NZPost

Postal Users' Guide

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Public Contract

Delivery of your items

Important: Our **Postal Users' Guide** forms part of this Public Contract. It contains the detailed specifications for each of our individual delivery services. It also sets out a number of terms and conditions that you must understand, and requirements that you must meet, before using our services.

The full text of the Postal Users' Guide is available online at **nzpost.co.nz/pug** or alternatively, please ask at a counter in-store if you have any queries regarding our terms of service.

Our Service Offering & Commitments

We, New Zealand Post Limited, will use reasonable care and skill to deliver items that:

- are not Prohibited;
- are Restricted (subject to you meeting our specified conditions of carriage); and
- otherwise comply with the requirements set out in our Postal Users' Guide (including being correctly addressed), to addresses within our delivery network.

We agree to comply with:

- the terms, conditions and requirements of this Public Contract and our Postal Users' Guide.

We acknowledge that the limitations we set out below in relation to our liability for loss, damage, cost or compensation do not apply to any rights you may have under the Consumer Guarantees Act 1993.

Your Commitments & Acknowledgements

By using our services, you agree to:

- the terms and conditions of this Public Contract;
- comply with the requirements of our Postal Users' Guide;
- pay us the full price for our services.

You agree not to give us for delivery any item which:

- is illegal, explosive, dangerous or destructive to send;
- is not adequately packaged, or contains anything that is capable, as packed, of causing injury, or damage;
- contains currency, precious metal, traveller's cheques, deeds, negotiable instruments (including any bearer security, bill of exchange or uncrossed cheque), bonds or shares, credit or bank cards, vouchers, gift cards, tickets for games of chance or event tickets;
- is perishable or any other type of Prohibited item under our Postal Users' Guide; or
- is accompanied by any required documentation that is incomplete or inaccurate.

Unless you have complied with our specified conditions of carriage (and the item is not classified as prohibited for a particular service), you agree not to give us for delivery any item that is:

- fragile or Restricted (including any identity, travel, ownership or legal documentation, precious metal or stone, jewellery, watch, any collectable or antique or any painting, sculpture or other work of art); or
- above the content value restriction for the selected service.

If you give us for delivery any item referred to above, or in any other way you do not comply with our Postal Users' Guide:

- you understand that we and our employees and agents may not be liable to pay any compensation to you for any loss or damage to that item; and
- you agree to pay us for any resulting damage, loss, liability or costs we may incur.

Subject to the conditions set out in our Postal Users' Guide, the Postal Services Act 1998 and the Consumer Guarantees Act 1993, we limit our liability to you for loss of, or damage to, any item up to a maximum (including GST) of:

- **either $250 or $2,000, depending on the chosen service** plus reimbursement of postage.

Higher caps may be available in specified circumstances. We have **no liability to you for any letter** (as set out in the Postal Services Act 1998), nor for any indirect or consequential loss, damage or cost, however it arises.

You acknowledge that all claims for compensation must comply with the terms of the Postal Users' Guide and that our delivery times are targets only.

You agree that, where you acquire goods or services from us for the purpose of your business, the provisions of the Consumer Guarantees Act 1993 which would otherwise apply to the supply by us of any of our goods or services to you, do not apply.



David Walsh
Chief Executive

Section 1: What Cannot be Sent

- Not all items are suitable for sending by post or courier.
- Some pose a risk to the safety and security of people and equipment and are therefore prohibited.
- Others pose a risk if certain conditions are not met and are therefore restricted.
- You must check your item is safe to send.
- Not checking may increase your liability exposure.

Your Obligations

Use our services wisely

You must use our services wisely and exercise common sense.

No prohibited or restricted items

You **must not** post or courier a:

1. Prohibited item, or
2. Restricted item, where you have not met our specified conditions of carriage,

unless, through an authorised NZ Post representative, **we have specifically agreed in writing to provide this variation in service to you.**

It is your responsibility

It is **your responsibility** to check whether an item is Prohibited or Restricted. What may appear harmless to you at first glance, may still be Prohibited or Restricted, for example, as a result of the law in New Zealand or the country of destination. **Importantly, acceptance of the item by us for sending does not free you of this responsibility.**

If you are unsure, please refer to our website **nzpost.co.nz/contactus** for contact information and support. We are always happy to help but, due to the complex nature of some products, it remains your responsibility to ensure your item is safe to send. If sending dangerous goods, ensure you check the International Air Transport Association (IATA) website at **iata.org** for more information.

Check export rules

The New Zealand Government prohibits or restricts the export of various types of items (such as prescription medication and antiquities). You **must ensure** that your item is **not prohibited from export** or that **you meet any export restrictions** on the item you are planning to send. For further information, contact the New Zealand Customs Service or the appropriate government authority.

Our Rights and Your Liability

Items may be opened and inspected

We may **open and inspect** any item we suspect may be, or may contain, a Prohibited item.

Prohibited items will not be delivered

If we find a Prohibited item it **will not be delivered** and **we will not refund postage** costs. We are not obliged to return the item to you but **may, at our discretion and at your cost**:

1. make the item safe; or
2. return the item to you by an appropriate means including charging the actual costs or administration fee for doing this; or
3. destroy the item; or
4. dispose of the item; or
5. deliver the item to the appropriate authorities.

Your liability exposure is increased

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

1. we may hold you **liable for any costs or damages** incurred by us;
2. we may **not cover** you for **any loss of, or damage to**, the item;
3. you may be **subject to penalties** under the Postal Services Act 1998, the Civil Aviation Act 1990 and other legislation.

What is Prohibited? – Please check carefully every time you send an item

The items listed are examples of the general category (the lists are non exhaustive).



Ammunition, Weapons & Weapon Parts (incl. replica or imitation)[1]

- Air guns
- Ammunition
- Bullets
- Firearms
- Firearm parts[2]
- Firearm Accessories*
- Grenades
- Weapons, including bows, crossbows and arrows, harpoons, knives, spear guns, sling shots, catapults, swordsticks
- Stun guns, tasers and stun batons



Bleaches & Poisons

- Alkaline
- Ammonia-based products
- Asbestos
- Bleach (including hair bleaches)
- Chemicals (incl. chlorine for swimming pools)
- Dyes (including hair and textile dyes)
- Insecticides
- Noxious substances
- Poisons (e.g. cyanide, lead, arsenic)
- Sodium
- Weed killers
- Zinc powder



Batteries & Corrosives

- Acid (of any type)
- Batteries (car or wet cell)
- Electronic/electric appliances, devices & toys containing Non-Lithium-ion batteries*
- Electronic/electric appliances, devices & toys containing Lithium-metal or Lithium-ion (incl. Lithium-ion polymer) batteries*
- Powerbanks



Combustion Engines

- Generators (fuel powered)
- Purged engines



Compressed Gas

- Compressed air
- Fire extinguishers
- Gas cylinders (e.g. camping – full or empty)
- Oxygen cylinders including compressed air
- Paint guns
- Shock absorbers (gas or compressed air)



Explosives & Fireworks

- Christmas crackers
- Fireworks (e.g. skyrockets, sparklers, crackers)
- Party poppers



Flammable Gas

- Aerosol cans (e.g. hairspray, deodorant)
- Air bag (car)
- Alarm devices (gas or battery powered)
- Gas (e.g. propane, butane, hydrogen, helium)



Flammable Liquids

- Adhesive products (e.g. quick drying glue)
- Alcohol (more than 5 litres or 70% alc/vol)
- Anti-freeze
- Barometers
- Battery or Brake Fluid
- Cleaning materials (incl. disinfectants)
- Dry ice (or Liquid Nitrogen)
- Essential oils (e.g. eucalyptus, tea tree)
- Fertilisers
- Fibre glass repair kits
- Kerosene
- Lighter fluid
- Mercury (incl. thermometers and barometers containing mercury)
- Motor fuels and petrol
- Oven cleaners (containing caustic soda)
- Paint (oil based)
- Perfume (incl. aftershave, cologne)
- Peroxides
- Polish (incl. nail polish and nail polish remover)
- Polyester resin kits
- Solvents (any)
- Turpentine
- Varnish (incl. removers, thinners)



Flammable Solids

- Camphor
- Carbon paper
- Caustic soda
- Charcoal
- Cleaning materials (incl. laundry detergents)
- Phosphorus
- Toner (e.g. photocopier; incl. cartridges)



Matches and Lighters

- Blasting caps (including caps for starting or toy guns)
- Fire and flint lighters
- Flares (incl. theatrical, distress and smoke signals)
- Igniters
- Matches and cigarette lighters



Valuables

- Bank (eg debit, EFTPOS or credit) and gift cards*
- Bullion, coins*, currency, traveller's cheques, bonds and shares
- Collectables, antiques, paintings, sculpture or other works of art*
- Jewellery[3], precious metals or stones, watches*
- Keys*
- Negotiable instruments (incl. bearer securities, bills of exchange or cheques)*
- Numismatic items*
- Passports and National ID cards* Original copies of other identity, travel, ownership or legal documents*
- Stamps (unused)*
- Vouchers, activated cards (loaded with monetary value) *, tickets for games of chance, event tickets



Other Prohibited Items

- Animals except correctly packaged live organisms (bees, leeches, silkworms and harmless insects)*
- Medicines or Controlled Drugs [4]*
- First aid kits
- Furs and skins (untreated)
- Human or animal remains (incl. ashes)
- Indecent goods
- Magnets or magnetic material (incl. fridge magnets and compasses) [5]
- Vaping and e-Cigarette paraphernalia

Plus:

- **Illegal items:** any item that is **illegal or prohibited by law or any authority** whether in New Zealand or the destination country; any item that is **prohibited by a United Nations sanction** – for further details to refer to **mfat.govt.nz/un-sanctions**
- **Dangerous items:** any item that is **capable, as packaged, of causing injury to people or damage to property**
- **Fragile items: regardless of how it is packaged***
- **Inadequately packaged items:** any item that is not sufficiently packaged to withstand a 1.2m drop
- **Perishable items:** any item that may **spoil or decay**, or **has an expiry date of less than 6 months** from the date of sending
- **Restricted items:** any item that is **classified as Restricted under our terms and conditions where you have not complied with the conditions of carriage for that item**
- **International Air Transport Association (IATA) listed items:** any item that is listed in the International Air Transport Association (IATA) Dangerous Goods Regulations including explosives, gases, flammable liquids and solids, oxidising substances and organic peroxides, toxic (poisonous) and infectious substances, radioactive materials (except in quantities exempted from the Radiation Protection Act 1965)*, corrosives, and highly magnetic and polymerisable substances.

