation of advertising material contained in the Items; (b) not lodge anything which is defamatory or offensive; (c) ensure the content of any advertising contained in the Items does not breach the provisions of any consumer protection legislation, or the copyright, trademark, or intellectual property rights of any person; and (d) ensure that any Mailing Agent using this Service: (i) has the authority of the owner of the Items to use the Service; and (ii) complies with the obligations and terms and conditions set out in this Service Schedule.
Lodgement requirements	Lodgements of Items are deemed accepted when: (a) you have fully complied with all instructions and procedures set out in the Operational Guide; (b) the information you provided in the mailing statement has been verified; and (c) you make the applicable payment. We may inspect and verify the contents and presentation of all lodgements to verify the accuracy of information supplied and your compliance with the Operational Guide and this Service Schedule. If you have not complied with the Operational Guide, we may: (a) decline to provide the Service; or (b) if there are lodgement irregularities that we are able to rectify on your behalf, we may do so, but we will be entitled to claim from you reasonable costs we incur as a result of this

	rectification work. These costs are usually charged based on our time and materials. We will inform you of these costs and agree on them before we undertake the rectification work.
Other terms and conditions	<u>No other Service</u> Apart from the Reply Paid Service, no other Service may be used in conjunction with this Service unless we consent in writing. <u>Right to refuse</u> Apart from Electoral Communications, we may refuse any Item which contains text or images which (in our reasonable opinion) are contrary to: (i) Law (including Laws relating to postal offences, consumer protection, intellectual property, or defamation), or (ii) applicable industry codes of conduct. <u>Materials are our property</u> The Materials are our property and must not be used for purposes other than to prepare and submit the lodgement. You must not share the Materials with any person, apart from your Mailing Agent. The technology and processes used in the production of the Materials are the subject of intellectual property rights owned by us or by third parties. No licence is granted in respect of those intellectual property rights. You must not and must ensure that your Mailing Agent (if any) does not, use the Materials in any way that could infringe the intellectual property rights of any person. <u>Materials disclaimer</u> While we endeavour to ensure the accuracy of the Materials, the information contained within certain Materials, such as maps, is sourced from third parties, and we do not make any representations or warranties about their accuracy, reliability or completeness. Certain information such as boundary data, delivery point numbers, etc may change constantly and without notice. <u>Password security</u> You must keep confidential and secure, any username and password used to make a booking or to access the Service online. You must notify us immediately if you suspect the unauthorised use or access of your username or password. <u>No Guarantee</u> Actual Points change over time and may change between the time you make your booking and the time that we deliver the Items. For that reason, we cannot guarantee that we will be able to deliver to all Actual Points in the nominated delivery week. <u>Cancellation or variation of booking by you</u> If you wish to vary your booking, you must comply with the amendment of booking procedure in the Operational Guide. <i>Please note that once a Premium booking is confirmed, that booking cannot be varied.</i> If you wish to cancel your booking, you must comply with the cancellation of booking procedure and timing in the Operational Guide. If you do not, you may be required to pay a “No show” fee which is based on the number of Items that have not been lodged, as set out in your booking confirmation advice document. This fee is published on the AP Website: https://auspost.com.au/business/marketing-and-communications/business-letter-services/bulk-mail-options/unaddressed-mail#tab2

	<u>Termination</u> We may cease providing this Service (and will notify you if we do so): (a) if you breach the AP Terms in a way that cannot be remedied; (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days' after being notified in writing of the breach; (c) if you suffer an Insolvency Event; or (d) at our discretion and acting reasonably, and without cause, by giving you 30 days' notice in writing.
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Service Schedule – Print Post Service Terms and Conditions (Nov 2023)

Summary of key features	Service for the delivery of approved periodical publications along with promotional letters or supplements to addresses within Australia. Print Post can be used by for the delivery of newsletters and special interest publications, as well as the distribution of large circulation magazines, newspapers, and catalogues.		
Operational Guides	Print Post Services Guide (Operational Guide) available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/print-post-service-guide.pdf .		
Dimensions and weight restrictions	Size	Small Item	Large Item
	Maximum weight	125g	1kg
	Minimum size	88mm x 138mm	88 x 138mm
	Maximum size	130mm x 240mm	260mm x 360mm
	Maximum thickness	5mm	20mm
Delivery Timetable	This will depend on whether you elect to send the Print Post Items via Regular or Priority delivery. The full delivery timetable is on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/print-post-delivery-standards.pdf .		
Minimum volume	100 Items.		
Service requirements	You must apply and be approved to use this Service. The application form is available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/print-post-application-form.pdf. You must comply with all the requirements in the Operational Guide. To be approved to use the Service, a publication must be a continuing printed periodical with a fixed title, issued and distributed at least twice per year.		
Lodgement requirements	Items (including any promotional Letter or supplement) must: (a) be issued with a 'Print Post Publication Number'; (b) comply with the shape, weight, dimensional, bundling and presentation requirements in the Operational Guide; (c) be accompanied by an accurately completed mailing statement; and (d) comply with all relevant Laws, the service requirements in the Operational Guide, and any reasonable instructions we issue to you from time to time in writing. We may open samples of a lodgement, at the time of lodgement, to ensure the contents are in accordance with the Operational Guide and any other written instructions we issue to you from time to time.		
Other terms and conditions	<u>Other Services</u> Except for the Reply Paid Service, this Service is unavailable for use in conjunction with any other Service offered by us. <u>Returned Items</u> If an Item is undeliverable and is returned to you (or another person nominated in the return address), you are liable for payment of the Postage charges (as published in the Post Charges Guide) for the return: (a) for small Letter sized Items, at the 'Ordinary Small Letter' prices; (b) for large Letter sized Items up to 500g, at the 'Ordinary Large Letter' prices for a given weight; and (c) for large Letter sized Items over 500g, at the 'Basic Charge (same state) for Regular Parcels over 500g' prices.		

	If someone other than you is nominated in the return address and that person has agreed to pay your return charges but fails to do so, you must pay the return charges. <u>Termination</u> We may cease providing this Service (and will notify you if we do so): (a) if you breach the AP Terms in a way that cannot be remedied; (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days' after being notified in writing of the breach; (c) if you suffer an Insolvency Event; or (d) at our discretion and acting reasonably, and without cause, by giving you 30 days' notice in writing.
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Service Schedule – Local Country Letters Service Terms and Conditions (Nov 2023)

Summary of key features	A Service benefiting parties in country areas by providing lower Postage charges for Letters lodged over the counter at a Post Office in a designated local country postcode.		
Operational Guides	Not applicable.		
Dimensions and weight restrictions	Size	Small Letter or postcard	Large Letter
	Maximum weight	125g	500g
	Minimum size	88mm x 138mm	88mm x 138mm
	Maximum size	130mm x 240mm	260mm x 360mm
	Maximum thickness	5mm	20mm
Delivery timetable	This depends on whether you send the Letters via Regular or Priority delivery. The full Regular and Priority delivery timetable is on the AP Website: https://auspost.com.au/sending/send-within-australia/delivery-speeds-and-coverage .		
Minimum volume	10 Letters of the same class (i.e. either small Letters or large Letters) from the same sender.		
Service requirements	The sender must: (a) reside or carry on business in an Eligible Postcode Area or an Adjoining Postcode Area; (b) set out the sender's return address (which must be in an Eligible Postcode Area or Adjoining Postcode Area) on the outside of each envelope; and (c) not aggregate Items from other senders to achieve the minimum volume of letters. The Letters must be both lodged in, and addressed to, a postcode area within the same postcode subset in an Eligible Postcode Area. E.g. a Letter lodged in postcode area 0840, must also be addressed to an area within postcodes 0835-0899. For the purpose of this Service Schedule: Adjoining Postcode Area means a postcode area that adjoins an Eligible Postcode Area provided this adjoining area has been determined appropriate by us for the purpose of this Service. Eligible Postcode Area means one of the following postcode areas: 0835–0899, 1970–1999, 2240–2490, 2500–2554, 2575–2599, 2640–2739, 2787–2880, 2890–2899, 3211–3334, 3342–3424, 3444–3749, 3812–3909, 3921–3925, 3945–3971, 3979, 3984–3999, 4210–4499, 4550–4899, 5200–5749, 6215–6507, 6509–6646, 6700–6799, 7200–7499, 7900–7999, 9597–9599, 9700–9799, 9880–9999.		
Other terms and conditions	If we have not approved your use of the Service or if you fail to comply with the requirements set out in this Service Schedule, we may: (a) refuse to carry your Letters; or (b) carry your Letters, and charge you Postage at the applicable ordinary Letter rate in the Post Charges Guide. We may cease providing this Service (and will notify you if we do so): (a) if you breach the AP Terms in a way that cannot be remedied; (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days' after being notified in writing of the breach; (c) if you suffer an Insolvency Event; or (d) at our discretion and acting reasonably, and without cause, by giving you 30 days' notice in writing.		

Service Schedule – Reply Paid Letter (Domestic) Service Terms and Conditions (Nov 2023)

Summary of key features	A Service for the delivery of response envelopes or cards to addresses within Australia. A 'Reply Paid' address is pre-printed or handwritten onto envelopes or postcards, which can then be sent in a mail out to third parties <u>within Australia</u>. The envelopes or postcards may also be barcoded. Those third parties can use this envelope or postcard to reply to you. You are charged only for the mail that is returned to this address. There is no charge to the third party.		
Operational Guides	Reply Paid Service Guide (Operational Guide) available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/reply-paid-service-guide.pdf.		
Dimensions and weight restrictions	Size	Small Letter	Large Letter
	Maximum weight	125g	500g
	Minimum size	90mm x 145mm	90mm x 145mm
	Maximum size	130mm x 240mm	260mm x 360mm
	Maximum thickness	5mm	20mm
	Minimum thickness	0.18mm (for postcards)	0.18mm (for postcards)
Delivery timetable	You may elect to have the Reply Paid Letters sent back to you via Regular or Priority delivery. The Priority speed is only available for barcoded letters addressed to a PO Box, Private Mail Bag, Locked Bag or Community Bag. The full Regular and Priority delivery timetable is on the AP Website: https://auspost.com.au/sending/send-within-australia/delivery-speeds-and-coverage.		
Minimum volume	Not applicable.		
Service requirements	You must apply and be approved to use this Service. The application form is on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/reply-paid-application-form.pdf. You must have a Business Credit Account. We may charge an Annual Service Fee as set out in the Post Charges Guide which is payable in advance. You must comply with all the requirements in the Operational Guide. You must ensure the name and address to which the Reply Paid Letter is directed belongs to a Permitted Recipient, which must be: (a) your name and address; (b) the name and address of your authorised agent; or (c) the name and address of a person who has consented to receive the letter. You must not use this Service to intentionally cause a Letter to be delivered to or received by a person other than a Permitted Recipient. This can result in a breach of Part 7A of the <i>Crimes Act 1914</i> and a criminal offence. We may immediately cease the Service if you breach this requirement. If you wish to amend details of a Reply Paid Letter such as the Reply Paid name, address, design or other feature, you must seek our approval in writing. We may, for legitimate business reasons, require you to make changes to the design or other feature of a Reply Paid Letter. We will give you reasonable notice if we require this.		
Lodgement requirements	A Reply Paid Letter may be lodged in a street posting box or at a Post Office.		

