



## ANNEX B: TERMS & CONDITIONS OF SERVICE CONTRACT

1. All parcels and documents carried by **Packnpost2u Sdn Bhd** (hereinafter known as “**POST2U**”) for delivery are governed by the terms and conditions as printed in this Service Contract, Annex B.
2. All prices quoted in this proposal are exclusive of taxes. All taxes imposed in connection with the services rendered by **POST2U** shall be borne and paid by the customer.
3. All quoted price is charged based on weight break of 1 kg for parcel. Rate for first 0.5kg is applicable for document only, above 0.5kg shall follow rate for parcel.
4. Maximum weight per single piece of parcel is 30kg. Surcharge applies to single piece of parcel above 30kg as stated in proposal.
5. Total dimension (length + width + height) of single piece of parcel should not exceed 150cm. Maximum length (length / width / height) is up to 140cm.
6. Quoted price is only applicable to service areas as listed in **Annex A**.
7. Quoted price is strictly applicable to **Per Consignment Note** only.
8. Price quoted based on actual weight of the parcel or its dimensional weight, whichever is higher. The calculation of dimensional weight for all domestic parcel is as below:-  
Dimensional weight (kg) = length (cm) x width (cm) x height (cm) / 6000
9. **POST2U** shall not accept P.O. Box address as delivery address.
10. **Reverse Charge Service** is subject to availability of time and resources. A surcharge in addition to the quoted price will apply.
11. Upon tender of documents or parcels to **POST2U**, customer shall be deemed to have accepted all Terms and Conditions printed in this Service Contract.
12. **Unacceptable Items:** **POST2U** do not accept food items unless it is dry food in proper packaging and without emission of smell.
13. **Prohibition:** All illegal and dangerous goods, including but not limited to explosive, flammable items, radioactive materials, compressed gas, corrosive materials, poisons, and firearms are strictly prohibited and not acceptable by **POST2U**. **POST2U** reserves the right to abandon the shipment if found any contains dangerous and illegal items restricted by Local Authority, International Air Transport Association (IATA) and International Civil Aviation Organisation (ICAO) and no claim shall be entertained for the loss or damage. Any costs arise shall be borne by the customer.
14. **Value Declaration:** Value of each shipment must be declared when submitting your shipment details. This is compulsory in the event of any claim. Failing which, claim will not be entertained.
15. **Limitation Of Liability:** Every parcel is covered by **maximum liability of RM200.00** per consignment note or the actual value of the parcel, whichever is lower. Customers are advised to insure your own parcel, if the value of the shipment is above RM200.00.
16. **Loss Or Damage:** Any loss or damage caused due to negligence of **POST2U** will be compensated wholly or partially (based on the proven damaged part) to the total amount of declared value, or up to the maximum liability, whichever is lower.
17. **Zero Liability:** Please note that documents, fragile items, food and high risk & high value items are with zero liability at customer own risk. **POST2U** will not compensate any items under these categories. Customer is advised to insure on your own and to ensure proper packaging to protect your items from leakage and damage.
18. **Exclusion Of Liability:** **POST2U** shall not be liable to you for any form of indirect loss, consequential damages, other indirect costs, loss of contract opportunities, loss of profits or cost incurred by delays, damage or loss of content or part of content whether it is notified to **POST2U** prior or within **POST2U** knowledge, control or otherwise during posting or drop off at the counter caused by **POST2U** negligence.
19. **Claim:** Any claims for loss or damage must be made in writing to **POST2U** within **24 hours** from the date of the parcel was delivered to you, failing which, **POST2U** will not be liable for any loss or damage in any way. Claim must be made through email, accompanied by scanned copies of the original consignment note and all supporting documents, photographs of damaged item, and relevant original invoices and receipts for that item. **POST2U** will not entertain any claim that customer fails to provide all relevant evidence to your claim.
20. **Complaint:** In the event of failure of service, customers may lodge an official complaint to **POST2U** by email to [complaint@post2u.com.my](mailto:complaint@post2u.com.my) within **24 hours** from the date and time of a delivered shipment.
21. **Billing & Payment:** Billing cycle is twice a month. Invoice shall be issued according to billing cycle. Our term of payment is within 7 calendar days from the date of invoice. **POST2U** shall be entitled to charge interest at the rate of 1.5% per month calculated on daily basis on the overdue outstanding amount in the event of absence of any acceptable valid reason.
22. **Validity Of Rate:** All quoted prices subject to changes and revision. **POST2U** reserves the right to revise the quoted prices in the proposal at any time. Customers will be notified one (1) month in prior to the revision accordingly.
23. **Acceptance:** Customer acknowledges to have read and accepted all the above terms in this Service Contract, including attachment of the rates in Proposal.

Initial & Company Stamp