* Depending on where you want to send these items, their value, or what service you use, you may be able to send them – see the Restricted Items section.

[1] International carriage may be restricted by airlines, despite there being no export or import restrictions.

[2] Firearm parts are any piece of a firearm that is designed or intended to be an integral part of a firearm, regardless of whether it is in working condition. Firearm parts include, but are not limited to, the breech/chamber, stock/butt, magazine, silencer, barrel, bolt and trigger assembly.

[3] Jewellery is any object that is typically worn for personal adornment (such as bracelets, rings, necklaces, earrings, watches, cuff links, etc) which is made of precious stones or metals.

[4] Additional restrictions apply for international services-for details refer to the conditions of carriage of Restricted items overleaf.

[5] Magnets are only permitted when using the Bulk Mail product FlexiMail. Magnets cannot be sent under any other Bulk Mail product or Standard Post. Bulk Mail pieces must not contain strongly magnetic items (flux measurements greater than 0.002 gauss when measured 7' from the package – as required by IATA regulations).

What is Restricted?

The terms High Risk items and Restricted items are both used currently in NZ Post collateral and on items such as postage included bags. For the purposes of these terms and conditions, they both have the same meaning.

Restricted items are items that **can only** be sent **if you have complied** with the conditions of carriage we specify in Table A below.

Table A: Conditions of carriage for Restricted items

You **must comply** with the conditions of carriage **for each category that applies** to your item.

	Domestic services		International services		
Item	**Letters, postcards, Economy**	**Courier^**	**Economy#**	**Courier**	**Express**
Item contents valued:	**Letters (incl. postcards):** N/A - no compensation is payable		**Letters (incl. Postcards and aerogrammes)** **All types:** No compensation is payable		
	Parcels: up to NZ$250 can be sent	Up to NZ$2000 can be sent	**Economy** **Consumer:** up to NZ$250 can be sent **Business with NZ Post Account:** up to NZ$250 can be sent. If over NZ$250 but less than $NZ500, it may be sent at your risk. Additional Compensation Cover may be purchased **Business without NZ Post Account (or with one but not using a business consignment note):** up to NZ$250 can be sent **Economy Plus** **Consumer:** up to NZ$2000 can be sent **Business with NZ Post Account:** up to NZ$250 can be sent. If over NZ$250 but less than $NZ2000, it may be sent at your risk. Additional Compensation Cover may be purchased **Business without NZ Post Account (or with one but not using a business consignment note):** up to NZ$250 can be sent **Economy Registered** **All types:** No compensation is payable	**Consumer**: up to NZ$5000 can be sent **Business with NZ Post Account:** up to NZ$2000 can be sent. If over NZ$2000 but less than $NZ5000, it may be sent at your risk. Additional Compensation Cover may be purchased **Business without NZ Post Account (or with one but not using a business consignment note):** up to NZ$2000 can be sent	**Consumer:** up to NZ$10,000 can be sent **Business with NZ Post Account:** up to NZ$2000 can be sent. If over NZ$2000 but less than $NZ50,000, it may be sent at your risk. Additional Compensation Cover may be purchased **Business without NZ Post Account (or with one but not using a business consignment note):** up to NZ$2000 can be sent

What is Restricted? Cont.

	Domestic services		International services		
Item	**Letters, postcards, Economy**	**Courier^**	**Economy#**	**Courier**	**Express**
Alcohol (less than 5 litres or under 70% alc/vol)	Prohibited item	Can be sent only if packaged to withstand transport and handling, and subject to rules regarding content value above Must use a Signature Required service Must be sent to a receiver over 18 years old	Can be sent (subject to overseas destination rules, the rules regarding content value above and if packaged to withstand transport and handling)	Can be sent (subject to overseas destination rules, the rules regarding content value above and if packaged to withstand transport and handling)	Can be sent (subject to overseas destination rules, the rules regarding content value above and if packaged to withstand transport and handling)
Antique or painting, sculpture or other work of art	Prohibited item	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	Prohibited item	Can be sent (subject to overseas destination rules, the rules regarding content value above and if packaged to withstand transport and handling)	Prohibited item
Bank and gift cards (inactive only)	Prohibited item	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	Prohibited item	Prohibited item	Prohibited item
Negotiable instruments	Prohibited item	Crossed cheques may be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling) Must use a Signature Required service	Crossed cheques can be sent (subject to overseas destination rules, the rules regarding content value above and if packaged to withstand transport and handling)	Crossed cheques can be sent (subject to overseas destination rules, the rules regarding content value above and if packaged to withstand transport and handling)	Prohibited item
Collectibles (other than numismatic coins, listed separately in this section)	Prohibited item	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	Prohibited item	Can be sent (subject to overseas destination rules, the rules regarding content value above and if packaged to withstand transport and handling)	Can be sent (subject to overseas destination rules, the rules regarding content value above and if packaged to withstand transport and handling) Commemorative medals & coins are prohibited

Item	Domestic services		International services		
	Letters, postcards, Economy	**Courier^**	**Economy#**	**Courier**	**Express**
Electronic/electric appliances, devices and toys containing Non-Lithium-ion batteries	Damaged batteries of any kind are prohibited. Batteries sent by themselves are prohibited. Non-Lithium-ion batteries must be removed from the appliance or device and wrapped separately. If the battery cannot be removed, the device can be sent, but only if it is turned off and does not have a transmit function or any moving parts. Different or additional restrictions apply if the appliance or device contains Lithium-ion batteries – refer to the information below and on **page 13**.				
Electronic/electric appliances, devices and toys containing Lithium (including Lithium-ion, Lithium-ion polymer and Lithium-metal) batteries	Damaged batteries of any kind are prohibited. Batteries sent by themselves are prohibited, including powerbanks In all other cases, a **maximum of two Lithium-ion or two Lithium-metal batteries per parcel** is allowed*, providing the special packaging requirements detailed on **page 13** are met * Prohibited in Bulk Mail services		Prohibited item	Prohibited item	Damaged batteries of any kind are prohibited. Batteries sent by themselves are prohibited, including powerbanks In all other cases, **a maximum of two Lithium-ion or two Lithium-metal batteries per parcel** is allowed, providing the special packaging requirements detailed on **page 13** are met
Firearm Accessories	Prohibited item	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	Can be sent (subject to rules of New Zealand and overseas destinations regarding export, import and carriage, subject to the rules regarding content value above, and if packaged to withstand transport and handling)		
Fragile items	Can be sent only if packaged to withstand transport and handling				
Honey or bee products	Can be sent if packaged to withstand transport and handling		Can be sent from an authorised sender to a private receiver in limited quantity with required documentation (subject to overseas rules regarding quarantine and inspection, the rules regarding content value above and if packaged to withstand transport and handling). See further guidelines on **page 14**		
Jewellery, watches, precious metals or stones	Prohibited item	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	Prohibited item	Can be sent (subject to overseas destination rules, the rules regarding content value above and if packaged to withstand transport and handling)	Can be sent (subject to overseas destination rules, the rules regarding content value above and if packaged to withstand transport and handling) Loose precious stones are prohibited

What is Restricted? Cont.

	Domestic services		International services		
Item	**Letters, postcards, Economy**	**Courier^**	**Economy#**	**Courier**	**Express**
Keys	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	Prohibited item	Prohibited item	Prohibited item
Liquids not otherwise classified as dangerous	Must be packaged in a way to ensure no leakage or breakage of the container.				
Live organisms (bees, leeches, silkworms and harmless insects)	Prohibited item	Can be sent subject to the rules regarding content value above and if packaged to withstand transport and handling, please refer to packaging guidelines on **page 14**	Prohibited item	Prohibited item	Prohibited item
Medicines or Controlled Drugs (where allowable)	Prohibited item	Can be sent to an authorised receiver in prescription quantities only (subject to the rules regarding content value above and if packaged to withstand transport and handling). Must use the Courier & Signature service only	Prohibited item	Medicines not containing controlled drugs can be sent to an authorised receiver in prescription quantities only (subject to the rules regarding content value above and if packaged to withstand transport and handling). Must also include required prescription documents. Controlled drugs may only be sent if also accompanied by appropriate Ministry of Health licence to export	
Medicinal Cannabis	Prohibited item	Can be sent by licensed suppliers to authorised receivers (subject to the rules regarding content value above). Labelling must meet all legal requirements and the packaging must be odour and tamper proof and able to withstand transport and handling Must use Courier Signature Required service Must be sent via online labelling solution only	Prohibited item	Can be sent by licensed suppliers to authorised receivers (subject to overseas destination rules, and the rules regarding content value above). Labelling must meet all legal requirements and the packaging must be odour and tamper proof, and able to withstand transport and handling. Must be sent via online labelling solution only.	