Other terms and conditions	Once you are approved to use this Service, the Service will operate until you cancel it or we cease providing it on the terms below. We may refuse to carry a Reply Paid Letter if you fail to comply with the AP Terms. <u>Cancellation by you</u> You may cancel this Service by giving us 30 days' notice in writing. For 2 months from the cancellation date, we may continue to deliver any Reply Paid Letters sent by third parties and charge you for those Reply Paid Letters. If a third party sends a Reply Paid Letter more than 2 months after you cancel the Service, we may treat that Item as underpaid and require you to pay the deficient Postage plus an underpaid Item administrative fee (in the Post Charges Guide). If you do not pay these costs within 7 days of us notifying you, we may treat that Item as undeliverable. <u>Cancellation by us</u> We may cease providing this Service (and will notify you if we do so): (a) if you breach the AP Terms in a way that cannot be remedied; (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days' after being notified in writing of the breach; (c) if you suffer an Insolvency Event; or (d) at our discretion and acting reasonably, and without cause, by giving you 30 days' notice in writing. <u>After cancellation</u> You are not entitled to a refund of your Annual Service fee if the Service has ceased or been cancelled (unless it is cancelled by us without cause under (d) (above), in which case we will refund the Annual Fee on a pro rata basis). Once the Service has ceased or been cancelled, you must not publish the Reply Paid address or issue any pre-printed Reply Paid envelopes or postcards.
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Service Schedule – Return Paid Parcel (Domestic) Service Terms and Conditions (July 2025)

Summary of key features	A Service which enables third parties to return Parcels to you at no cost to that third party. We issue a unique Return Paid number for you to provide to a third party. Under this Service, you pay the Postage, including a delivery fee, for each Parcel returned by the third party using the Return Paid number. This Service only applies within Australia. This Service is not available for Express Post Parcels.		
Operational Guides	Reply Paid Service Guide (Operational Guide) available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/reply-paid-service-guide.pdf.		
Dimensions and weight restrictions	Maximum weight	Maximum length	Maximum dimensions
	22kg	105cm	0.25 cubic metres
Delivery timetable	A Parcel returned using the Returned Paid number will be delivered in accordance with the delivery timetable applicable to Parcel Post on the AP Website: https://auspost.com.au/sending/send-within-australia/delivery-speeds-and-coverage.		
Minimum volume	Not applicable.		
Service requirements	You must apply and be approved to use this Service. The application form is available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/reply-paid-application-form.pdf. You must have a Business Credit Account. We may charge an Annual Service Fee as set out in the Post Charges Guide which is payable in advance. You must comply with all the requirements in the Operational Guide. You must ensure that the name and address to which the Return Paid Parcel is directed is that of a Permitted Recipient, that is: (a) your name and address; (b) the name and address of your authorised agent; or (c) the name and address of a person who has consented to receive the Parcel. You must not use this service to intentionally cause a Parcel to be delivered to or received by a person other than a Permitted Recipient. This can result in a breach of Part 7A of the <i>Crimes Act 1914</i> and a criminal offence. You must not specify a PO Box address for large volumes of Parcel Returns. We may, acting reasonably, determine that the volume of Parcel Returns is larger than anticipated for a PO Box and specify an address (which may be a ‘virtual PO Box’), for Parcels to be returned directly to one of our operating facilities close to the address where you wish the Parcel Returns to be delivered. If we receive a large volume of Parcel Return Parcels, we may consolidate them and deliver them to you, at times and to locations as reasonably agreed with you. You must not allow a Return Paid Parcel to be lodged in Australia for delivery outside Australia. If you wish to amend details of a Return Paid Parcel such as the name or address on the Return Paid parcel, you must seek our approval in writing. We may require you to make changes to the design or other feature of a Return Paid Parcel on reasonable notice.		

Lodgement requirements	Return Paid Parcels must be lodged in a street posting box or at a Post Office.
Other terms and conditions	Once you have been approved to use this Service, the Service will operate until you cancel it or until we cease providing it on the terms below. We may refuse to carry a Return Paid Parcel if you have failed to comply with the Head Terms. <u>Cancellation by you</u> You may cancel this Service by giving us 30 days' notice in writing. If you cancel the Service, we may for a period of 2 months from the cancellation date, continue to deliver any Return Paid Parcels sent by third parties. We will charge you for those Return Paid Parcels. If a third party sends a Return Paid Parcel more than 2 months after you cancelled the Service, we may treat that Item as underpaid, and you will be required to pay the deficient Postage plus an underpaid Item administrative fee (set out in the Post Charges Guide). If you do not pay these costs within 7 days of us notifying you, we may treat that Item as undeliverable. <u>Cancellation by us</u> We may cease providing this Service to you (and will notify you if we do): (a) if you breach the Head Terms in a way that cannot be remedied; (b) if you fail to remedy any breach of the Head Terms as required by us within 7 days' after being notified in writing of the breach; (c) if you suffer an Insolvency Event; or (d) at our discretion and acting reasonably, and without cause, by giving you 30 days' notice in writing. <u>After cancellation</u> You are not entitled to a refund of your Annual Service fee where the Service has ceased or been cancelled (unless it is cancelled by us without cause in accordance with (d) above, in which case we will refund the Annual Fee on a pro rata basis). Once the Service has ceased or been cancelled, you must not issue any Return Paid invitations.

Service Schedule – Change of Address – Mail Redirection Service Terms and Conditions (July 2026)

Summary of key features	This Service enables a customer to redirect eligible Items to a new (Australian or overseas) address for a nominated period. It is often used when moving home or business.	
Operational Guides	Not applicable.	
Dimensions and weight restrictions	Not applicable.	
Delivery timetable	Not applicable.	
Minimum volume	Not applicable.	
Service requirements	<u>Who can apply for the Service</u> You must apply to use the Service. You can do this via the AP Website or in person by completing an application form available on the AP Website: https://auspost.com.au/receiving/manage-your-mail/redirect-hold-mail/redirect-mail. You must provide valid identification (as specified on the AP Website). Depending on the applicant type, additional eligibility requirements may apply. These are set out below and on the AP Website.	
	Applicant type	Requirements to apply
	The addressee entitled to receive the mail to which the application relates (' Addressee ').	The Addressee must provide valid identification.
	An applicant who: • is authorised by the Addressee; or • is the guardian or parent of an Addressee, if the Addressee is a minor. The guardian or parent must be a person who usually resides with the Addressee; or • is lawfully entitled to act for a deceased estate (including an Executor or the Administrator); or • is an attorney pursuant to a valid Power of Attorney.	• The applicant must provide valid identification. • The applicant warrants (and must be able to prove to us) that they are authorised to make the application on behalf of all persons named as requiring the Service. • The applicant must provide the form of authorisation we prescribe on the AP Website. • If the application is made on behalf of a spouse (including a de facto spouse), the applicant warrants (and must be able to prove to us) that the spouse and any children covered by the application are living with the applicant.
	The application is made on behalf of a business.	The applicant must provide valid identification and warrants that they are authorised to make the application. The following procedures apply depending on the structure of the business: <u>Partnerships</u> The application must be signed by a managing partner, or a person authorised in writing by all the partners of the partnership or the managing partner. <u>Sole Trader</u> The application must be signed by the registered proprietor of the business name, or a person authorised in writing by the registered proprietor and the request must be accompanied by the original or certified copy of the 'Business Registration Certificate'.

	<u>Companies</u> The application must be signed by a director, the company secretary, or any person authorised by the director or company secretary. A copy of the Certificate of Registration of the Company is also required. You may wish to apply the company seal (if available) on the application next to the signature. <u>Trusts</u> The application must be signed by the trustee, or a person authorised in writing by the trustee. <u>Government Bodies & Agencies</u> The application must be signed by a duly authorised person and a certified copy of the relevant authorisation must accompany the application. <u>Clubs/Associations</u> The application must be signed by the secretary of the club or association, or a person authorised in writing by the secretary of the club or association. We will accept certified minutes reflecting the authority of that authorised person. We may require further information or documentation to demonstrate that you are authorised to use the Service, if we have reasonable concerns about your proof of authority.
Lodgement requirements	Not applicable.
Other terms and conditions	<u>Exclusions</u> We may refuse to redirect an Item where in our reasonable opinion: (a) it may be difficult to isolate the Item from another Item directed to the same address; (b) the Service is being used for or in connection with an unlawful activity; or (c) the sender has prohibited the redirection of mail. We are not obliged to redirect an Item from Australia to an overseas address if the Item: (a) is a Parcel; (b) was sent using the Registered Post or Express Post Service; or (c) requires customs documentation and that documentation is not provided. In those instances, we may deem the Item undeliverable and return it to the sender. We are not able to redirect Items from an overseas address to an Australian address. We reserve the right to not accept a mail redirection application where we have reasonable operational or commercial grounds. <u>Period of Service</u> The Service is available for up to 12 months at a time and may be extended following the process described below. <u>Free mail redirection</u> We may provide the Service free of charge, for up to 12 months, to certain applicants such as those impacted by domestic violence, caretakers of deceased estates or individuals impacted by natural disasters. Details of eligibility and how to apply are on the AP Website: https://auspost.com.au/receiving/manage-your-mail/redirect-hold-mail/redirect-mail/free-mail-redirection-and-po-boxes. <u>Criminal Offence</u> You acknowledge that it may be a criminal offence to make the application: (a) if you are not a person entitled to receive mail the subject of the application; (b) if the applicant is not validly authorised to make an application on behalf of the Addressee; or (c) to intentionally, or recklessly give false or misleading information.

Address Update Service

In this Service Schedule an “**Organisation**” includes businesses, not-for-profit organisations, government departments or agencies which have, prior to an application for this Service, a name and address for the Addressee.

If the Addressee consents, we may provide the Addressee’s personal information (given in the application form) to that Organisation. This is a way to provide your new address to selected banks, insurers, energy providers and telcos.

Termination, Amendment or Extension by Addressee

You may alter or cancel the Service by completing an Alteration or Cancellation Form on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/mail_alter_cancel_form.pdf.

You must lodge the form at a Post Office and provide valid identification.

If you are unable to lodge the form personally, someone may lodge the form on your behalf. That person must provide identification and a written authorisation from you (the original applicant) including: (i) date, (ii) the customer reference number from the original application, (iii) the reason for the authorisation, (iv) the name and signature of the proxy and (v) your name and signature.

You may also be able to extend the Service at a Post Office or online. Please see the AP Website for more details: <https://auspost.com.au/receiving/manage-your-mail/redirect-hold-mail/extend-your-mail-redirection>.

We will endeavour to ensure the cancellation or extension is done within a reasonable time. We may make any further enquiries or request further evidence if in our reasonable opinion, this is necessary.

Suspension or termination by Australia Post

We may suspend or terminate the Service (and will notify you if we do so):

- (a) if you breach the AP Terms in a way that cannot be remedied;
- (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days after being notified in writing of the breach;
- (c) if you suffer an Insolvency Event;
- (d) at our discretion and acting reasonably, and without cause, by giving you 14 days’ notice in writing;
- (e) if we have reasonable grounds to believe:
 - (i) that the Service is being used for or in connection with an unlawful activity;
 - (ii) that you were not authorised to make the application;
 - (iii) there are operational or other reasons that would make the redirection impossible or commercially impractical for us;
 - (iv) that the Service may compromise the health or safety of any person, including any person impacted by domestic violence; or
 - (v) that there is a competing application or dispute about a person being eligible to apply for the Service.

Refund of Service fee

If the Service is cancelled prior to any period for which payment is made, you may be entitled to a refund of the unexpired portion of the Service fee, provided you are not in breach of these terms and conditions. The calculation of the refund (if any) is published in AP’s MS11 Post Charges Booklet (updated from time-to-time) and is available on the AP Website at: https://auspost.com.au/content/dam/auspost_corp/media/documents/post-guides/post-charges-guide-ms11.pdf. You must show us your original application and receipt or the tax invoice email.