	Domestic services		International services		
Item	**Letters, postcards, Economy**	**Courier^**	**Economy#**	**Courier**	**Express**
Numismatic coins	Prohibited item	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	Prohibited item	Prohibited item	Prohibited item
Original copies of other identity, travel, ownership or legal documents	Prohibited item	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	Prohibited item	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	
Passports and National ID cards (incl. applications/ renewals)	Prohibited item	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	Prohibited item	Prohibited item	Can be sent (subject to overseas destination rules, the rules regarding content value above and if packaged to withstand transport and handling)
Perishable biological specimens and substances not classified as class 6.2 Dangerous Goods in the International Air Transport Association (IATA) Regulations	Prohibited item	Must be sent to a recognised laboratory, medical institution, medical practitioner or vet Must be packaged in accordance with Rules 3.1 (1) & 3.2 (5) (c) of the Land Transport Rule: Dangerous Goods 2005 **nzta.govt.nz/ resources/rules/ dangerous-goods-2005** Must use a Signature Required service	Prohibited item	Must be sent to a recognised laboratory, medical institution, medical practitioner or vet Must be packaged in accordance with Rules 3.1 (1) & 3.2 (5) (c) of the Land Transport Rule: Dangerous Goods 2005 **nzta.govt.nz/ resources/rules/ dangerous-goods-2005**	Prohibited item
Phone cards (may be activated but value of $20 or less)	Can be sent using Economy if packaged to withstand transport and handling.	Can be sent if packaged to withstand transport and handling	Prohibited item	Prohibited item	Prohibited item
Poisons not classified as class 6.1 Dangerous Goods in the International Air Transport Association (IATA) Regulations	Prohibited item	Must be packaged correctly to withstand transport and handling Must use a Signature Required service	Prohibited item	Must be packaged correctly to withstand transport and handling	Must be packaged correctly to withstand transport and handling

What is Restricted? Cont.

	Domestic services		International services		
Item	**Letters, postcards, Economy**	**Courier^**	**Economy#**	**Courier**	**Express**
Radioactive substances	Must be in quantities exempted from the Radiation Protection Act 1965 and below the limits specified by the International Atomic Energy Agency (e.g. domestic smoke alarms)				Prohibited item
Stamps (unused)	Prohibited item	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	Prohibited item	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling)	Prohibited item
Vaping and e-Cigarette paraphernalia	Prohibited item	Can be sent (subject to the rules regarding content value above and if packaged to withstand transport and handling). Must use a Signature Required service.	Can be sent (subject to subject to import and carriage rules of overseas destinations and if packaged to stand transportation and handling)		

^ Courier domestic services include Courier Economy, Courier Economy Signature Required, Courier, and Courier Signature Required services.

Economy International services including Economy Letters and Economy Bulk Letters, Economy, Economy Registered, and Economy Plus. Please refer to the International Commercial Postal Users' Guide at nzpost.co.nz/icpug for terms and conditions for business customers sending on our international services.

Special packaging requirements for sending Lithium-ion (including Lithium-ion polymer) and Lithium-metal batteries are:

- A maximum of 2 batteries, or 4 cells (single cell batteries), may be contained in equipment per parcel
- Each cell or battery must be under a certain power capacity rating:
  - Each Lithium-ion cell – maximum 20 Watt-hours
  - Each Lithium-ion battery – maximum 100 Watt-hours (Batteries for most consumer devices are likely to be under this limit eg. mobile phones, laptops, tablet computers, cameras etc. The Wh rating will be printed on the battery or may be stated in the device manual)
  - Each Lithium-metal cell – maximum content 1g
  - Each Lithium metal battery – maximum content 2g
- Damaged batteries of any kind are prohibited
- The device must be switched off and packaged so that it can't move around or be accidentally activated during transport
- The device with battery must be in strong external packaging to withstand a 1.2m drop.

If sending within New Zealand, additional requirements are:

- If the device/equipment is being returned for repair, the battery must be removed and wrapped separately within the parcel if possible
- If the device/equipment is brand new and in the original packaging, send it as it was packed by the manufacturer
- If the device/equipment is used, leave the battery inside the device/equipment and ensure that it cannot be switched on
- There are no additional documentation or labelling requirements.

If sending overseas, additional requirements are:

- May only be sent overseas using Express service
- Lithium-ion or Lithium-metal batteries must be contained (installed) in equipment/device

Completing Documentation Fully and Accurately

Labels, Forms and Declarations

All information provided to us must be **complete and accurate**.

If you are **sending an item internationally**, then you will be **required to complete a form** containing Customs and consignment information.

The **type of form** will depend on the item's weight and/or the value of its contents, and on whether you are sending the item as a consumer or a business. In store, small green Customs declaration forms and larger, white consignment notes are available for use.

We Rely on the Contents and Value Disclosures you Make

You **acknowledge that we will rely on** the information you provide us for safety purposes and for valuation purposes if your item is damaged or lost in transit.

You may not list an item and value for Customs, consignment and/or postage purposes, and then claim a different item or higher value from us.

Providing incomplete and/or inaccurate information **may reduce** your chances of a successful claim if your item is damaged or lost in transit; and **may constitute a criminal offence** subject to fines and penalties.

How Do I Package my Item?

The general handling and transport processes are the same for all items

As such, we **cannot provide** any **special treatment** for items that are:

- **fragile**;
- affected by **changes in temperature** (for example, certain types of chocolate);
- simply **inadequately packaged**.

It is **not sufficient to affix labels** such as 'fragile' or 'handle with care' to your item.

Your responsibility

By accepting your item, **we do not acknowledge** that your packaging is sufficient to ensure the item is delivered undamaged.

Wrap to allow for a 1.2m drop

It is your responsibility to ensure that any item is well packaged and can **withstand a 1.2 metre drop**.

Use common sense, and **wrap your items well**. Account for the fact that they may be dropped, including on an angle, have items dropped on them, be nudged, placed sideways and/or upside down. Pay particular attention to cushion the corners and consider whether your items would be best protected by the use of an inside and outside container.

For more specific hints and tips on packaging, visit **nzpost.co.nz**

Sending Bees within New Zealand

- Must be sent using our Courier service for next working day delivery
- Must be sent on a day when next working day delivery is available
- Please ensure that you check if the receiving address is Rural, as these addresses may take longer to deliver to.

Packaging guidelines:

- Live bees should be enclosed in suitable packaging to remove all risk of injury to anyone in contact with the item
- Ventilation should be robust and ensure all contents are contained within the parcel, but provide adequate circulation
- Where food supply is necessary, it should be of "hard candy" type substitute, such that it will not leak from the parcel
- Each item must be clearly marked "Live bees" (or similar) so that it can be easily identified. Please ensure the NZ Post store staff or delivery driver are aware of the contents when the parcel is lodged or collected
- It is acceptable to send bees domestically using the NZ Post packaging range (using the Courier service) provided the bees are contained within the appropriate 'cages' (or other similar strong protective containers) with small holes punched in the bag for ventilation.

Sending Honey and Bee Products Overseas

Honey or bee products can be sent overseas only if they meet the following criteria outlined here:

- The sender of the honey or bee products must be a registered exporter, or the product is being shipped on behalf of a registered exporter.
- The parcel must be labelled with the exporter ID, exporter address, and either product ID and batch number, or transfer document number.
- Honey or bee products must be addressed to a private individual (not a company).
- The maximum weight limit of any shipment including honey or bee products is 2kg (inclusive of the packaging and any other items in the package).

Note: Consumers are unable to send honey as a gift overseas unless they are a registered exporter. These regulations are set by the Ministry for Primary Industries (MPI).

Section 2: Cover for Loss or Damage

- Unfortunately, some items do get delayed, damaged or lost in transit.
- You may be entitled to a repair, a replacement or compensation if your item is damaged or lost.
- Subject to any applicable legislation, the amount of any compensation payable will depend on our 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 in account when determining if compensation for loss or damage is payable.

Applicable Legislation

Consumers

If you are **acquiring postal or courier services** from us **as a consumer**, it is important that you understand that any rights you may have, or obligations we may have to you, under the Consumer Guarantees Act 1993 and the Fair Trading Act 1986 apply alongside the terms of the Public Contract and this Postal Users' Guide, and are not impacted by anything in this Section 2, but are subject to the terms of the Postal Services Act 1998 and the carriage of goods provisions of the Contract and Commercial Law Act 2017.

Businesses

If you are **acquiring postal or courier services** from us **as a business** as defined in the Consumer Guarantees Act 1993 you agree that, to the maximum extent permitted by law, the provisions of that Act do not apply to those postal or courier services.

Delay

Our **delivery times are targets** only — some items may take longer to be delivered. No compensation is payable for delays. Once a reasonable period for delivery has passed, and in the absence of any information on where an item is, we may determine the item to be lost and a claim for loss may be made.

Repair, Replacement, Compensation Payment

If **you purchase** a postal or courier service from us and **your item is lost or damaged in transit**, if we are liable **we may elect** to **repair** or **replace** the item or to **pay you an amount**:

1. **equal** to the **replacement value** of the item; or
2. **equal** to the **cost of repair** of the item; or
3. **up to** the **sum of cover available** under the service you purchased (see below),

subject to any of the cover dependencies set out below, and whichever is the lesser, together with a refund of the postage paid.

The amount of the compensation to be reimbursed to you is for your direct loss if a parcel is lost or damaged.

As such, if you are registered for GST and eligible to have claimed input tax on the item, the compensation payable will be based on the "GST exclusive" value of the item. When advising the value of the lost or damaged item for which compensation is being claimed, it is your responsibility to provide the GST exclusive value.

If you are not registered for GST or not able to recover the GST on the item sold (meaning the GST incurred was an absolute cost), the compensation should be based on the "GST inclusive" value of the item.

This keeps the claims process fair and efficient for all involved.

Cover Dependencies

The **amount of cover available to you** as a sender if your item is lost or damaged in transit (if any) **will depend** on:

1. the **service** you purchased;
2. whether you sent a **Prohibited item**; or a **Restricted item** without complying with our specified conditions of carriage;
3. whether:
   (a.) the loss or damage is the result of an **event beyond our reasonable control**;
   (b.) the item is **seized or confiscated** by Customs or any other government agency or border control authority, regardless of whether it is a Prohibited or Restricted item or not;
   (c.) the loss or damage occurred **before collection** by our courier or **after delivery**;
4. what **you disclosed as the value** on the Customs declaration form or consignment note, when sending internationally;
5. whether the item was **new or second-hand** (for example, cover for second hand goods that have been sold online (e.g. through online auction sites) is based on the sale price of the item; cover for second-hand goods owned by the sender is based on the lesser of the amount initially paid for the item and the current (depreciated) value of the item, not the amount to replace with new);
6. whether you are a **consumer or a business** as defined by the Consumer Guarantees Act 1993, and/or whether you have a NZ Post Account (for example, cover for business customers (regardless of whether you have a NZ Post Account) who have sold an item is based on the lower of cost price of the item to the sender, and the retail price of the item);
7. whether **your actions contributed** to the item going missing or being damaged or you did not **mitigate** your loss, including by:
   (a.) not **correctly addressing** the item;
   (b.) sending a **Prohibited item**; or a **Restricted item** without complying with our specified conditions of carriage;
   (c.) choosing an **inappropriate service** (for example, one where you have exceeded the contents value restriction — noting that this would have made your item a Prohibited item);
   (d.) not **completing** any **required documentation fully and accurately** when sending the item;
   (e.) not **packaging** the item adequately;
   (f.) giving us an item for **delivery to a country** where **no postal or courier service exists;**
   (g.) not **complying** with any other relevant part of the Public Contract and Postal Users' Guide;
8. the **type of loss or damage** incurred — we are not liable to you for any indirect or consequential loss, or for any loss of profits, revenue, goodwill, business or anticipated business or anticipated profits or savings; and
9. whether you are **able to prove** the sending of the item and its loss or damage.

Please note that **no cover will be available** if you send a Prohibited item; if you send a Restricted item without complying with our specified conditions of carriage; if the circumstances described in 3(a)-(c) above occur; if you send the item as a 'letter' (as defined in the Postal Services Act); or if you cannot prove the sending of an item or its loss or damage.

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^ Courier domestic services include Courier Economy, Courier Economy Signature Required, Courier, and Courier Signature Required services.

#Economy International services including Economy Letters and Economy Bulk Letters, Economy, Economy Registered, and Economy Plus. Please refer to the International Commercial Postal Users' Guide at nzpost.co.nz/icpug for terms and conditions for business customers sending on our international services.

Cover Limits

The following are the **cover limits** for sending within New Zealand and internationally.

It is **important** that you understand that these **limits are subject to the dependencies listed above** — if your item is lost or damaged in transit, **you do not automatically have access to the cover limit** for the service you purchased.

Sending Within New Zealand

	Cover Limit (NZ$) (including GST)
Letters and postcards	
Letters and postcards	No compensation is payable for letters as defined in the Postal Services Act 1998
Publication Mail Sample	$250
Parcels	
Economy	$250
Courier^	$2000

Sending Internationally

	Purchaser	Cover Limit (NZ$) (including GST)
Economy#		
Letters (inc postcards and aerogrammes)	All types	No compensation is payable for letters as defined in the Postal Service Act 1998
Economy	Consumer	The disclosed value*, provided: • it is $250 or under
	Business with NZ Post Account	The disclosed value*, provided: • it is $250 or under; or • if over $250 but less than $500, then compensation of $250 is payable, unless Additional Compensation Cover is purchased and the disclosed value* does not exceed $500.
	Business without NZ Post Account (or with one but not using a business consignment note)	The disclosed value*, provided: • it is $250 or under

* The "disclosed value" is the value you disclose on the Customs declaration form, consignment note or label, when sending internationally.

	Purchaser	Cover Limit (NZ$) (including GST)
Economy#		
Economy Plus	Consumer	The disclosed value*, provided: • it is $2000 or under
	Business with NZ Post Account	The disclosed value*, provided: • it is $250 or under; or • if it is between $250 and $2000, then compensation of $250 is payable, unless Additional Compensation Cover is purchased and the disclosed value* does not exceed $2000.
	Business without NZ Post Account (or with one but not using a business consignment note)	The disclosed value*, provided: • it is $250 or under
Economy Registered	All types	No compensation is payable for Registered service.
Courier		
	Consumer	The disclosed value*, provided: • it is $5000 or under;
	Business with NZ Post Account	The disclosed value*, provided: • it is $2000 or under; or • if it is between $2000 and $5000, then compensation of $2000 is payable, unless Additional Compensation Cover is purchased and the disclosed value* does not exceed $5000.
	Business without NZ Post Account (or with one but not using a business consignment note)	The disclosed value*, provided: • it is $2000 or under.
Express		
	Consumer	The disclosed value*, provided: • it is $10,000 or under.
	Business with NZ Post Account	The disclosed value*, provided: • it is $2000 or under; or • if it is between $2000 and $50,000, then compensation of $2000 is payable, unless Additional Compensation Cover is purchased and the disclosed value* does not exceed $50,000.
	Business without NZ Post Account (or with one but not using a business consignment note)	The disclosed value*, provided: • it is $2000 or under.

Lodging an Enquiry or Making a Claim

Checks you can make first

If your postal or courier item has not arrived as expected, there are a number of things **you can check before you contact us**:

1. Our delivery targets, to see when the item should have been expected; or
2. If the item was sent using a service that has tracking, use our online tracking tool to check its status;
3. Contact the recipient, check that you correctly addressed the item, that no card to call has been left or that someone else at the address has accepted the item.

Who can lodge an enquiry or make a claim

The purchaser of the postal or courier service (that is, **the sender**) must lodge the enquiry or claim with us. If you are the intended recipient of an item, and something is amiss, please contact the sender and have them raise the matter with us.

How to lodge an enquiry or make a claim

For all **domestic and international services**:

1. Complete the Customer Enquiry Form online at **nzpost.co.nz** or
2. Visit **nzpost.co.nz/contactus** for contact information and support.

Timeframes for lodging an enquiry for loss or damage

Subject to the application of the Consumer Guarantees Act 1993, an enquiry must be lodged for loss or damage within:

- 4 months of sending if your claim is for damage to a delivered item or missing contents using international Courier service. For all other services, an enquiry must be lodged for damage within 10 days of receiving (7 days of receiving for business customers if using domestic Economy or Courier service);
- 21 days of sending if your claim is for non delivery of an item sent using a domestic Economy or Courier service;
- 30 days of sending if your claim is for non delivery of an item sent using an international Express service;
- 4 months of sending if your claim is for non delivery of an item sent using an international Courier service; or
- 90 days of sending if your claim is for non delivery of an item sent using an international Economy service.

Requirements for making a claim for loss or damage

Once we have investigated your enquiry and requested supporting information for the claim for loss of, or damage to, a postal or courier item, the service purchaser (usually the sender) must provide us with all relevant information to enable us to consider compensation **within 3 months** after we requested the supporting information. The information you provide must be accurate and must include the following:

- time, date and place of sending
- sender and addressee details
- whether you are a business or a consumer (as defined by the Consumer Guarantees Act 1993) and whether you have a NZ Post Account
- proof of posting (receipts or invoices)
- independent evidence of value of the item (cost price, replacement price, receipts or valuation notice, all as applicable)
- tracking number (where applicable)
- sender's copy of the Consignment Note or Customs Declaration (where applicable)
- GST number (where applicable)
- Evidence of loss and any damage – if the item is damaged or some of the contents are missing, complete a damaged item enquiry form on our website **nzpost.co.nz/parcels-assistance** within 10 days of receiving your item. If you have sent an item overseas, the person who received the item with damaged or missing contents should take it to the postal authority in their country.

Processing times

We **individually investigate** each enquiry and claim. Because of this, resolution of your case may not be immediate and some international investigations may take several months to complete. For domestic matters, please expect **one to two weeks** to pass from your initial interaction with us before we make contact again, and **longer if the issue is complex**.

Claim Payments

Please note:

1. We usually pay compensation to the sender, but the **sender can waive** this right in favour of the addressee. An addressee will receive the same amount of compensation as we would have paid to the sender if the sender had made the claim themselves.
2. Payments are made via **internet banking** and will be made in accordance with our payments cycles – usually on a Friday evening.
3. If compensation for damage to an item has been paid in full, then **we may dispose** of the damaged item as we choose.
4. If we pay you compensation in full for a lost item and the item later turns up, the item will be **our property**. If you want to have the item returned to you, you must refund the compensation payment you received in full.

Section 3: Delivery and Collection of Mail

Unless otherwise stated in the terms and conditions of a specific service, we deliver to an address not the addressee.

Mailbox delivery

To help ensure your mail is delivered safely, securely and efficiently, you must:

- have your street number and, where applicable, flat or apartment number, clearly visible on your mailbox;
- position your mailbox on the street line, close to the footpath, on the nearest flat area, with the mail slot facing forward and within safe and easy reach;
- maintain safe and clear access to your mailbox, with no shrubbery or obstacles in the way;
- maintain safe access to your mailbox by removing any spring loaded flaps and rusty or sharp edges; and
- position your mailbox so the mail slot is between 900mm and 1200mm from the ground.

The recommended minimum dimensions for a mailbox are:

- mail compartment: 270mm wide, 330mm deep, 160mm high
- mail slot: 250mm wide, 30mm high.

This will help to ensure that your mailbox is large enough to hold all the mail that you receive and that your mail drops into the box out of sight of the street. If you receive parcels, you should consider having a separate parcel area in your mailbox. If you receive large amounts of mail, we recommend your mailbox is large enough to fit it. Ideally, your mailbox will also have a separate area for newspapers and other non-mail items.