Service Schedule – Change of Address – Mail Holding Service Terms and Conditions (July 2026)

Summary of key features	The Service enables a customer to have eligible Items held by us for an agreed period (from 1 week to 12 months). It is often used when people will be away from their normal residence for some time.	
Operational Guides	Not applicable.	
Dimensions and weight restrictions	Not applicable.	
Delivery timetable	Not applicable.	
Minimum volume	Not applicable.	
Service requirements	<u>Who can apply for the Service</u> You must apply to use the Service. You can do this via the AP Website or in person by completing an application form available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/application-to-hold-mail-form.pdf. You must provide valid identification (as specified on the AP Website). Depending on the applicant type, additional eligibility requirements may apply. These are set out below and on the AP Website.	
	Applicant type	Applicant's obligations
	The person (i.e. the addressee) entitled to receive the Item to which the application relates (Addressee).	The Addressee must provide valid identification.
	A person who: - is authorised by the Addressee; or - is the guardian or parent of an Addressee, if the Addressee is a minor. The guardian or parent must be a person who usually resides with the Addressee; or - is an attorney pursuant to a valid Power of Attorney.	- The applicant must provide valid identification. - The applicant warrants (and must be able to prove to us) that they are authorised to make the application on behalf of all persons named as requiring the Service. - The applicant must provide the form of authorisation we prescribe on the AP Website. - If the application is made on behalf of a spouse (including a de facto spouse), the applicant warrants (and must be able to prove to us) that the spouse and any children covered by the application are living with the applicant.
	The application is made on behalf of a business.	The applicant must provide valid identification and warrants that they are authorised to make the application. The following procedures apply depending on the structure of the business: <u>Partnerships</u> The application must be signed by a managing partner, or a person authorised in writing by all the partners of the partnership. <u>Sole Trader</u> The application must be signed by the registered proprietor of the business name, or a person authorised in writing by the registered proprietor and

	the request must be accompanied by the original or certified copy of the 'Business Registration Certificate'. <u>Companies</u> The application must be signed by a director, the company secretary, or any person authorised by the director or company secretary. A copy of the Certificate of Registration of the Company is also required. You may wish to apply the company seal (if available) on the application next to the signature. <u>Trusts</u> The application must be signed by the trustee, or a person authorised in writing by the trustee. <u>Government Bodies & Agencies</u> The application must be signed by a duly authorised person and a certified copy of the relevant authorisation must accompany the application. <u>Clubs/Associations</u> The application must be signed by the secretary of the club or association, or a person authorised in writing by the secretary of the club or association. We will accept certified minutes reflecting the authority of that authorised person.
	We may require further information or documentation to demonstrate that you are authorised to use the Service, if we have reasonable concerns about your proof of authority.
Lodgement requirements	Not applicable.
Other terms and conditions	<u>Exclusions</u> We may refuse to hold an Item if in our reasonable opinion: (a) it may be difficult to isolate the Item from another Item delivered to the same address; or (b) the Service is being used for or in connection with an unlawful activity. <u>Criminal Offence</u> You acknowledge that it may be a criminal offence to make the application: (a) if you are not a person entitled to receive Items the subject of the application; (b) if you are not validly authorised to make the application on behalf of the Addressee; or (c) to intentionally or recklessly give false or misleading information. <u>Termination, Amendment or Extension by Addressee</u> You may alter or cancel the Service by completing an Alteration or Cancellation Form available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/mail_alter_cancel_form.pdf. You must lodge the form at a Post Office and provide valid identification. If you are unable to lodge the form personally, someone may lodge the form on your behalf. That person must provide identification and a written authorisation from you (the original applicant) that includes: (i) date, (ii) the customer reference number from the original application, (iii) the reason for the authorisation, (iv) the name and signature of the proxy and (v) your name and signature.

You may extend the Service over the phone, at a Post Office or online. Please see the AP Website for more details: <https://auspost.com.au/receiving/manage-your-mail/redirect-hold-mail/extend-your-mail-redirect>

We will endeavour to ensure that the cancellation or extension is done within a reasonable time. We may make any further enquiries or request further evidence if in our reasonable opinion, this is necessary.

Suspension or termination by Australia Post

We may suspend or terminate the Service (and will notify you if we do so):

- (a) if you breach the AP Terms in a way that cannot be remedied;
- (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days' after being notified in writing of the breach;
- (c) if you suffer an Insolvency Event;
- (d) at our discretion and acting reasonably, and without cause, by giving you 14 days' notice in writing; or
- (e) if we believe on reasonable grounds that the Service is being used for or in connection with an unlawful activity or that you were not authorised to make the application.

Refund of Service fee

If the Service is cancelled prior to any period for which payment is made, you may be entitled to a refund of the unexpired portion of the Service fee, provided you are not in breach of these terms and conditions. The calculation of the refund (if any) is published in AP's MS11 Post Charges Booklet (updated from time-to-time) and is available on the AP Website at: https://auspost.com.au/content/dam/auspost_corp/media/documents/post-guides/post-charges-guide-ms11.pdf. You must show us your original application and receipt or the tax invoice email.

Service Schedule – Registered Post (Domestic) Service Terms and Conditions (Nov 2023)

Summary of key features	A Service for the delivery of Letters in Australia which provides: • a unique identification number for each Registered Post Letter; • proof of posting (when the Letter is lodged over the counter at a Post Office); • proof of receipt, with a Signature on Delivery and online tracking; • Included Compensation for loss or damage of up to \$100 if requirements are met; • optional email and SMS tracking notifications. The number of tracking scans will vary depending on how and where the Registered Post letter is lodged, processed and delivered. Tracking notifications are only available if you lodge Registered Post Letters over the counter or using a self-service terminal at a Post Office, and provide an email address. You can send your Letter under the Registered Post Service using a: • Prepaid Registered Post envelope (the price of this envelope includes Postage and the Registered Post fee). • Registered Post Label (the price of this label covers the Registered Post fee only, and Postage on the Letter must also be paid). • Registered Post Imprint – i.e. an imprint and a barcode containing a unique letter identification (the price of this imprint on a Letter includes Postage and the Registered Post fee).																	
Operational Guides	Registered Post Imprint Specifications Guide (Operational Guide) available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/registered-post-imprint-specifications.pdf.																	
Dimensions and weight restrictions	<table><tr><th>Size</th><th>Small Letter</th><th>Large Letter</th></tr><tr><td>Maximum weight</td><td>125g</td><td>500g</td></tr><tr><td>Minimum size</td><td>90mm x 145mm</td><td>90mm x 145mm</td></tr><tr><td>Maximum size</td><td>130mm x 240mm</td><td>260mm x 360mm</td></tr><tr><td>Maximum thickness</td><td>5mm</td><td>20mm</td></tr></table>	Size	Small Letter	Large Letter	Maximum weight	125g	500g	Minimum size	90mm x 145mm	90mm x 145mm	Maximum size	130mm x 240mm	260mm x 360mm	Maximum thickness	5mm	20mm		
Size	Small Letter	Large Letter																
Maximum weight	125g	500g																
Minimum size	90mm x 145mm	90mm x 145mm																
Maximum size	130mm x 240mm	260mm x 360mm																
Maximum thickness	5mm	20mm																
Delivery timetable	This will depend on the location of posting and destination and whether you send the Letters Regular or Priority delivery. The full Regular and Priority delivery timetables are on the AP Website: https://auspost.com.au/sending/send-within-australia/delivery-speeds-and-coverage.																	
Minimum volume	Not applicable.																	
Service requirements	You must comply with applicable requirements in the Operational Guide. You must have a Business Credit Account to use a Registered Post Imprint. Availability The domestic Registered Post service is not available to be used: • for Parcel delivery; • in conjunction with the following services: Express Post, Reply Paid Service, Unaddressed Mail Service or any service that requires your letter to be presorted (such as the PreSort Letter Service, Charity Mail Service, Promo Post Service and Print Post service); or • for Letter delivery outside Australia. Any Letters addressed to an overseas destination may be deemed undeliverable and be returned to sender. We will not accept Letters under this Service if: • the address is written in pencil or any erasable medium;																	

	• the addressee is a set of initials, an acronym or a code; • the envelope is not in sound condition or securely sealed; or • the envelope appears to have been opened and resealed. <u>Lodgement receipt</u> We will provide you a lodgement receipt if you lodge the Letter over the counter or use a self-service terminal within a Post Office. <i>This proof of lodgement is necessary to claim Included Compensation for a lost or damaged Registered Post Letter.</i> Please note: a lodgement receipt is not available if you simply lodge your Letter in a street posting box without using the lodgement function at a self-service terminal within a Post Office. <u>Delivery signature</u> We will obtain a signature from the person to whom the Letter is delivered. This may not necessarily be the addressee of the Letter. We will not obtain a signature if your Letter happens to be lodged with a Registered Post label but is carried by the Express Post Service, a Reply Paid Service, the Unaddressed Mail Service or any Service that requires your letter to be presorted. <u>Additional features</u> There are additional features to the Service which you can purchase for a fee. The conditions of these features are in clauses 4.16 and 4.188 of section 4 of the Head Terms. • Person-to-person: To ensure your Registered Post letter is delivered only to the addressee, you can purchase a 'person-to-person' label to attach to your envelope. This means we will request identification on delivery and only hand over the Letter to the addressee, except if: - the addressee is a minor (in which case, the letter will be delivered to a parent or guardian); - the addressee has given us prior written authority to deliver to a nominated person; or - it is impractical or unsafe for us to deliver to the addressee (e.g. if we are unable to access the property). • Delivery confirmation: To receive delivery confirmation you can purchase this additional feature and we will return a card to you with the recipient's signature. <u>Included Compensation</u> This Service provides Included Compensation of up to \$100 for any loss or damage to your Letter, in addition to a refund of your Postage. <i>Payment of compensation is subject to the conditions in section 3 of the Head Terms, especially the compensation dependencies in clause 3.7.</i> To be eligible for Included Compensation, you must comply with the requirements of this Service Schedule and the Head Terms. <i>To make a claim you must follow the claims process in clause 3.8 of the Head Terms.</i> You must also provide us with your lodgement receipt. Additional cover of up to \$5,000 is available under the Extra Cover Service.
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Lodgement requirements	You may lodge a Registered Post Letter: • in a street posting box or over the counter at a Post Office; or • using the Community Bag Service, or the Private Mail Bag Service, provided you also comply with the terms of those Services. If a Registered Post Imprint is used for bulk lodgements, you must ensure: • Small Letters are separated from Large Letters; • Large Letters are in bundles of the same state of the addressee; • Large Letters are in bundles of the same weight category; and • you lodge in one of our approved lodgement facilities.
Other terms and conditions	Not applicable.

Service Schedule – Domestic Letter with Tracking Service Terms and Conditions (Nov 2023)

Summary of key features	A Service applicable to the delivery of Letters in Australia which provides: • a unique identification number for each Letter; • proof of posting (when the Letter is lodged over the counter at a Post Office); • proof of receipt, with online tracking; • Included Compensation for loss or damage of up to \$100 if requirements are met; and • optional email and SMS tracking notifications. The number of tracking scans vary depending on how and where the Letter is lodged, processed and delivered. Tracking notifications under this Service are only available if you lodge Letters over the counter or using a self-service terminal at a Post Office, and provide an email address. You can send Letters under this Service using a Prepaid Domestic Letter with Tracking envelope. We offer a separate service known as the Domestic Letter with Tracking Imprint Service for bulk Letters. To access this Service, you need a separate written contract with us as additional terms and conditions apply.																
Operational Guides	Not applicable if a Prepaid Domestic Letter with Tracking envelope is used.																
Dimensions and weight restrictions	For prepaid envelopes <table><tr><th>Size</th><th>Small envelope</th><th>Medium envelope</th><th>Large envelope</th></tr><tr><td>Maximum weight</td><td>125g</td><td>500g</td><td>500g</td></tr><tr><td>Dimensions</td><td>130mm x 240mm</td><td>162mm x 240mm</td><td>229mm x 324mm</td></tr><tr><td>Maximum thickness</td><td>5mm</td><td>20mm</td><td>20mm</td></tr></table>	Size	Small envelope	Medium envelope	Large envelope	Maximum weight	125g	500g	500g	Dimensions	130mm x 240mm	162mm x 240mm	229mm x 324mm	Maximum thickness	5mm	20mm	20mm
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Dimensions	130mm x 240mm	162mm x 240mm	229mm x 324mm														
Maximum thickness	5mm	20mm	20mm														
Delivery timetable	This depends on the location of posting and destination and whether you send the Letters Regular or Priority delivery. The Regular and Priority Delivery timetable are on the AP Website: https://auspost.com.au/sending/send-within-australia/delivery-speeds-and-coverage.																
Minimum volume	Not applicable if a Prepaid Domestic Letter with tracking envelope is used.																
Service requirements	<u>Service availability</u> This Service is not available: • for Parcel delivery; • in conjunction with the following Services: Express Post, Reply Paid Service, Unaddressed Mail Service or any Service that requires your Letter to be presorted (e.g. the PreSort Letter Service, Charity Mail Service, Promo Post Service and Print Post service); or • for Letter delivery outside Australia. We will not accept Letters under this Service if: • the address is written in pencil or any erasable medium; • the addressee is a set of initials, an acronym or a code; • the envelope is not in good condition or securely sealed; or • the envelope appears to have been opened and resealed. <u>Lodgement receipt</u> We will provide you with a lodgement receipt if you lodge the Letter over the counter, or use a self service terminal, at a Post Office. <i>This proof of lodgement is necessary to claim Included Compensation for a lost or damaged Letter.</i>																

	Please note: A lodgement receipt is not available if you simply lodge your Letter in a street posting box. <u>Included Compensation</u> This Service provides Included Compensation of up to \$100 for loss or damage to your Letter in addition to a refund of Postage. <i>Payment of Included Compensation is subject to the conditions in Section 3 of the Head Terms, especially the compensation dependencies in clause 3.7.</i> To be eligible for Included Compensation, you must comply with this Service Schedule. Additional cover of up to \$500 is available under the Extra Cover Service. <i>To make a claim you must follow the claims process in clause 3.8 of the Head Terms.</i>
Lodgement requirements	You may lodge a Domestic Letter with Tracking in a street posting box or over the counter at a Post Office. You may also lodge a Domestic Letter with Tracking using the Community Bag Service, the Locked Bag Service or the Private Mail Bag Service, provided you also comply with the terms of those Services.
Other terms and conditions	Not applicable.

Service Schedule – Postage Meter Service Terms and Conditions (Nov 2023)

Summary of key features	A Postage Meter is a mechanical device used to create and print an ‘indicum’ or ‘impression’ (i.e. a marking that is evidence postage has been paid) on an Item. Postage Meters are a convenient way of paying for postage for several of our Services. Details of the postal Services you can use with a Postage Meter are in the Operational Guides.															
Operational Guides	General Products and Services Guide (refer to section 3) available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/general-post-guide.pdf. Postage meters conditions of use available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/postage-meters-conditions-of-use.pdf.															
Dimensions and weight restrictions	The following dimensions apply to Items sent by metered mail. <table><tr><th>Size</th><th>Small</th><th>Large</th></tr><tr><td>Maximum weight</td><td>250g</td><td>500g</td></tr><tr><td>Maximum size</td><td>130mm x 240mm</td><td>260mm x 360mm</td></tr><tr><td>Minimum size</td><td>88mm x 138mm</td><td>88mm x 138mm</td></tr><tr><td>Maximum thickness</td><td>5mm</td><td>20mm</td></tr></table>	Size	Small	Large	Maximum weight	250g	500g	Maximum size	130mm x 240mm	260mm x 360mm	Minimum size	88mm x 138mm	88mm x 138mm	Maximum thickness	5mm	20mm
Size	Small	Large														
Maximum weight	250g	500g														
Maximum size	130mm x 240mm	260mm x 360mm														
Minimum size	88mm x 138mm	88mm x 138mm														
Maximum thickness	5mm	20mm														
Delivery timetable	Metered mail may be sent via Regular or Priority delivery. The full Regular and Priority delivery timetable is on the AP Website: https://auspost.com.au/sending/send-within-australia/delivery-speeds-and-coverage.															
Minimum volume	Not applicable.															
Service requirements	Definitions Under this Service Schedule: Approved Impression means an impression, indicium, mark or other token made by Postage Meter that is approved by us. Authorised Supplier means a person who has entered into an agreement with us to supply or service Postage Meters. A list of authorised suppliers is in the Operational Guides. Licence Controlling Office means the Post Office specified in your Postage Meter Licence or one nominated by us. This will usually be within a 50 km radius of the premises at which your Postage Meter is licensed to be kept. Postage Meter Standards means the minimum set of requirements developed by us, as published in the Operational Guide (Postage Meters Conditions of Use). Remote Reset Centre means a location approved by us to set or reset postage credits by any methods approved by us. Compliance with Guides You must comply with all the requirements and conditions in the Operational Guides. Obtaining a Postage Meter You may purchase or lease a Postage Meter from an Authorised Supplier. Application for licence															

	Before you use a Postage Meter, you must apply for a Postage Meter Licence. The application form is available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/postage-meter-application-form.pdf. If you have obtained a Postage Meter from somewhere other than an Authorised Supplier, you must have the Postage Meter inspected by an Authorised Supplier within 7 days of your application. We may refuse or revoke your application if: (a) you do not provide all information requested by us; (b) your Postage Meter has not been approved by us; (c) we or an Authorised Supplier reasonably believe that the operation and/or security of your Postage Meter is unsatisfactory; (d) your Postage Meter does not meet our Postage Meter Standards. If we accept your application, the term of the Licence commences from the date in your application form. <u>Licence Conditions</u> Your Postage Meter Licence is not transferrable. You must: (a) not make any representations about your Postage Meter meeting our licensing requirements or whether we will licence that machine to another person; (b) keep your Postage Meter safe and secure and must notify our Licence Controlling Office in writing of any proposed change to the premises at which your Postage Meter is kept; (c) notify our Licence Controlling Office in writing of any proposed sale, disposal or change of ownership of your Postage Meter; (d) ensure that your Postage Meter is in good working order and must not use it if any components are operating incorrectly; (e) immediately notify our Licence Controlling Office, and if applicable, the Authorised Supplier, of any defect with your Postage Meter; (f) reset your Postage Meter in accordance with instructions provided by an Authorised Supplier and approved by us; (g) not tamper with any seal, lock or device placed in or on your Postage Meter; (h) not allow any other person other than an Authorised Supplier or us to service your Postage Meter; (i) not use any ink that is not of a specification approved by us; (j) not dispose of your Postage Meter, without first allowing our Licence Controlling Office, or an Authorised Supplier to remove the printing mechanism within the Postage Meter; (k) connect your Postage Meter to a Remote Reset Centre, once every 3 months (or as we otherwise direct), using the method prescribed by us; or (l) arrange for us or an Authorised Supplier to inspect your Postage Meter at least once every 3 months. If we reasonably believe that: (a) your Postage Meter is being used for a fraudulent or unlawful activity; (b) your Postage Meter no longer meets our prescribed Postage Meter Standards; (c) the general operation and security of your Postage Meter is unsatisfactory;
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	then, we may (or we may instruct an Authorised Supplier to): (a) take action to prevent resetting of your Postage Meter; or (b) enter your premises to inspect, disable and take possession of, the vault mechanism and/or printing mechanism of your Postage Meter. We will give you reasonable notice (at least 30 days) before undertaking any of these actions, unless we reasonably believe that your Postage Meter is being used for a fraudulent or unlawful activity. <u>Failure to accurately record postage</u> You will be liable to us for any loss in postage fees that we suffer because of a failure by your Postage Meter to accurately record the value of Approved Impressions, if you caused or contributed to such failure. <u>Refunds in relation to Approved Impressions</u> (a) If you suffer a loss as a direct result of your Postage Meter failing to accurately record the value of an Approved Impression and such failure was <u>not</u> caused or contributed to by you, we may refund you an amount equal to that loss. (b) Where a Postage Meter impression is defective or made in error, you may apply to us in writing for a refund. Your application must be made within 6 months from the date the impression was made. If we are satisfied that, (i) the value of the impression was accurately recorded by your Postage Meter as a result of printing the Approved Impression and (ii) there was no misconduct, fraud or tampering involved, and you provide us with the complete envelope, container or wrapper that bears the impression, then we may pay an amount equal to the value of the impression sought to be refunded. Where the value of an impression for which a refund is sought under this clause, is unclear or illegible, the value of that impression is deemed to be the lowest value of impression which the Postage Meter can make. (c) We will not refund the value of any impression which has been: (i) produced by improper or fraudulent means; (ii) tampered with; (iii) produced by in breach of the AP Terms or not under a Postage Meter Licence; or (iv) removed or separate from its original envelope, container or wrapper. (d) We may also refuse to refund the value of any impression for which payment has not been received as cleared funds by us.
Lodgement requirements	You must: (a) prepare and lodge your Items in accordance with the requirements (and in the quantity limits) in the Operational Guides; (b) ensure that all lodged Items with impressions bear the sender's address; (c) ensure that where an Approved Impression on an Item contains a date, that the Item is lodged only on that date; and (d) ensure that you do not lodge any Items that bear an impression containing a message which we reasonably consider to be misleading, confusing, offensive, undesirable or objectionable. We may also refuse to carry such Items. We may refuse to carry or may treat as underpaid an Item which has an impression that has been incorrectly positioned on the Item and/or which does not comply with our prescribed conditions for positioning of Approved Impressions.
Other terms and conditions	<u>Cancelling a Postage Meter Licence</u> You may cancel your Postage Meter Licence by giving us 7 days' notice in writing.

	We may cancel your Postage Meter Licence (and will notify you if we do so): (a) if you breach the AP Terms in a way that cannot be remedied; (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days' after being notified in writing of the breach; (c) if you suffer an Insolvency Event; (d) if you fail to remedy defect with your Postage Meter as and when we require you to do so; (e) if you engage in unlawful activity in relation to your Postage Meter; (f) if your Postage Meter fails to meet the Postage Meter Standards; (g) if your Postage Meter is lost, stolen or irreparably damaged; or (h) without cause and acting reasonably, by giving you 30 days' notice in writing. Upon the cancellation of the licence, if the Postage Meter is in good working order and has not been tampered with, you may be entitled to a pro-rated refund of any unused credit (that constitutes cleared funds by us) on the Postage Meter, unless we have cancelled the licence due to a failure to comply on your part or an Insolvency Event. <u>Supply and service of Postage Meters</u> No person other than us or an Authorised Supplier may supply or service a Postage Meter. <u>De-licensing</u> If you upgrade or obtain a new Postage Meter, you must de-license and dispose of your old Postage Meter in accordance with the process in the Operational Guides. <u>Rebates</u> You are entitled to a rebate on the postage credit downloaded to your Postage Meter when you reset the Postage Meter. The amount of the rebate is in the Post Charges Guide.
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Service Schedule – Postage Paid Imprint Service Terms and Conditions (Nov 2023)

Summary of key features	A Postage Paid Imprint is a pre-printed impression used on mail as an alternative to using postage stamps or a postage meter. It is suitable for customers who send regular bulk quantities of mail. The Imprint Mail Service is a delivery service for Letters which use the Postage Paid Imprint. A Postage Paid Imprint may also be used on Letters carried under other mail Services such as the Print Post, PreSort, Promo Post, Charity Mail, Clean Mail, Domestic Letter with Tracking Imprint and Registered Post Services.															
Operational Guides	Postage Paid Imprint for letters fact sheet on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/bulk-mail/postage-paid-imprint-fact-sheet.pdf. General products and services guide (refer to section 2.4) available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/general-post-guide.pdf.															
Dimensions and weight restrictions	The following dimensions apply to Items sent by Imprint Mail. <table><tr><th>Size</th><th>Small</th><th>Large</th></tr><tr><td>Maximum weight</td><td>250g</td><td>500g</td></tr><tr><td>Maximum size</td><td>130mm x 240mm</td><td>260mm x 360mm</td></tr><tr><td>Minimum size</td><td>88mm x 138mm</td><td>88mm x 138mm</td></tr><tr><td>Maximum thickness</td><td>5mm</td><td>20mm</td></tr></table>	Size	Small	Large	Maximum weight	250g	500g	Maximum size	130mm x 240mm	260mm x 360mm	Minimum size	88mm x 138mm	88mm x 138mm	Maximum thickness	5mm	20mm
Size	Small	Large														
Maximum weight	250g	500g														
Maximum size	130mm x 240mm	260mm x 360mm														
Minimum size	88mm x 138mm	88mm x 138mm														
Maximum thickness	5mm	20mm														
Delivery timetable	Imprint Mail may be sent via Regular or Priority delivery. The full Regular and Priority delivery timetable is on the AP Website: https://auspost.com.au/sending/send-within-australia/delivery-speeds-and-coverage.															
Minimum volume	Not applicable.															
Service requirements	We reserve the right to refuse any personalised imprint design. If we approve your use of the Service, you must: (a) comply with the Operational Guides, including ensuring that your Postage Paid Imprint meets the imprint design, dimensions and placement requirements; (b) prominently display the words "Postage Paid Australia" in the imprint; (c) ensure that any personalised imprint design does not have the appearance of a postage stamp or perforated edges; (d) ensure that all Items bearing a Postage Paid Imprint show the return address of the sender; and (e) ensure that where we approve the use of a Postage Paid Imprint on an adhesive label that such label will only be attached to Items by you, your employees, or agents, not by any other third parties.															
Lodgement requirements	You may lodge Imprint Mail over the counter at the Post Office. Imprint Mail must not be lodged in street posting boxes. Imprint Mail must be lodged with a full rate mailing statement available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/full-rate-mailing-statement.pdf. If you are using the Postage Paid Imprint on Letters carried under other bulk mail Services, you must lodge: • only during office hours and at Post Offices or lodgement facilities equipped to accept bulk lodgements; and															

	• in accordance with the terms and conditions of the bulk mail Service you are using.
Other terms and conditions	We may cease providing this Service (and will notify you if we do so): (a) if you breach the AP Terms in a way that cannot be remedied; (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days' after being notified in writing of the breach; (c) if you suffer an Insolvency Event; or (d) at our discretion acting reasonably, and without cause, by giving you 30 days' notice in writing.