If the item does not fit in your mailbox, it will be left at the front door in a weatherproof and secure location, out of public view. If no such location is available, a Card to Collect or Card to Call will be left, advising where the item can be collected from.

Further details about mailbox specifications are available on our website **nzpost.co.nz**

Public rights of way/private roads

We will deliver mail to mailboxes on a public right of way or private road if there are five or more mailboxes on that right of way and the road is of sufficient standard to deliver mail safely.

All other criteria for mailboxes outlined above apply.

Flats and apartment blocks – where mailboxes are located outside

Groups of mailboxes must be at right angles to the footpath or roadway.

All other criteria for mailboxes outlined above apply.

Flats and apartment blocks – where mailboxes are located inside

Delivery of mail inside apartment blocks is available when there are five or more apartments. The mailboxes must be locked, on the ground floor and in a common entrance.

All other criteria for mailboxes outlined above apply.

Business premises

We will deliver mail into business premises if a locked mailbox or letter slot is provided on the ground floor and in a common entrance, or if a reception desk or shop counter suitable for holding mail is close to the main entrance. We will not deliver mail above the ground floor.

Note that the delivery service actually provided to you may vary slightly depending on local circumstances.

If a delivery point is not provided, the addressee will be notified and the items will be held at the delivery branch or NZ Post store for collection – see Counter delivery on overleaf.

Non-signature required items

If no-one is home, the courier item will be left in a weatherproof and safe location, out of public view. If no such location is available, a Card to Call or Card to Collect will be left, advising where the item can be collected from.

Signature required items

If no one is home, a Card to Collect or Card to Call will be left, advising how to get the item. However, if the address has a Leave my parcel authority in place, the delivery person will sign for the item on your behalf and leave it in your chosen safe place.

Authority to leave arrangements, exceptions and the terms and conditions that apply are available at **nzpost.co.nz**

Safety

We may, at our discretion, determine that the access provided to your address is not safe for us and refuse to deliver mail until the issues we identify are resolved to our satisfaction. This applies to both public and private roads.

If a safe and accessible mailbox is not provided, the addressee will be notified and the items will be held at the delivery branch or NZ Post store for collection – see Counter delivery below.

Potholes, blind corners, narrow roads, excessive vegetation, verbal or physical abuse of our staff or other staff safety concerns are examples of conditions that may make a road or address unsafe for delivery.

Rural delivery

Rural delivery is not available in all areas and not automatic. You must apply for rural delivery by filling in a Rural Delivery Service Agreement, which also sets out the terms and conditions applying to this service. The Rural Delivery Service Agreement is available from your local NZ Post store.

Mailbox specifications for Rural Delivery differ from the urban mailbox specifications outlined above. The recommended minimum dimensions for a rural mailbox are:

- mail compartment: 270mm wide, 400mm deep, 270mm high
- mail slot: 250mm wide, 30mm high.

For full details, refer to our website **nzpost.co.nz** or the brochure Joining and using Rural Post's services (ADV034)

Use of NZ Post indicia

Approved PermitPost impressions, NZ Post logos and other NZ Post branding may only be used on mail items that are lodged for delivery within the NZ Post network, unless NZ Post has agreed otherwise in writing.

NZ Post indicia must not be used on any mail items that are lodged for delivery with any other delivery network, except where an exemption has been granted by NZ Post.

Mail presented with NZ Post indicia must meet all NZ Post requirements at the point of lodgement.

Counter delivery

You may arrange for items sent via our postal network to be held at a NZ Post store for collection. Items addressed only to a town are treated as addressed for Counter delivery.

Counter delivery is a short term delivery option and will only be provided to you for a maximum period of 3 months. We may refuse or terminate Counter delivery if other delivery services, such as urban delivery, Rural delivery or PO Box/Private Bag delivery, are available to you. We may also terminate the Counter delivery service by giving you 30 days' notice.

Counter delivery items will be held for 30 days before being returned to sender unless:

- the sender has requested a shorter period of time;
- the item is a domestic Economy item – these items are returned to sender after 14 days; or
- you have been receiving the Counter delivery service for longer than 3 months or we have given you notice that the service is being terminated and that notice period has expired – these items will be immediately returned to sender.

You must present suitable identification when collecting items over the counter.

Collect my Parcel

Refer to **nzpost.co.nz/collectmyparcel** for details about our Collect my Parcel delivery service and that terms and conditions that apply.

Redirection and Hold services

Ask at your local NZ Post store or refer to our website for details about these services and the terms and conditions that apply.

Redirect mail – **nzpost.co.nz/redirect**

Hold mail – **nzpost.co.nz/hold**

Poste Restante

If you are an overseas visitor you may arrange for items addressed to you to be held at selected NZ Post stores for collection (refer to our website at **nzpost.co.nz/posterestante** for a list of stores where the Poste Restante service is available). Poste Restante mail is held for two months before being returned to sender.

The Poste Restante service allows you to:

- receive mail and parcels
- leave messages for people you wish to contact
- redirect mail within New Zealand (mail cannot be redirected to a hotel, motel, motor camp, hostel or boarding house).

Mail addressed to a Poste Restante location must include:

- the addressee's full name
- the words "Poste Restante"
- the town or city of the Poste Restante location
- the words "New Zealand"
- a return address.

Fees apply to Poste Restante services.

For details, refer to our website at **nzpost.co.nz/posterestante** or ask at a NZ Post store that accepts Poste Restante mail.

Parcels held at Poste Restante must have maximum dimensions no larger than those allowed for the Economy service: length 1.5m, length + girth 2.5m, volume (length (m) x thickness (m) x height (m)) 0.125m^3. The maximum weight for this service is 25kg actual or volumetric weight, whichever is greater.

You must present suitable identification when collecting Poste Restante items.

Mail in dispute

If there is a dispute between parties as to who is entitled to receive an item, we may refuse to deliver the item. If the parties cannot agree on who is entitled to the item, it will be treated as undeliverable and returned to sender.

Mail for deceased persons

Mail will be delivered as addressed until we are instructed otherwise. Mail can be redirected to the administrator of the estate. Mail may be redirected to a relative of the deceased provided:

- they have authority to accept mail items on behalf of the deceased; and
- other relatives do not object to them receiving the deceased's mail.

We may require the person receiving the mail to indemnify us against any claims that result from the redirection of the deceased's mail to them.

Bankrupts, companies in receivership or liquidation

Items addressed to a bankrupt, or a company in receivership or liquidation, will be delivered to the addressee. Items will only be redirected to the duly appointed official assignee, receiver or liquidator (evidence of appointment may be requested) if a redirection request is completed in accordance with our usual terms and conditions for the redirection service.

Undeliverable items

Items sent within New Zealand that we cannot deliver and that have a sender's address will be returned to sender.

Items sent within New Zealand that we cannot deliver and which do not have a sender's address will be sent to NZ Post's Returned Letter Office and will be dealt with in accordance with the Postal Services Act 1998.

Letters (including postcards) and parcels under 2kg from overseas that we cannot deliver will be returned to the country they were sent from. Registered items will always be returned to the country they were sent from.

Parcels (insured or over 2kg) or courier items from overseas that we cannot deliver will be dealt with in accordance with the instructions on the Customs Declaration or Consignment Note.

Printed papers will only be returned to the country they were sent from if specifically requested by the sender. This must be marked on the item in the language of the destination country.

Domestic

Postage

We do not repurchase postage stamps or other prepaid postage (e.g. tickets, bags, envelopes).

We do not accept:

- postage that isn't valid for our network;
- postage that has already been used (whether it has been postmarked or not);
- postage that is imperfect (i.e. defaced, incomplete or cut);
- postage that is issued by other countries, including New Zealand dependencies;
- postage that is not on the outside of the mail item (e.g. is placed under shrink wrap or flow wrap)
- postage stamps that are imprinted stamps cut from a bill, note form, share transfer or stamp duty cheques;
- postage stamps as a method of payment for Economy parcels, or Courier (including Courier Economy, and Signature upgrades) parcels; or
- any item that has any non-postal stamp or charity or other label, as well as designs likely to be mistaken for postage stamps or service labels, affixed or printed on the address side.

Short Paid items

If an item does not have enough postage for delivery, we are not obliged to deliver it. We may, at our discretion, return the item to the sender, delay it, or deliver it.

If we deliver the item, we may charge a handling fee in addition to the postage owing. If we return the item to the sender, then we will not refund the postage previously paid, and full postage may need to be re-applied to resend the item. If there is no return address, the item may be treated as undeliverable and sent to NZ Post's Returned Letter Office, to be opened in order to identify the sender, and/or destroyed or otherwise disposed of, in accordance with the Postal Services Act 1998.

If an item is intended for delivery via another postal operator's network (ie no postage has been paid to NZ Post) but has been lodged in the NZ Post network, we may, at our discretion, return the item to the sender, hand it to the relevant postal operator, or deliver it. We may charge that person a handling fee (ie sender, postal operator or receiver).

Cancellation of stamps

Cancellation of philatelic items may be done over the counter at selected NZ Post stores. This Philatelic service is only allowed for NZ Post products. Postage payment options not originating from NZ Post do not qualify for this service offering, even though they may be using the NZ Post network for delivery. The items will be handed back to you without going through the normal mail system. Under no circumstances will we alter date stamps to accommodate a request for cancellation.

Working days

The terms and conditions for our services refer to delivery targets in working days. A working day means any day other than a Saturday, Sunday, or public holiday recognised in the place where services are being performed.

For the purposes of delivery targets, the day in which the item is accepted by us is day zero. If you post an item, or hand it over the counter in a NZ Post store after that day's final clearance, or on Saturday or Sunday or public holiday, day zero will be the *next* working day.