**Service Schedule – Post Office Box / Post Office Bag / Common Box / PO Box Plus /
Electronic Notification Service Terms and Conditions (July 2025)**

Summary of key features	A Post Office Box (PO Box) is a lockable receptacle which provides a convenient way to receive Items. A Common Box is a PO Box which is located at a General Post Office. You must have a Business Credit Account to use a Common Box. PO Box Plus is an upgrade Service that allows you to collect Items from third party carriers as well as Australia Post and StarTrack. PO Box Plus provides you with a dedicated ‘suite’ address for your deliveries. The PO Box Plus Service is available at participating Post Offices and only to non-business customers. Mail2Day is a Service that notifies you by email when you have Items in your PO Box. Mail2Day is available at participating Post Offices. To receive Mail2Day notifications, you must provide a valid email address. Collection Notification is an alert feature notifies you when an Item is received that does not fit into your PO Box. To receive Collection Notifications, you must provide a valid email address or mobile phone number. The Mail2Day and Collection Notification features are not available with a Common Box. We may also provide designated shared use lockers (known as Red Door Boxes) alongside or close to PO Boxes, for the delivery of Items which are too large for delivery to a customer’s PO Box.
Operational Guides	Not applicable.
Dimensions and weight restrictions	Small PO Box: 90mm x 130mm. Medium PO Box: 135mm x 130mm. Large PO Box: 275mm x 130mm. A4 PO Box: 280mm x 90mm. Jumbo PO Box: 280mm x 270mm.
Delivery timetable	Not applicable.
Minimum volume	Not applicable.
Service requirements	<u>Application Form & your obligations</u> You must apply and be approved to use this Service. The application form is on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/po-box-application-form-online-access.pdf You may also apply online using your MyPost Account. The Service fee is payable in advance upon approval of your application. You must: • notify us in writing within 7 days of any change to your residential, business, or email address and/or mobile phone number; • not provide us with any inaccurate or misleading information (e.g. a fictitious name); • not use the Service for any purpose apart from the collection of Postage paid Items; • not use the Service for any improper or unlawful purpose; and • not allow someone else to use your PO Box or Common Box.

	If your Items regularly accumulate beyond the capacity of your PO Box or Common Box, we may require you to obtain a larger or additional box or an additional Service such as the Locked Bag Service. You must do so within 30 days of our request. You must not use a PO Box address for large volumes of Parcel Returns. We may, acting reasonably, determine that the volume of Parcels is larger than anticipated for a Post Office Box and the Parcel Returns will be handled as provided for in the Return Paid Parcel (Domestic) Service Schedule (July 2025). <u>Our Property</u> All PO Boxes, Common Boxes and Red Door Boxes are our property which we licence you to use. All PO Box and Common Box keys are our property and must not be copied. Any key cutting must be arranged by us. All box keys must be immediately returned to us when the Service ceases. <u>Notification Features</u> You may deactivate the Mail2Day or Collection Notification features by notifying us in writing: • in person at the Post Office where your PO Box is located; • online through your MyPost Account; or • via such other means as prescribed by us from time to time. We may deactivate the Mail2Day or Collection Notification features: • at our reasonable discretion by giving you at least 7 days' written notice; or • immediately for security or operational reasons or if we reasonably suspect that the PO Box or Common Box is used for unlawful purposes. <u>Mail Delivery</u> If your Items are addressed to a street address, we will deliver them as addressed, unless: • a mail redirection is in place; or • we determine that it is appropriate in the interests of network management to deliver your street addressed Items to your PO Box. No fee applies to the redirection of Items from a street address to a PO Box for a period of 6 months after we approve the mail redirection application. <u>PO Box Plus Service conditions</u> (a) This Service is available at participating Post Offices. (b) You cannot use the Service for Items: - which the third-party carrier requires photographic identification or the personal signature of the addressee; - that are not presented by third-party carriers over the counter to us at the relevant Post Office; - that exceed our published weight and/or size limits; or - that are a Prohibited Item or that would otherwise not be accepted for carriage by us (collectively, Non-Permitted PO Box Plus Items). (c) We may refuse to accept from third-party carriers, any Non-Permitted Box Items and/or any Items that we reasonably consider to be damaged. (d) If an Item that is addressed to you via the PO Box Plus Service cannot be placed in your PO Box, we will notify you by placing a notification card in your PO Box. We may also use other means to contact you to collect that Item. <i>If that Item remains uncollected for 30 days from the time that we notify you, we may dispose of or destroy that Item.</i> (e) Any signature or acknowledgement provided by our representatives to a third-party carrier on receipt of a PO Box Plus Item at a Post Office is only an acknowledgement of receipt of that Item. It does not create any agency relationship between you and us.
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	(f) You can receive up to 50 Items from third-party carriers within each PO Box billing year under this service. If you exceed that limit, we may charge you an excess Item collection fee (as published in the Post Charges Guide). Note that if a single delivery by a third-party carrier comprises more than 1 Item, each Item will count towards your limit. (g) If we do not accept an Item from a third-party carrier and that carrier provides us with an ‘attempted delivery’ card or similar notification, we will put this card in your PO Box. It is your responsibility to make alternate collection or delivery arrangements for these Items with the sender or the third-party carrier. (h) We are not responsible or liable for any Items or ‘attempted delivery’ cards that are not properly lodged over the counter of the Post Office by a third-party carrier (eg. If the third-party carrier simply leaves an Item outside the Post Office or outside our regular operating hours. (i) We may, acting reasonably, cease the PO Box Plus Service at any time, by giving you at least 30 days’ notice in writing. You may be entitled to a pro-rated refund of any unused Service fee upon the cessation of the Service unless we have ceased the Service due to a failure to comply on your part or an Insolvency Event. <u>Red Door Box service conditions</u> If we place your Item into a Red Door Box, we will place a key or key card, into your PO Box, that allows you to access the Red Door Box. After you access the Red Door Box, you must return the key, key card or secure code in the manner instructed by us. If you lose the key, key card, or secure code, you may be required to reimburse us for replacement costs. <u>Signature on Delivery Items</u> Unless you advise us in writing otherwise, we may deliver to your PO Box any Items which would ordinarily require a signature on delivery, <i>without obtaining a signature</i>. Instead, the date, time, and PO Box number scan data that we capture will be deemed to have met the signature on delivery requirements for those Items.
Lodgement requirements	Not applicable.
Other terms and conditions	<u>Ceasing the Services</u> You may cancel any of the Services in this Service Schedule by giving us 7 days’ notice in writing. We may cease providing any of the Services in this Service Schedule (and will notify you if we do so): (a) if you breach the AP Terms in a way that cannot be remedied; (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days’ after being notified in writing of the breach; (c) if you suffer an Insolvency Event; (d) if we reasonably believe that the Services are being used for an unlawful or improper purpose; or (e) at our discretion and acting reasonably, and without cause, by giving you 30 days’ notice in writing. You may be entitled to a pro-rated refund of any unused Service fee upon the cessation of the Service (less any cancellation fee for the Service set out in the Post Charges Guide) unless we ceased the Service due to a failure to comply on your part or an Insolvency Event. If the Services have ceased, all Items addressed to you at the nominated PO Box or Common Box will be treated as undeliverable (unless you have applied for a change of address service).

Service Schedule – Private Post Box Service Terms and Conditions (Nov 2023)

Summary of key features	A Private Post Box is a receptacle installed on private property for the lodgement of Items. The Service involves us clearing Items from the Private Post Box for subsequent carriage by post.
Operational Guides	Not applicable.
Dimensions and weight restrictions	Not applicable.
Delivery timetable	Not applicable.
Minimum volume	Not applicable.
Service requirements	You must apply to us in writing for clearance of Items from a Private Post Box. We may, for a Service fee, agree to clear Items from a Private Post Box if this would not cause undue delay to our clearance of official post boxes. We will choose the days and times we clear Items from a Private Post Box, and you must ensure our access to the Private Post Box is unobstructed during our scheduled clearance periods. You must clearly and legibly display next to the lodgement slot connected to the box the following notice: <i>“This is a private post-box. Items/articles lodged in it will be carried by post but evidence of that lodgement cannot be used as evidence of service by post”</i>. You must ensure that no-one apart from us possesses a key to the Private Post Box or has access to the Private Post Box.
Lodgement requirements	Not applicable.
Other terms and conditions	<u>Ceasing the Service</u> You may cancel this Service giving us 7 days’ notice in writing. We may cease providing this Service (and will notify you if we do so): (a) if you breach the AP Terms in a way that cannot be remedied; (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days’ after being notified in writing of the breach; (c) if you suffer an Insolvency Event; (d) if a change to our scheduled clearance of official post boxes means that clearing your Private Post Box would result in an undue delay to the clearance of official post boxes; or (e) at our discretion and acting reasonably, and without cause, by giving you 14 days’ notice in writing. You may be entitled to a pro-rated refund of any unused Service fee upon the cessation of the Service (less any cancellation fee for this Service set out in the Post Charges Guide) unless we ceased the Service due to a failure to comply on your part or an Insolvency Event.

Service Schedule – Private Mail Bag Service Terms and Conditions (Nov 2023)

Summary of key features	A Service for delivering Items to a Private Mail Bag or a Locked Bag address rather than a street address. We place your Items into a Private Mail Bag or Locked Bag which you must collect from a designated Post Office. A Private Mail Bag is a mail bag which is generally unsecured. A Locked Bag is a more robust mail bag which can be locked. The Private Mail Bag Service is a Service for receiving and lodging mail if you live in a part of Australia outside the areas normally serviced by our postal delivery officers. Under the Private Mail Bag Service, if operationally possible, we may deliver the mail bag to your physical address using our delivery contractors. The Locked Bag Service is a Service for receiving Items only.
Operational Guides	Not applicable.
Dimensions and weight restrictions	Small Private Mail Bags or Locked Bags: 760mm x 460mm. Large Private Mail Bags or Locked Bags: 900mm x 740mm.
Delivery timetable	Not applicable.
Minimum volume	Not applicable.
Service requirements	<u>Our approval</u> You must apply and be approved to use either of these Services. The application form is only available at Post Offices. We will not approve your application if we reasonably believe that: (i) any details in your application are untrue or inaccurate; or (ii) any person who will have access to the mail bag intends to use it for unlawful purposes. <u>Mail bags</u> Mail bags required for use with these Services must be purchased from us. You must purchase at least: • 2 Private Mail Bags for the Private Mail Bag Service. • 2 Locked Bags for the Locked Bag Service. Under the Private Mail Bag Service, you must ensure that the Private Mail Bags clearly indicate: (i) the name of the Post Office from which this Service is provided; and (ii) either the name of the person receiving the Service or the address of the premises which the Private Mail Bag is to be delivered to. Under the Locked Bag Service, you must ensure that the Locked Bags clearly indicate: (i) the name of the Post Office from which this Service is provided; and (ii) the name of the person receiving the Service. If the quantity of Items awaiting collection regularly exceeds the capacity of the Private Mail Bags or Locked Bags provided, we may require you to provide additional mail bags. If you use the Locked Bag Service, you must supply locks and keys of a type approved by us, at your own cost and provide a key for each lock to the designated Post Office.

	<u>Lodging Items (only applicable to the Private Mail Bag Service)</u> When you lodge Items using the Private Mail Bag Service you must: • prepay the Postage on all Items; • ensure that any Item to be sent by Registered Post is in a separate cover with instructions to the postal manager that the Item is to be lodged by Registered Post. You may send in the Private Mail Bag, free of charge: • requisitions and payments for postage stamps, duty stamps and money orders; • money orders to be cashed with instructions for dealing with the cash; • documentation relating to the operation of a personal banking account with a Bank@Post financial institution or with the Commonwealth Bank where the designated Post Office is such a banking agency; • payment for any Australia Post agency services; • written communications to the Post Office manager relating solely to our business. <u>Receiving Items (applicable to both the Private Mail Bag and Locked Bag Service)</u> The Private Mail Bag or Locked Bag may carry Items addressed to other people in your care. If you receive such Items, you must: • deliver the Items in the Private Mail Bag to the addressed person; • when required by us, collect any Postage due on an Item before delivering the Item; • obtain any necessary signature in respect of the Item; and • return to us all undeliverable or missorted Items and all signed forms of receipt and delivery of articles.
Lodgement requirements	See Service requirements above (in respect of Private Mail Bags). The Locked Bag Service cannot be used for lodgement of Items.
Other terms and conditions	You may cease the Services by giving us 7 days' notice in writing. We may cease providing the Services (and will notify you if we do so): - if our operational requirements (such as mail routes, Post Office locations, delivery locations, etc) change so that we are no longer able to provide the Service. We will give you 14 days' notice if this occurs; - if you do not provide additional Private Mail Bags or Locked Bags for use with the relevant Service within 14 days of our request; - if you breach the AP Terms in a way that cannot be remedied; - if you fail to remedy any breach of the AP Terms as required by us within 7 days' after being notified in writing of the breach; - if you suffer an Insolvency Event; or - at our discretion and acting reasonably, and without cause, by giving you 30 days' notice in writing. You may be entitled to a pro-rated refund of any unused Service fee upon the cessation of the relevant Service (less any cancellation fee for the relevant Service set out in the Post Charge Guide) unless we have ceased the Service due to a failure to comply on your part or an Insolvency Event.

Service Schedule – Community Bag Service Terms and Conditions (Nov 2023)

Summary of key features	This Service may be provided to remote communities or localities (i.e. not able to be serviced by normal roadside delivery or by postal delivery officers) or those which receive small quantities of mail (i.e. where the volume of mail within that community does not justify the establishment or continuance of a Post Office in the locality). Community Bags are mail bags provided to (and collected from) an approved bag-custodian (usually residing on a mail route) who will deliver mail and accept lodgements from residents of the designated community or locality (Custodian). This Service will only be offered if a suitable person appointed or approved by us agrees to act as Custodian.
Operational Guides	Not applicable.
Dimensions and weight restrictions	Small Mail Bags: 760mm x 460mm. Large Mail Bags: 900mm x 740mm.
Delivery timetable	Not applicable.
Minimum volume	Not applicable.
Service requirements	<u>Lodging Items</u> When a community member lodges Items using this Service they must: • prepay the Postage on all Items; and • ensure any Item sent by Registered Post is in a separate cover with instructions to the postal manager that the Item is to be lodged by Registered Post. Community members may send in the Community Bag, free of charge: • requisitions and payments for postage stamps, duty stamps and Money Orders; • Money Orders to be cashed with instructions for dealing with the cash; • documentation relating to the operation of a personal banking account with a Bank@Post financial institution or with the Commonwealth Bank where the designated Post Office is such a banking agency; • payment for any Australia Post agency services; and • written communications to the Post Office manager relating solely to our business. <u>Obligations of a Custodian</u> The Custodian must: • ensure the contents of the Community Bag are secure; • ensure that Community Bags are sealed and labelled as directed by us and report to us if they receive any unsealed bag; • deliver each Item received in the bag to the person addressed; • collect any Postage due on an Item before delivering it; • if postage stamps are not affixed, collect Postage from the sender on all lodged Items; and • return to us in the Community Bag, all undeliverable or missorted Items, any collected Postage due in the form of postage stamps or cash, all signed forms of receipt and delivery, and all Items that are permitted to be lodged in the community bag. <u>Discretionary Fee</u> We may, at our discretion, pay a Custodian a fee to provide the Service. Nothing in these terms creates a relationship of agent, employee or partnership between us and the community bag Custodian.

Lodgement requirements	See Service requirements.
Other terms and conditions	We may cease providing this Service and may cancel the Custodian's appointment (and will notify the Custodian if we do so): (a) if our operational requirements (such as mail routes, Post Office locations, delivery locations, etc) change so that we are no longer able to provide the Service; (b) if the Custodian breaches the AP Terms in a way that cannot be remedied; (c) if the Custodian fails to remedy any breach of the AP Terms as required by us within 7 days after being notified in writing of the breach; (d) if the Custodian no longer wishes to act as Custodian; or (e) at our discretion and acting reasonably, and without cause, by giving 14 days' notice in writing.

Service Schedule – Ordinary Money Order Service Terms and Conditions (Nov 2023)

Summary of key features	The Service offers an alternative to cash or cheque that can be redeemed for cash or deposited into a bank account. This enables customers to transfer money, pay accounts or make mail order / online purchases without sending cash through the post or providing their credit card details online.				
Operational Guides	Not applicable.				
Dimensions and weight restrictions	Not applicable.				
Delivery timetable	Not applicable.				
Minimum volume	Not applicable.				
Service requirements	<u>Purchasing Money Orders</u> To purchase a Standard Money Order, you must tell us the value you require, provide any information requested by us (such as identification information) and pay the applicable fee with cash or EFTPOS (cheque or savings accounts only). You (the purchaser of the Money Order) must be an individual. For a Money Order of \$1,000 or more, you must provide valid identification. The various forms of valid identification (Valid ID) are on the AP Website: https://auspost.com.au/money-insurance/money-transfer/domestic-money-transfer-money-orders#tab3. A single Money Order will not be issued for more than \$5,000. For multiple Money Orders that total \$10,000 or more, you must provide the payee(s) name, address, and date of birth. We may refuse to issue a Money Order if we deem necessary to do so in the circumstances and acting reasonably. <u>Redeeming Money Orders</u> (a) The holder of a Money Order must present the original Standard Money Order issued by us. (b) Subject to (c) and the requirements in the table below, the holder of an uncrossed Money Order may redeem it at any participating Post Office or by depositing it into their account at a bank in Australia (at each banks' discretion). The person may be required to give a receipt for that payment. (c) For an uncrossed Money Order for \$1,000 or more, where the payee is not an individual (e.g. a body corporate, government body, partnership, trust, incorporated association or registered co-operative), payment can only be by depositing it into that person's bank account in Australia. (d) We are not required to pay a Money Order where, in our reasonable opinion, the Money Order has been damaged, defaced or altered. <table><tr><th>Standard Money Order Type</th><th>Requirements for redeeming a Money Order at a participating Post Office</th></tr><tr><td>A Money Order for between \$20 and \$1000</td><td>The holder of the Money Order must: identify themselves as the payee by producing a current driver's licence, pension card or similar </td></tr></table>	Standard Money Order Type	Requirements for redeeming a Money Order at a participating Post Office	A Money Order for between \$20 and \$1000	The holder of the Money Order must: identify themselves as the payee by producing a current driver's licence, pension card or similar
Standard Money Order Type	Requirements for redeeming a Money Order at a participating Post Office				
A Money Order for between \$20 and \$1000	The holder of the Money Order must: identify themselves as the payee by producing a current driver's licence, pension card or similar				

		document in the payee's name and bearing the payee's signature or photograph; or • meet the requirements below for redeeming a Money Order on behalf of someone else; and • sign the back of the Money Order.
	A Money Order for \$1,000 or more	The holder of the Money Order must: • identify themselves as the payee by producing Valid ID; or • meet the requirements below for redeeming a Money Order on behalf of someone else; and • sign the back of the Money Order.
	A Money Order for any amount where the holder is redeeming payment on behalf of someone else	If the holder of the Money Order is not the payee they must: • produce identification as required above, depending on the value of the Money Order; • produce written authority to receive payment on behalf of the payee which must include: • the name and address of the authorised person; • the signature of the authorised person; • the date on which the authority was given; • the name, address and signature of the named payee; and • the name, address and signature of a witness (that is not the person being authorised to receive the payment); and • sign the back of the Money Order.
Lodgement requirements	Not applicable.	
Other terms and conditions	The Money Order Enquiry Form is on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/australian-money-order-enquiry-form.pdf. <u>Time for payment</u> A Standard Money Order must be redeemed within 12 months after the last day of the month on which it was issued (unless otherwise approved by us). <u>Crossed Money Orders</u> If the purchaser of a Money Order or any subsequent holder of the Money Order has crossed the face of the Money Order with two traverse parallel lines, the named payee may only redeem it by depositing it into their bank account. <u>Stoppage and Repayment of Money Orders</u> You may obtain payment of the Money Order: • if you can produce the Standard Money Order and the counterfoil or barcode number issued with the Standard Money Order to an authorised Post Office; or • if you can produce the Standard Money Order but not the counterfoil, by using the Money Order Enquiry Form. You indemnify us in respect of such payment and give us an undertaking, in a form approved by us, to repay the amount of the Standard Money Order on request.	

Cash may not be available

We are not required to make special arrangements for cash to be available at a Post Office in order to pay an issued Money Order. If in our reasonable opinion, the payment of the Money Order would cause a Post Office to be left with insufficient cash on hand for its usual operational requirements we may:

- defer payment of that Standard Money Order until the Post Office receives sufficient cash to enable payment;
- require the payee to present that Money Order at another Post Office; or
- where we accept deposits for customers of particular banks under a Bank@Post agreement and the payee has an account with a participating bank, pay the Money Order into the payee's account if instructed to do so by the payee.

Lost or destroyed Money Orders

You may request a replacement for lost or destroyed Money Orders via a Money Order Enquiry Form. You indemnify us in respect of such replacement and must give an undertaking, in a form approved by us, to repay the amount of the Standard Money Order on request.

Advice when Standard Money Order paid

You may apply to be advised if the Money Order has been redeemed and if so, where and when it was redeemed, by using the Money Order Enquiry Form.

Extra territoriality

A Money Order issued by us for payment in Norfolk Island, the Territory of Cocos (Keeling) Islands or the Territory of Christmas Island is deemed to be a Money Order for payment in Australia.

Service Schedule – Express Money Order Service Terms and Conditions (Nov 2023)

Summary of key features	The Service is for the electronic transmission of money for payment to a person at a specified Post Office. An Express Money Order can usually be paid to the nominated payee at the nominated Post Office, within one business hour of the Express Money Order being purchased.						
Operational Guides	Not applicable.						
Dimensions and weight restrictions	Not applicable.						
Delivery timetable	Not applicable.						
Minimum volume	Not applicable.						
Service requirements	<u>Purchasing Express Money Orders</u> To purchase an Express Money Order, you must tell us the value you require, provide any information requested by us (such as identification information, the name of the payee and the nominated Post Office) and pay the applicable fee with cash or EFTPOS (cheque or savings accounts only). The purchaser of the Express Money Order and the payee, must be individuals. For an Express Money Order of \$1,000 or more, you must provide valid identification. The various forms of valid identification (‘Valid ID’) are on the AP Website: https://auspost.com.au/money-insurance/money-transfer/domestic-money-transfer-money-orders#tab3). A single Express Money Order will not be issued for more than \$10,000. For multiple Express Money Orders that total \$10,000 or more, you must provide the payee(s) name, address, and date of birth. We may refuse to issue a Money Order if we deem necessary to do so in the circumstances and acting reasonably. <u>Redeeming Money Orders</u> Subject to the requirements in the table below, a person may redeem an Express Money Order in cash at the nominated Post Office. The person may be required to sign a receipt of the payment. <table><tr><th>Money Order Type</th><th>Requirements for redeeming an Express Money Order</th></tr><tr><td>An Express Money Order for \$100 or less</td><td>A person must sign the payment record at the specified Post Office.</td></tr><tr><td>An Express Money Order exceeding \$100</td><td>A person must: • identify themselves as the payee by producing a current driver’s licence, pension card or similar document in the payee’s name and bearing the payee’s signature or photograph; or • meet the requirements below for redeeming a Money Order on behalf of someone else; and • sign the payment record. </td></tr></table>	Money Order Type	Requirements for redeeming an Express Money Order	An Express Money Order for \$100 or less	A person must sign the payment record at the specified Post Office.	An Express Money Order exceeding \$100	A person must: • identify themselves as the payee by producing a current driver’s licence, pension card or similar document in the payee’s name and bearing the payee’s signature or photograph; or • meet the requirements below for redeeming a Money Order on behalf of someone else; and • sign the payment record.
Money Order Type	Requirements for redeeming an Express Money Order						
An Express Money Order for \$100 or less	A person must sign the payment record at the specified Post Office.						
An Express Money Order exceeding \$100	A person must: • identify themselves as the payee by producing a current driver’s licence, pension card or similar document in the payee’s name and bearing the payee’s signature or photograph; or • meet the requirements below for redeeming a Money Order on behalf of someone else; and • sign the payment record.						