Data sharing

The information contained within any Customs documentation produced, including sender and recipient details, may be shared electronically with the country of destination to facilitate Customs/Security clearances in line with national and international legislation. For more information, see the privacy statement at 'Website Terms & Conditions' on our website **nzpost.co.nz/terms**

Standard Mail letters Terms and Conditions

<table>
<tr><td>Summary of key features</td><td>Ideal for sending letters, documents and postcards within New Zealand.</td></tr>
<tr><td>Dimensions and weight restrictions</td><td>
<table>
<tr><th>Size</th><th>Maximum dimensions (height x length)</th><th>Maximum weight</th><th>Maximum thickness</th></tr>
<tr><td>Medium</td><td>130mm x 235mm</td><td>500g</td><td>6mm</td></tr>
<tr><td>Large</td><td>165mm x 235mm</td><td>500g</td><td>10mm</td></tr>
<tr><td>Oversize</td><td>260mm x 385mm</td><td>1kg</td><td>20mm</td></tr>
</table>
Dimensions and weight restrictions include the envelope.
If your item is larger than 260mm x 385mm or thicker than 20mm or heavier than 1kg it will be classified as a parcel.
</td></tr>
<tr><td>Delivery target</td><td>Nationwide up to 3 working days.
The delivery target is a guide only and we do not guarantee that your item will reach its destination within the time stated. Delivery to and from rural or remote areas may take longer. Delivery targets may be impacted by the potential for reduced delivery on and around public holidays.</td></tr>
<tr><td>Minimum volume</td><td>No minimum volume.</td></tr>
<tr><td>Product requirements</td><td>All items must have the correct postage attached to the front, top right-hand corner of the envelope or be posted in a Standard Mail PrePaid Envelope.
All items must have a valid delivery address.
We recommend you include a return address. Items that we are unable to deliver and that do not have a return address will be sent to the NZ Post Returned Letter Office and dealt with in accordance with the Postal Services Act 1998. The return address must be a valid NZ Post address and clearly distinguishable from the delivery address.
The return address must be written in small letters on one line in the top left-hand corner or on the back of the envelope.
Example of sender address written as one line:
From: A B Sample, 123 Sample Street, Sample Suburb, Sample City 0000
For more information on correct addressing standards, please refer to the Address and Layout Guide (ADV356).
Standard Mail PrePaid Envelopes can be used to send items by Standard Mail. They can only be used once.</td></tr>
<tr><td>Lodgement options</td><td>• NZ Post street posting boxes
• NZ Post store letter slots
• Selected NZ Post stores
• NZ Post Business Mail Centres.
Business customers: items may also be lodged with your courier if you have a mail pick up service.</td></tr>
<tr><td>Prohibited and Restricted items</td><td>Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.</td></tr>
<tr><td>Compensation terms and conditions</td><td>For full information about our Compensation terms and conditions, refer to section 2 of this Postal Users' Guide.</td></tr>
<tr><td>Other terms and conditions</td><td>Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.</td></tr>
</table>

ReplyPaid letters Terms and Conditions

Summary of key features

ReplyPaid is a service used by businesses to enable their customers to correspond with them without the customer having to pay for postage.

Businesses only pay for postage when they receive responses from their customers.

Approved and non-approved envelope format options are available.

To use ReplyPaid a business must:

- be a NZ Post PO Box or Private Bag holder (ReplyPaid responses cannot be sent to street or rural addresses),
- have a ReplyPaid authority number or word; and
- have a NZ Post credit account for mail services (which typically starts with a "5") for the ReplyPaid mail items to be charged to.

Dimensions and weight restrictions

Non-approved ReplyPaid format

Dimensions and weight restrictions include the envelope

Size	Maximum dimensions (height x length)	Maximum weight	Maximum thickness
Medium	130mm x 235mm	500g	6mm
Large	165mm x 235mm	500g	10mm
Oversize	260mm x 360mm	500g	20mm

Approved ReplyPaid format (medium size envelopes only)

Dimensions and weight restrictions include the envelope

Size	Minimum dimensions (height x length)	Maximum dimensions (height x length)	Maximum weight	Maximum thickness
Medium	92mm x 165mm	130mm x 235mm	500g	6mm

Delivery target

Nationwide up to 3 working days.

The delivery target is a guide only and we do not guarantee that your item will reach its destination within the time stated. Delivery to and from rural or remote areas may take longer. Delivery targets may be impacted by the potential for reduced delivery on and around public holidays.

Minimum volume

No minimum volume.

Product requirements

Approved format envelopes must comply with our envelope layout standards as updated from time to time. For full details refer to our website at **nzpost.co.nz/replypaid** or Envelope Layout Standards (ADV391). This brochure is available on our website **nzpost.co.nz**

To qualify for the approved format rate, your envelope must comply with both the approved envelope layout standards and the dimension and weight restrictions. Envelopes not meeting these requirements will be charged the non-approved format rate.

We recommend that you have your envelope format checked before printing by emailing it to **fp.pp@nzpost.co.nz**

All ReplyPaid items must:

- be addressed to a valid NZ Post PO Box or Private Bag delivery address. ReplyPaid items cannot be sent to street or rural addresses, and
- include your organisation's name and your ReplyPaid authority number or word.

For further information, refer to our website at **nzpost.co.nz/addressing**

For any other enquiries refer to **nzpost.co.nz/contactus**

We will check your ReplyPaid items to ensure they meet our ReplyPaid requirements. If your items do not meet these requirements, we may refuse to accept or deliver those items.

Other terms and conditions	**Applying for a ReplyPaid authority number or word** To apply for a ReplyPaid authority number or word you must fill in the ReplyPaid application form available on our website at **nzpost.co.nz/replypaid** You are able to use your ReplyPaid authority number or word until it is cancelled, either by yourself or NZ Post. You cannot have the ReplyPaid authority number or word you choose if that number or word is already being used by someone else or if we decide it isn't suitable. **Cancelling your ReplyPaid authority number or word** We reserve the right to cancel your ReplyPaid authority word or number at any time. You must inform us in writing if you want to cancel your ReplyPaid authority number or word. If your ReplyPaid authority number or word is cancelled (either by us or at your request) you must inform all of your customers that they can no longer use it. You agree to pay for any mail received using your ReplyPaid authority number or word after it has been cancelled.
Prohibited and Restricted items	Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.
Compensation terms and conditions	For full information about our Compensation terms and conditions, refer to section 2 of this Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

VolumeMail Terms and Conditions

Summary of key requirements

For sending standard Bulk Mail within New Zealand.

To use VolumeMail you must:

- be a NZ Post Account customer
- have a PermitPost number
- comply with the VolumeMail Terms and Conditions, including (without limitation) the relevant envelope layout standards and addressing layout standards
- submit a completed Statement of Posting with your lodgement using a Lodgement Manager Manifest
- meet all lodgement requirements, including a Lodgement Data File (LDF) in a NZ Post approved format.

Non-compliance with the requirements set out below may result in the entire lodgement being returned to you at your cost or being charged at a higher price, as set out in further detail below.

Dimensions and weight restrictions

Size	Minimum dimensions (height x length)	Maximum dimensions (height x length)	Minimum weight	Maximum weight	Minimum thickness	Maximum thickness
Medium	88mm x 138mm	130mm x 240mm	3g	55g	0.3mm	6mm
Large	130mm x 185mm	165mm x 240mm	3g	75g	0.3mm	6mm

Dimensions and weight restrictions include the envelope.

Each mail item within a lodgement must:

- be the same size and shape, and within the minimum and maximum weight restriction
- contain the same PermitPost number and return address

Please note that:

- Medium and Large mail items cannot be mixed in the same lodgement
- the weight of mail items within a lodgement can vary providing they fall within the minimum and maximum range. This is to accommodate situations such as bank statements within a lodgement, which may contain differing numbers of pages
- the imagery and text printed on items may vary, provided that the requirements as to size, shape, weight, PermitPost number and return address are met.

Delivery targets

Nationwide up to 3 working days.

Delivery targets are a guide only and we do not guarantee that your item will reach its destination within the delivery target. Delivery to and from rural or remote areas may take longer. Delivery targets may be impacted by the potential for reduced delivery on and around public holidays.

Minimum volume

300 items in a lodgement.

The minimum volume must be met by each mailing customer.

Mail from groups of customers cannot be consolidated to achieve VolumeMail pricing.

Each of the mail items within the lodgement must meet the dimensions and weight restrictions.

PermitPost number

To use VolumeMail you must have a PermitPost number.

For more details about PermitPost, including how to apply for a PermitPost number, refer to:

- The PermitPost information on our website at **nzpost.co.nz/permitpost**

Product requirements

All items must comply with our product requirements, including Envelope Layout Standards for mail and addressing and layout requirements, as updated from time to time.

For full details of our requirements refer to **Bulk Mail Services** and **Address Certification** at **nzpost.co.nz**

The following brochures are also available on our website:

- Domestic Bulk Mail Envelope Layout Standards (ADV391)
- Address and Layout Guide (ADV356)

We recommend that you have the design of your envelope assessed prior to printing by emailing **elsapprovals@nzpost.co.nz**

We will check your mail at a NZ Post Mail Service Centre to see if it meets the product requirements. If your mail does not meet these requirements, it will be uprated to the applicable product and you will be charged based on the applicable product for which your lodgement meets the specifications.

PermitPost impression

Each VolumeMail mail piece must have an approved PermitPost impression, which includes:

- an approved NZ Post standard PermitPost impression
- your allocated PermitPost number, and
- the words 'New Zealand'.

The PermitPost impression must be on the top right-hand corner of the envelope (or, if you are using a re-usable envelope, top centre) on the same side as the delivery address. For further information, refer to the Envelope Layout Standards (ADV391) and the PermitPost information on our website at **nzpost.co.nz/permitpost.** Only standard PermitPost impressions are acceptable for VolumeMail.