	An Express Money Order for \$1,000 or more	A person must: • identify themselves as the payee by producing a current driver's licence, a valid passport or other government issued photo identification; or • meet the requirements below for redeeming a Money Order on behalf of someone else; and • sign the payment record.
	An Express Money Order for any amount where a person is redeeming payment on behalf of someone else	If the person seeking to redeem the Express Money Order is not the named payee they must: • produce identification as required above, depending on the value of the Express Money Order and: • produce written authority to receive payment on behalf of the payee which must include: – the name and address of the authorised person; – the signature of the authorised person; – the date on which the authority was given; – the name, address and signature of the named payee; and – the name, address and signature of a witness (that is not the person being authorised to receive the payment); and • sign the payment record.
Lodgement requirements	Not applicable.	
Other terms and conditions	The Money Order Enquiry Form is on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/australian-money-order-enquiry-form.pdf. <u>Time for payment</u> An Express Money Order must be redeemed within 12 months after the last day on the month on which it was issued (unless otherwise approved by us). <u>Insufficient cash</u> We are not required to make special arrangements for cash to be available at a Post Office in order to pay an Express Money Order. We are not required to pay an Express Money Order where, in our opinion, a Post Office would be left with insufficient cash on hand taking into account its usual operational requirements, and we may: • defer payment until the Post Office receives sufficient cash to enable payment; • require the payee to present that Express Money Order at another Post Office; or • where we accept deposits for customers of particular banks under a Bank@Post agreement and the payee has an account with a participating bank, pay the Express Money Order into the payee's account if instructed to do so by the payee. <u>Stoppage, amendment, and repayment of Orders</u> You may apply to stop payment and obtain repayment of the Express Money Order: • if you produce the receipt issued to you with the Express Money Order, and the order has not been transmitted from the issuing Post Office, at that Post Office; or • if the order has been transmitted from the issuing Post Office, at the Post Office nominated for payment using the Money Order Enquiry Form. The application can only be complied with if the Express Money Order has not been redeemed. You may apply to change the name of the payee or the Post Office for payment: • if you produce the receipt issued with the Express Money Order, at any Post Office for the change to be advised to the nominated Post Office of payment; or	

	• if you cannot produce a receipt, at the Post Office originally nominated for payment, using the Money Order Enquiry Form. Where the person named as payee in an Express Money Order wishes to change the Post Office of payment, they may apply to the Post Office originally nominated for payment using the Money Order Enquiry Form. <u>Advice when Express Money Order paid</u> You may apply to be advised if the Express Money Order payment has been redeemed and if so, where and when it was redeemed, using the Money Order Enquiry Form. <u>Extra territoriality</u> A Money Order issued by us for payment in Norfolk Island, the Territory of Cocos (Keeling) Islands or the Territory of Christmas Island is deemed to be issued for payment in Australia. <u>Service Standard</u> Where an Express Money Order: • is not available for payment at the nominated Post Office within the time specified by us; and • the possibility of failure to meet that specified service standard was not notified to you at the time of purchase, we will refund you all fees paid for the Service.
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Service Schedule – Charity Mail Service Terms and Conditions (Oct 2026)

Summary of key features	A variant of the PreSort Letters Service for use by registered charities for delivery of bulk mail for fundraising and/or promotional activity.		
Operational Guides	Presort Letters Services Guide (Operational Guide) on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/presort-letters-service-guide.pdf .		
Dimensions and weight restrictions	Size	Small Item	Large Item
	Maximum weight	125g	250g
	Minimum size	88mm x 138mm	88mm x 138mm
	Maximum size	130mm x 240mm	260mm x 360mm
	Maximum thickness	5mm	20mm
Delivery timetable	This will depend on the location of posting and destination and whether you send the Charity Mail Items via Regular or Priority delivery. Small Charity Mail Items can be sent via Regular or Priority delivery. Large Charity Mail Items can only be sent via Regular delivery. Details of the delivery timetable are on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/presort-promo-charity-delivery-standards.pdf.		
Minimum volume	300 barcoded Items per lodgement.		
Service requirements	You must apply and be approved to use this Service. The application form is on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/charity-mail-application-form.pdf. To be eligible to use this Service, you must be a registered charity and be endorsed by the Australian Taxation Office as an Income Tax Exempt Charity or as a Deductible Gift Recipient. You must (if requested) provide us with any approval code or designation allocated to you by the Australian Tax Office. You must notify us in writing immediately if there is any change to your eligibility status. The Items lodged under this Service must contain information associated with fundraising and/or promotional activities of the approved organisation. You must comply with all the requirements in the Operational Guide.		
Lodgement requirements	Charity Mail Items must be lodged at an approved lodgement facility or if Items are being transported interstate by carriers other than us, at a designated interconnect facility. Each lodgement must consist of Items within the same size and weight category. You must comply with the addressing and barcoding requirements in the Operational Guide and use approved letter trays for each lodgement. Special conditions apply to aggregated lodgements (i.e. when Items within a lodgement originate from more than one organisation). See the Operational Guide for more details.		
Other terms and conditions	If we have not approved your use of the Service or if you fail to comply with the requirements in this Service Schedule or the Operational Guide, we may: (a) refuse to carry your Items; or (b) carry your Items and charge you Postage at the applicable ordinary Letter rate specified in the Post Charges Guide.		

	We may, acting reasonably, direct you to lodge your Items at a particular lodgement facility which can handle your lodgement. We may cease providing this Service (and will notify you if we do so): (a) if your status as a registered charity ceases or is suspended; (b) if you breach the AP Terms in a way that cannot be remedied; (c) if you fail to remedy any breach of the AP Terms as required by us within 7 days' after being notified in writing of the breach; (d) if you suffer an Insolvency Event; or (e) at our discretion and acting reasonably, and without cause, by giving you 14 days' notice in writing.
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Service Schedule – Priority Label Letters Service Terms and Conditions (Nov 2023)

Summary of key features	A Service for the delivery of small or large Letters within Australia, in accordance with the Priority speed delivery timetable, using a Priority Label.		
Operational Guides	Not applicable.		
Dimensions and weight restrictions	Size	Small Letter or postcard	Large Letter
	Maximum weight	250g	500g
	Minimum size	88mm x 138mm	88mm x 138mm
	Maximum size	130mm x 240mm	260mm x 360mm
	Maximum thickness	5mm	20mm
Delivery timetable	Full details of the Priority delivery timetable are on the AP Website: https://auspost.com.au/sending/send-within-australia/delivery-speeds-and-coverage .		
Minimum volume	Not applicable.		
Service requirements	This Service is only available for Letters or postcards for delivery within Australia. To use the Service, you must attach a Priority Label to: • a Letter or postcard, in addition to the Postage Stamp(s); or • a prepaid envelope (which includes prepaid envelopes used with the Domestic Registered Post and Domestic Letter with Tracking Services). A “Priority Label” is a specially marked label sold by us containing the words ‘Priority’ and a barcode. A Letter containing a Priority Label may be delivered through a Community Bag service, Locked Bag Service, Private Mail Bag service.		
Lodgement requirements	Post your Letter at any red street posting box or Post Office.		
Other terms and conditions	Not applicable.		

Service Schedule – Promo Post Service Terms and Conditions (Oct 2026)

Summary of key features	A variant of the PreSort Letters Service used for the delivery of large volumes of Promotional Mail. Promotional Mail means Items whose main communication purpose is to stimulate the activity of a business or organisation by: • promoting the sale or use of products or services; • promotion that business or organisation's cause; or • making an offer, invitation or promotional claim about the business or organisation's products, services or cause. If the main communication purpose of the Items is transactional in nature – i.e. to facilitate a transaction or contractual arrangement between the sender and receiver, this will not qualify as Promotional Mail, even if there is a promotional element to the communication.			
Operational Guides	Presort Letters Service Guide (8833700) on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/presort-letters-service-guide.pdf. Mail Type Reference Guide on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/mail-type-reference-guide.pdf. together, Operational Guides.			
Dimensions and weight restrictions	Size	Small Item	Small Plus Item	Large Item
	Maximum weight	125g	125g	up to 250g
	Minimum size	88mm x 138mm	88mm x 138mm	88mm x 138mm
	Maximum size	130mm x 240mm	162mm x 240 mm	260mm x 360mm
	Maximum thickness	5mm	5mm	20mm
Delivery timetable	The Regular delivery timetable applies to this Service and is on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/presort-promo-charity-delivery-standards.pdf.			
Minimum volume	4000 barcoded Items per lodgement.			
Service requirements	You must complete the lodgement document on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/promo-post-lodgement-form.pdf. Your Items must be Promotional Mail. The following guide explains what constitutes Promotional Mail and what constitutes transactional mail: • Mail Type Reference Guide, on the AP Website: • https://auspost.com.au/content/dam/auspost_corp/media/documents/mail-type-reference-guide.pdf. You must comply with all the requirements in the Operational Guides.			
Lodgement requirements	Promotional Mail must be lodged at an approved lodgement facility or, for Items transported interstate by carriers other than us, at a designated interconnect facility. At lodgement, you must provide us with two unsealed samples of Promotional Mail for our inspection. You must ensure that these samples are representative of the contents of the accompanying batch of Promotional Mail.			

	accompanying batch of Promotional Mail. Any samples provided to us will not be returned and may be destroyed. Each lodgement must consist of Items within the same size and weight category. You must comply with the addressing and barcoding requirements in the Operational Guides and use approved letter trays for each lodgement. Special conditions apply to aggregated lodgements (i.e. where Items within a lodgement originate from more than one organisation). See the Operational Guides for more details.
Other terms and conditions	If we have not approved your use of the Service or if you fail to comply with the requirements set out in this Service Schedule or the Operational Guides, we may: (a) refuse to carry your Items; or (b) choose to carry your Items, and charge you postage at the applicable ordinary Letter rate specified in the Post Charges Guide. We may, acting reasonably, direct you to lodge your Items at a particular lodgement facility which can handle your lodgement. We may cease providing this Service (and will notify you if we do so): (a) if you breach the AP Terms in a way that cannot be remedied; (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days' after being notified in writing of the breach; (c) if you suffer an Insolvency Event; or (d) at our discretion and acting reasonably, and without cause, by giving you 14 days' notice in writing.