Delivery address

All items must have a valid NZ Post delivery address, including the correct NZ Post postcode for the delivery address type, being PO Box, Private Bag, Rural or Street address, and matching the appropriate suburb/town.

We will monitor your returned mail volumes. We reserve the right to charge you full postage rates for any returned mail.

Address Accuracy Percentage (AAP)

AAP is used for pricing based on the overall address quality of the bulk mail lodgement. AAP is calculated on addresses in the Lodgement Data File with Valid Postcodes only, to determine the applicable Pricing Tier (addresses with Invalid Postcodes will be priced separately).

AAP Pricing Tier	AAP
Tier 1	95%+
Tier 2	90% – 94.99%
Tier 3	80% – 89.99%
Tier 4	<80% / No AAP

More information about AAP standards can be found on our website at **Address Accuracy Percentage.**

Return address

All items must have a valid NZ Post return address, including the correct NZ Post postcode.

The return address must include a postcode and must appear in the sender address/company logo area in the top left-hand corner of the mail piece.

We recommend that you have the placement and layout of your return address assessed prior to printing by emailing **elsapprovals@nzpost.co.nz**

For more information on correct addressing standards, please refer to the Address and Layout Guide (ADV356).

VolumeMail Terms and Conditions Cont.

Lodgement options and times	Items must be lodged at: **NZ Post Mail Service Centres** Items lodged before 5.00p.m. on a working day will be processed same-day. Items lodged after 5.00p.m. will be processed the following working day. **Auckland** Business Mail Centre, Auckland Mail Centre 122 Kerwyn Avenue East Tamaki Auckland 2013 **Manawatu** Manawatu CourierPost Centre 9 Matthews Avenue Takaro Palmerston North 4410 **Wellington** CourierPost Wellington Operations Centre 36-54 Kaiwharawhara Road Wellington 6035 **Christchurch** Business Mail Centre, Christchurch Mail Centre 145 Orchard Road Harewood Christchurch 8051 **NZ Post Business Mail Centres** Items lodged before 1.00p.m. on a working day will be processed same-day. Items lodged after 1.00p.m. will be processed the following working day. **Selected NZ Post stores*** Items will be processed the following working day. * NZ Post reserves the right not to accept Bulk Mail lodgements at some NZ Post stores (for example, where this is not feasible due to space limitations).
Lodgement requirements	The following requirements relate to your physical mail lodged with NZ Post: **Lodgement Data File** For your Bulk Mail lodgements to be assessed, a Lodgement Data File (LDF) in a NZ Post approved format must be included with the lodgement manifest. Please see **Zonal Pricing Lodgement Data File Layout Example** for more information on Lodgement Data File requirements of your lodgement. **Sorting** All items must be sorted in one of the following orders to be eligible for AAP Tier 1, 2, 3 or 4 pricing: • ascending postcode order • sortplan order Items must be placed in letter trays so that the delivery address and PermitPost impression are facing the front of the tray. No more than one type of product can be lodged in one tray. For example, VolumeMail mail cannot be included in the same tray as Publication Mail. **Letter trays, containers, roll cages and Unit Loading Devices (ULDs)** Letter trays are available from your nearest NZ Post Mail Service Centre. Letter trays must not weigh more than 12kg. If a tray weighs more than this, mail must be split into two or more trays. If you use more than 40 trays per lodgement, a container service is available. If you are posting large numbers of bundles, they can be lodged directly into roll cages or Unit Loading Devices (ULDs).

Labelling

All trays, roll cages and ULDs must have a NZ Post tray label attached. Requirements differ for mail lodged by mailhouses and businesses directly.

For mail lodged by mailhouses, the label must include:

- the postcode range that applies to the items within the tray (that is, the first and last postcode numbers)
- the lodgement day crossed to identify when your mail was lodged with NZ Post
- a reference code (for example, customer or mailing house reference)
- the green label for lodgements originating from the North Island and the purple label for lodgements originating from the South Island

For mail lodged directly by businesses, Bulk Mail labels are available to download and print, from our website at **Bulk Mail Machine Lodgement Labels**.

Statement of Posting

A Statement of Posting is the output from creating a new Mail Order in Lodgement Manager.

In the process of creating the mail order you select Product characteristics including: Product, Size, AAP and upload the Lodgement Data File, from which the Zonal breakdown is derived. Once the mail order has been submitted in Lodgement Manager, no subsequent changes will be permitted, and the Statement of Posting is to be printed and attached to the physical mail for lodgement. A Statement of Posting form must accompany your physical mail lodgement or your lodgement will not be able to be accepted.

NZ Post will calculate the total cost of your lodgement from the LDF and the VolumeMail code applied to each item across the AAP pricing tiers and Zones, including records with Invalid Postcodes (IPC).

The following table outlines the components that make up the VolumeMail codes:

Description	Completion by	Code Component
Product	Customer	VP
Size	Customer	M = Medium L = Large
Address Accuracy (AAP) Level	NZ Post	A1 (95%+) A2 (90%-94.99% A3 (80%-89.99%), or A4 (below 80%)
Zonal delivery area	NZ Post	ZA ZB ZC ZD
Invalid postcode (IPC)	NZ Post	IPC

VolumeMail Terms and Conditions Cont.

The following are examples of the product codes that will appear in your Mail Order Lodgement Declaration and your subsequent Statement of Posting form:

Details	VolumeMail code
E.g. Size = Medium A1 = 95%+ accuracy ZA = Zone A	VPMA1ZA VPMA1ZB VPMA1ZC VPMA1ZD VPMA1IPC
E.g. Size = Large A4 = Below 80% accuracy ZD = Zone D	VPLA4ZA VPLA4ZB VPLA4ZC VPLA4ZD VPLA4IPC

Note: The zonal distribution breakdown, including invalid items, will be available for viewing in Lodgement Manager during completion of the manifesting process. Any invalid items can be corrected and re-uploaded before submitting and the corrected items will be charged at their correct zonal prices. Changes made to your LDF records must also be made to your physical mail to ensure the records match. If the LDF and physical mail lodged do not match, the lodgement will be uprated to IPC rates or returned to you.

Zonal Pricing

Zonal Pricing is a pricing structure that charges different prices for mail deliveries to different areas. Every New Zealand postcode containing delivery points has been allocated one of four "Zones": Zone A, Zone B, Zone C, and Zone D. Each of these zones has a different price.

In addition to the above four Zones, a higher price (IPC) will be charged for any items with incorrect or missing postcodes, including:

- Missing postcode
- A postcode that doesn't exist – e.g. invalid number, international postcode
- Incorrect postcode match to destination type, e.g. Box Lobby, Rural delivery, urban location
- Incorrect postcode match for City OR Suburb (needs to match one of the two)

The uprated pricing is a separate tier called Invalid postcode (IPC). The IPC pricing is the same across all AAP tiers for the relative item size.

The IPC component of the VolumeMail code will be generated by NZ Post at time of processing and will be applied to all items that do not have a valid postcode.

The full list of postcodes is available to download and print from our website at **Bulk Mail Zonal Pricing**.

We may change the Zonal Pricing postcode allocations from time to time. Any change of this type will be notified to you with at least 60 days' notice.

Compliance requirements

To be eligible for VolumeMail product usage, lodgements must meet the specified requirements set out here.

Non-compliance may result in the entire lodgement being returned to you at your cost or being charged at a higher price depending on the mail service your lodgement complies with.

To ensure non-compliance is kept at a minimum we encourage you to contact **elsapprovals@nzpost.co.nz** for any mail pieces that you have questions on or for approval.

For any other enquiries refer to **nzpost.co.nz/contactus**

Prohibited and Restricted items

Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.

Compensation terms and conditions

For full information about our Compensation terms and conditions, refer to section 2 of this Postal Users' Guide.

Other terms and conditions

Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

FlexiMail Terms and Conditions

Summary of key requirements

For sending thicker Bulk Mail within New Zealand.

To use FlexiMail you must:

- be a NZ Post Account customer
- have a PermitPost number
- comply with these FlexiMail Terms and Conditions, including (without limitation) the relevant envelope layout standards and addressing layout standards
- submit a completed Statement of Posting with your lodgement using a Lodgement Manager Manifest.
- meet all lodgement requirements, including a Lodgement Data File (LDF) in a NZ Post approved format.

Non-compliance with the requirements set out below may result in the entire lodgement being returned to you at your cost or being charged at a higher price, as set out in further detail below.

Dimensions and weight restrictions

Size	Minimum dimensions (height x length)	Maximum dimensions (height x length)	Minimum weight	Maximum weight	Minimum thickness	Maximum thickness
Medium	88mm x 185mm	130mm x 240mm	20g	500g	1.0mm	20mm
Large	130mm x 185mm	165mm x 240mm	20g	500g	1.0mm	20mm
Oversize	165mm x 220mm	240mm x 360mm	20g	1kg	1.0mm	20mm

Dimensions and weight restrictions include the envelope.

Each mail item within a lodgement must:

- Be the same size and shape, and within the minimum and maximum weight restriction
- Contain the same PermitPost number and return address

Please note that:

- Medium, Large and Oversized mail items cannot be mixed in the same lodgement
- The weight of mail items within a lodgement can vary providing they fall within the minimum and maximum range. This is to accommodate situations such as differing numbers of bank statements within the lodgement
- The imagery and text printed on items may vary, provided that the requirements as to size, shape, weight, PermitPost number and return address are met

Delivery targets

Nationwide up to 3 working days.

Delivery targets are a guide only and we do not guarantee that your item will reach its destination within the delivery target. Delivery to and from rural or remote areas may take longer. Delivery targets may be impacted by the potential for reduced delivery on and around public holidays.

Minimum volume

300 items in a lodgement.