Service Schedule – Reply Paid Letter (International) Service Terms and Conditions (Nov 2023)

Summary of key features	A Service that enables a third party outside Australia to return a card or envelope provided by you, to you in Australia. A 'Reply Paid' address is pre-printed or handwritten onto envelopes or postcards, which can then be sent in a mail out to third parties outside Australia . The envelopes or postcards may also be barcoded. Those third parties can use this envelope or postcard to reply to you. You are charged only for the mail that is returned to this address. There is no charge to the third party.		
Operational Guides	Reply Paid Service Guide (Operational Guide) on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/reply-paid-service-guide.pdf .		
Dimensions and weight restrictions	Size	Postcard or Airmail Letter	
	Maximum weight	50g	
	Minimum size	140mm x 90mm	
	Maximum size	235mm x 120mm	
	Maximum thickness	5mm	
	Minimum thickness	0.18mm (for postcards)	
Delivery timetable	Our estimated delivery time frames for sending the Item are on the AP Website: https://auspost.com.au/sending/send-overseas/international-delivery-times .		
	The Economy Air Service is used to deliver the Item to the party outside Australia. Where the recipient sends the reply paid envelope or postcard back to you , this Item will be delivered in accordance with the delivery timetable for letters of the overseas postal organisation delivering the Item.		
Minimum volume	Not applicable.		
Service requirements	You must apply and be approved to use this Service. The application form is available on the AP Website: https://auspost.com.au/content/dam/auspost_corp/media/documents/reply-paid-application-form.pdf .		
	You must have a Business Credit Account. You must comply with all the requirements in the Operational Guide.		
	You must ensure that the name and address to which the Reply Paid Letter is directed is that of a Permitted Recipient , that is: (a) your name and address; (b) the name and address of your authorised agent; or (c) the name and address of a person who has consented to receive the letter.		
	You must not use this service to intentionally cause a Letter to be delivered to or received by a person other than a Permitted Recipient. This may result in a breach of the <i>Crimes Act 1914</i> and a criminal offence.		
	To amend details of a Reply Paid Letter such as the Reply Paid name, address, design or other feature, you must seek our approval in writing. We may, for operational reasons, require you to make changes to the design or other feature of a Reply Paid Letter on reasonable notice.		

Lodgement requirements	The International Reply Paid Letter must be lodged in accordance with the requirements of the overseas postal organisation delivering that Letter.
Other terms and conditions	Once you are approved to use this Service, the Service will operate until you cancel it or until we cease providing it on the terms below. We may refuse to carry a Reply Paid Letter if you fail to comply with the AP Terms. <u>Cancellation by you</u> You may cancel this service by giving us 30 days' notice in writing. For 2 months from the cancellation date we may continue to deliver any Reply Paid Letters sent by third parties. We will charge you for those Reply Paid Letters. If a third party sends a Reply Paid Letter more than 2 months after you cancel the Service, we may treat that Item as underpaid and require you to pay the deficient Postage plus an underpaid Item administrative fee (in the Post Charges Guide). If you do not pay these costs within 7 days of us notifying you, we may treat that Item as undeliverable. <u>Cancellation by us</u> We may cease providing this Service (and will notify you if we do so): (a) if you breach the AP Terms in a way that cannot be remedied; (b) if you fail to remedy any breach of the AP Terms as required by us within 7 days after being notified in writing of the breach; (c) if you suffer an Insolvency Event; or (d) at our discretion and acting reasonably, and without cause, by giving you 30 days' notice in writing. <u>After cancellation</u> You are not entitled to a refund of any Service fee if the Service has ceased or been cancelled. Once the Service has ceased or been cancelled, you must not publish the Reply Paid address or issue any pre-printed Reply Paid envelopes or postcards.

Service Schedule – International Post Registered Service Terms and Conditions (Nov 2023)

Summary of key features	An international delivery Service for <u>Letters</u> which provides: • a unique identification number for each International Post Registered Letter; • proof of posting (when the Letter is lodged over the counter at a Post Office); • proof of receipt, with a signature on delivery in certain countries; and • Included Compensation for loss or damage of up to \$100 if requirements are met. When sending your Letter under the International Post Registered Service, you must use a Prepaid International Post Registered envelope (the price of this envelope includes Postage and the International Post Registered fee). Tracking and Extra Cover are <u>not</u> available with this Service.			
Operational Guides	Not applicable.			
Dimensions and weight restrictions	Size	Small prepaid envelope	Large prepaid envelope	
	Maximum weight	500g	500g	
	Dimensions	130mm x 240mm	250mm x 353mm	
Delivery timetable	Estimated delivery time frames vary depending on the location of posting and destination. Please refer to the AP Website for more details: https://auspost.com.au/sending/send-overseas/international-delivery-times.			
Minimum volume	Not applicable.			
Service requirements	<u>Service not available</u> This Service is not available for delivery of Parcels or any Items other than Letters and documents. For the purpose of this Service Schedule 'documents' include correspondence, papers and forms, but do not include photographs, calendars, diaries, books or magazines. We will not accept Letters under this Service if: • the address is written in pencil or any erasable medium; • the addressee is a set of initials, an acronym or a code; • the envelope is not in sound condition or securely sealed; or • the envelope appears to be opened and resealed. <u>Lodgement receipt</u> We will provide you an official postmarked lodgement receipt if you lodge the Letter over the counter at a Post Office. This proof of lodgement is necessary to claim Included Compensation for a lost or damaged Registered Post letter. Please note: This lodgement receipt is not available if you lodge your International Post Registered Letter in a street posting box. <u>Delivery signature</u> We will obtain a signature from the person to whom the letter is delivered. This may not necessarily be the addressee of the letter. <u>Included Compensation</u> This Service provides Included Compensation of up to \$100 for loss or damage to your Letter, in addition to a refund of Postage. <i>Payment of Included Compensation is subject to the conditions in section 3 of the Head Terms, especially the compensation dependencies in clause 3.7.</i>			

	To be eligible for Included Compensation, you must comply with the requirements of this Service Schedule. The Extra Cover Service is not available in conjunction with this Service. <i>To make a claim you must follow the claims process set out in clause 3.8.</i> You must also provide us with your lodgement receipt.
Lodgement requirements	You may lodge an International Post Registered letter: • in a street posting box or at a Post Office; or • using the Community Bag Service or the Private Mail Bag Service, provided you also comply with the terms of those Services.
Other terms and conditions	Not applicable.

Service Schedule – International Delivery Service Terms and Conditions (Nov 2023)

Summary of key features	There are 5 main International Delivery Services, each distinguished by mode of carriage, delivery speed and other features, such as Tracking and Signature on Delivery (which are standard for some Services and optional on others). <i>We may not be able to deliver to every country under all the Services. Refer to the AP Website for the destinations that we deliver to under each Service.</i> <u>International Economy Air:</u> • International delivery by air, suitable for greeting cards, non-urgent Letters and documents, printed material with no commercial value and non-urgent low value, light weight Parcels. • Optional features include: - Extra Cover. - Signature on Delivery. (Only available for Parcels under this Service). <u>International Economy Sea Mail:</u> • International delivery by sea, suitable for non-urgent and low value Parcels to selected destinations. • Optional features include: - Extra Cover. - Signature on Delivery. (Only available for Parcels under this Service). <u>International Standard:</u> • International delivery by air. • Tracking (with email and SMS notifications). • Optional features include: - Extra Cover. - Signature on Delivery. <u>International Express</u> provides for: • International delivery by air of urgent letters, documents, and parcels. • Tracking (with email and SMS notifications). • Signature on Delivery. • Optional features include: Extra Cover. <u>International Courier</u> provides for: • International delivery by air of urgent letters, documents, and parcels at a speed generally faster than International Express, but only to selected destinations and it is only available at selected Post Offices. See the AP Website for more details. • Tracking (with email and SMS notifications). • Signature on Delivery. Please note: • The terms and conditions applicable to Extra Cover, Tracking, and Signature on Delivery (elsewhere in the AP Terms) apply when these features are provided on a Service. • Tracking and Signature on Delivery features are dependent on the availability of such services by international postal organisations and other third parties. These features may not be available for all countries, or always available. Please check the Operational Guide for more detail.
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	• <i>There are limitations to the amount of compensation you may be able to claim for Items lost or damaged under the Services. These limitations are explained in the Service Requirements section below.</i>		
Operational Guides	International Post Guide (Operational Guide) available on the AP Website: https://auspost.com.au/sending/send-overseas/international-post-guide .		
Dimensions and weight restrictions	<u>International Economy Air</u>		
	Item type	Maximum Weight	Maximum Dimensions
	Letters and Documents	Small envelope: 250g Large envelope: 500g	Small envelope: 130mm x 240mm (size) 5mm (thickness) Large envelope: 260mm x 360mm (size) 20mm (thickness)
	Greeting cards and postcards	50g	260mm x 360mm (size) 5mm (thickness)
	Parcels	2kg	Length: 105cm Girth: 140cm
	<u>International Economy Sea Mail</u>		
	Item type	Maximum Weight	Maximum Dimensions
	Parcels	20kg Note: There is also a <u>minimum</u> weight of 2kg) for Economy Sea parcels	Length: 105cm Girth: 140cm
	<u>International Standard</u>		
	Item type	Maximum Weight	Maximum Dimensions
	Parcels	20kg	Length: 105cm Girth: 140cm
	<u>International Express</u>		
	Item type	Maximum Weight	Maximum Dimensions
	Letters and Documents	Small prepaid envelope: 250g Large prepaid envelope: 500g	Small prepaid envelope: 130mm x 240mm (size) 5mm (thickness) Large prepaid envelope: 290mm x 390mm (size) 20mm (thickness)
	Parcels	20kg	Length: 105cm Girth: 140cm
	<u>International Courier</u>		
	Item type	Maximum Weight	Maximum Dimensions
	Letters and Documents	Small prepaid envelope: 250g Large prepaid envelope: 500g	Small prepaid envelope: 130mm x 240mm (size) 5mm (thickness) Large prepaid envelope:

			260mm x 360mm (size) 20mm (thickness)
	Parcels	20kg	Length: 105cm Girth: 140cm
Delivery timetable	Our estimated delivery time frames for each of the Services are on the AP Website: https://auspost.com.au/sending/send-overseas/international-delivery-times These time frames are based on the location of posting and country of destination and are a general guide only. These time frames may be affected if your Items are held longer than usual by customs authorities. All estimates are for metropolitan destinations. Items sent to regional and rural locations will likely take longer. Items sent from South Australia, Tasmania and the Northern Territory must travel interstate before departing Australia. You should factor in an additional: • 7 business days when using the International Economy service or the International Standard service; and • 3 business days when using the International Express service.		
Minimum volume	Not applicable.		
Service requirements	The Operational Guide sets out requirements for each destination country such as prohibitions and restrictions from importation, documentation that may be required by local authorities, and exclusions that may apply. You must comply with the Operational Guide. <u>Restrictions when sending Letters or documents</u> These items must not be sent as Letters or documents: photographs, calendars, diaries, books, or magazines. They may be sent as Parcels instead. <u>Our Prepaid Packaging</u> We offer prepaid packaging for use with most of our International Delivery services. See the AP Website for more details. You must not use our prepaid packaging for Items that exceed the maximum weight stated on the packaging. <u>Included Compensation</u> Apart from the exceptions below, each International Delivery Service provides Included Compensation of up to \$100 for loss or damage to your Item in addition to a refund of the Postage. <i>Payment of Included Compensation is subject to the conditions in section 3 of the Head Terms, especially the compensation dependencies in clause 3.7 and the claims process in clause 3.8.</i> To be eligible for Included Compensation, you must comply with the requirements of the relevant Service. <u>Exceptions:</u> (a) Included Compensation for loss or damage is not available in respect of <u>Letters</u> (including greeting cards, postcards, or documents) sent by the International Economy Air Service. (b) Included Compensation is limited when the Montreal Convention applies. See Other terms and conditions below		
Lodgement requirements	<u>International Economy Air</u> • If lodging a Parcel, you must: - lodge your Parcel over the counter at a Post Office; and		

	- complete a CN22 or CN23 customs form. • If lodging a Letter, you may lodge your letter in a street posting box or over the counter at a Post Office. You do not need a CN22 or CN23 customs form. <u>International Economy Sea Mail</u> • Lodge your Parcel over the counter at a Post Office. • You must complete a CN23 customs form. <u>International Standard</u> • Lodge your Item over the counter at a Post Office. • You must complete a CN23 customs form. <u>International Express</u> • Lodge your Item over the counter at a Post Office. • You must complete a CN23 customs form. <u>International Courier</u> • Lodge your Item over the counter at selected Post Offices. See the AP Website for details of participating Post Offices. • You must complete a CN23 customs form.
Other terms and conditions	<u>Limitation of Liability</u> The Montreal Convention (which is adopted by Law in Australia) (Convention) may apply to the carriage of your Item when we carry it by air through an international service that is not governed by the Universal Postal Union (e.g. the International Courier Service). When the Convention applies, our liability to you for loss or damage to the Item is limited under the rules of the Convention. If the Convention does not apply, our usual Included Compensation scheme and requirements for claiming, apply.