The minimum volume must be met by each mailing customer.

Mail from groups of customers cannot be consolidated to achieve FlexiMail pricing.

Each of the mail items within the lodgement must meet the dimensions and weight restrictions.

PermitPost number

To use FlexiMail you must have a PermitPost number. For more details about PermitPost, including how to apply for a PermitPost number, refer to:

- The PermitPost information on our website at **nzpost.co.nz/permitpost**

FlexiMail Terms and Conditions Cont

Product requirements

All items must comply with our product requirement, including Envelope Layout Standards for mail and addressing and layout requirements, as updated from time to time.

For full details of our requirements refer to **Bulk Mail Services** and **Address Certification** at **nzpost.co.nz**

The following brochures are also available on our website:

- Domestic Bulk Mail Envelope Layout Standards (ADV391)
- Address and layout guide (ADV356)
- Domestic Bulk Mail rate card (ADV393)

We recommend that you have the design of your envelope assessed prior to printing by emailing **elsapprovals@nzpost.co.nz**

We will check your mail at a NZ Post Mail Service Centre to see if it meets the product requirements. If your mail does not meet these requirements, it will be uprated to the applicable product and you will be charged based on the applicable product for which your lodgement meets the specifications.

PermitPost impression

Each FlexiMail mail piece must have an approved PermitPost impression, which includes:

- an approved NZ Post standard PermitPost impression
- your allocated PermitPost number, and
- the words 'New Zealand'.

The PermitPost impression must be on the top right-hand corner of the envelope (or, if you are using a re-usable envelope, top centre) on the same side as the delivery address. For further information, refer to the Envelope Layout Standards (ADV391) and the PermitPost information on our website at **nzpost.co.nz/permitpost**. Only standard PermitPost impressions are acceptable for FlexiMail.

Delivery address

All items must have a valid NZ Post delivery address, including the correct NZ Post postcode for the delivery address type, being PO Box, Private Bag, Rural or Street address, and matching the appropriate suburb/town.

We will monitor your returned mail volumes. We reserve the right to charge you full postage rates for any returned mail.

Address Accuracy Percentage (AAP)

AAP is used for pricing based on the overall address quality of the bulk mail lodgement. AAP is calculated on addresses in the Lodgement Data File with Valid Postcodes only, to determine the applicable Pricing Tier (addresses with Invalid Postcodes will be priced separately).

AAP Pricing Tier	AAP
Tier 1	95%+
Tier 2	90% – 94.99%
Tier 3	80% – 89.99%
Tier 4	<80% / No AAP

More information about AAP standards can be found on our website at **Address Accuracy Percentage**.

Return address

All items must have a valid NZ Post return address, including the correct NZ Post postcode.

The return address can be located anywhere on the mail piece, as long as it is distinguishable from the delivery address.

We recommend that you have the placement and layout of your return address assessed prior to printing by emailing **elsapprovals@nzpost.co.nz**

For more information on correct addressing standards, please refer to the Envelope Layout Standards (ADV391) and Address and Layout Guide (ADV356).

Lodgement options and times	Items must be lodged at: **NZ Post Mail Service Centres** Items lodged before 5.00p.m. on a working day will be processed same-day. Items lodged after 5.00p.m. will be processed the following working day. **Auckland** Business Mail Centre, Auckland Mail Centre 122 Kerwyn Avenue East Tamaki Auckland 2013 **Manawatu** Manawatu CourierPost Centre 9 Matthews Avenue Takaro Palmerston North 4410 **Wellington** CourierPost Wellington Operations Centre 36-54 Kaiwharawhara Road Wellington 6035 **Christchurch** Business Mail Centre, Christchurch Mail Centre 145 Orchard Road Harewood Christchurch 8051 **NZ Post Business Mail Centres** Items lodged before 1.00p.m. on a working day will be processed same-day. Items lodged after 1.00p.m. will be processed the following working day. **Selected NZ Post stores*** Items will be processed the following working day. * NZ Post reserves the right not to accept Bulk Mail lodgements at some NZ Post stores (for example, where this is not feasible due to space limitations).
Lodgement requirements	The following requirements relate to your physical mail lodged with NZ Post: **Lodgement Data File** For your Bulk Mail lodgements to be assessed, a **Lodgement Data File** (LDF) in a NZ Post approved format must be included with the lodgement manifest. Please see **Zonal Pricing Lodgement Data File Layout Example** for more information on Lodgement Data File requirements of your lodgement. **Sorting** All items must be sorted in one of the following orders to be eligible for AAP Tier 1, 2, 3 or 4 pricing: • ascending postcode order, or • sortplan order. Items must be placed in letter trays or cross strapped bundled so that the delivery address and PermitPost impression are facing the front of the tray. No more than one type of product can be lodged in one tray. For example, FlexiMail items cannot be included in the same tray as VolumeMail items. **Letter trays, containers, roll cages and Unit Loading Devices (ULDs)** Letter trays are available from your nearest NZ Post Mail Service Centre. Letter trays must not weigh more than 12kg. If a tray weighs more than this, mail must be split into two or more trays. If you use more than 40 trays per lodgement, a container service is available. Bundles must be able to be carried with one hand without the contents becoming separated. Bundles must not weigh more than 12kg. The maximum bundle height allowable for FlexiMail is 150mm. If you are posting large numbers of bundles, they can be lodged directly into roll cages or Unit Loading Devices (ULDs).

Labelling

All trays, roll cages and ULDs must have a NZ Post tray label attached. Requirements differ for mail lodged by mailhouses and businesses directly.

For mail lodged by mailhouses, the label must include:

- the postcode range that applies to the items within the tray (that is, the first and last postcode numbers)
- the lodgement day crossed to identify when your mail was lodged with NZ Post
- a reference code (for example, customer or mailing house reference)
- the green label for lodgements originating from the North Island and the purple label for lodgements originating from the South Island.

For mail lodged directly by businesses, Bulk Mail labels are available to download and print, from our website at **Bulk Mail Machine Lodgement Labels**.

Statement of Posting

A Statement of Posting is the output from creating a new Mail Order in Lodgement Manager.

In the process of creating the mail order you select Product characteristics including: Product, Size, AAP and upload the Lodgement Data File, from which the Zonal breakdown is derived. Once the mail order has been submitted in Lodgement Manager, no subsequent changes will be permitted, and the Statement of Posting is to be printed and attached to the physical mail for lodgement. A Statement of Posting form must accompany your physical mail lodgement or your lodgement will not be able to be accepted.

NZ Post will calculate the total cost of your lodgement from the LDF and the FlexiMail code applied to each item across the AAP pricing tiers and Zones, including records with Invalid Postcodes (IPC).

The following table outlines the components that make up the FlexiMail codes:

Description	Completion by	Code Component
Product	Customer	GF
Size	Customer	M = Medium L = Large O = Oversize
Address Accuracy (AAP) Level	NZ Post	- A1 (95%+) - A2 (90%-94.99% - A3 (80%-89.99%), or - A4 (below 80%)
Zonal delivery area	NZ Post	ZA ZB ZC ZD
Invalid postcode (IPC)	NZ Post	IPC

The following are examples of the product codes that will appear in your Mail Order Lodgement Declaration and your subsequent Statement of Posting form:

Details	FlexiMail code
E.g. Size = Medium A1 = 95%+ accuracy ZA = Zone A	GFMA1ZA GFMA1ZB GFMA1ZC GFMA1ZD GFMA1IPC
E.g. Size = Large A4 = Below 80% accuracy ZD = Zone D	GFLA4ZA GFLA4ZB GFLA4ZC GFLA4ZD GFLA4IPC

Note: The zonal distribution breakdown, including invalid items, will be available for viewing in Lodgement Manager during completion of the manifesting process. Any invalid items can be corrected and re-uploaded before submitting and the corrected items will be charged at their correct zonal prices. Changes made to your LDF records must also be made to your physical mail to ensure the records match. If the LDF and physical mail lodged do not match, the lodgement will be uprated to IPC rates or returned to you.

Zonal Pricing

Zonal Pricing is a pricing structure that charges different prices for mail deliveries to different areas. Every New Zealand postcode containing delivery points has been allocated one of four "Zones": Zone A, Zone B, Zone C, and Zone D. Each of these zones has a different price.

In addition to the above four Zones, a higher price (IPC) will be charged for any items with incorrect or missing postcodes, including:

- Missing postcode
- A postcode that doesn't exist – e.g. invalid number, international postcode
- Incorrect postcode match to destination type, e.g. Box Lobby, Rural delivery, urban location
- Incorrect postcode match for City OR Suburb (needs to match one of the two)

The uprated pricing is a separate tier called Invalid postcode (IPC). The IPC pricing is the same across all AAP tiers for the relative item size.

The IPC component of the FlexiMail code will be generated by NZ Post at time of processing and will be applied to all items that do not have a valid postcode.

The full list of postcodes is available to download and print from our website at **Bulk Mail Zonal Pricing**.

We may change the Zonal Pricing postcode allocations from time to time. Any change of this type will be notified to you with at least 60 days' notice.

Compliance requirements

To be eligible for FlexiMail product usage, lodgements must meet the specified requirements set out here.

Non-compliance may result in the entire lodgement being returned to you at your cost or being charged at a higher price depending on the mail service your lodgement complies with.

To ensure non-compliance is kept at a minimum we encourage you to contact **elsapprovals@nzpost.co.nz** for any mail pieces that you have questions on or for approval.

For any other enquiries refer to **nzpost.co.nz/contactus**

Prohibited and Restricted items

Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.

Compensation terms and conditions

For full information about our Compensation terms and conditions, refer to section 2 of this Postal Users' Guide.

Other terms and conditions

Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

Publication Mail Terms and Conditions

Summary of key requirements

For sending magazines, newsletters and catalogues (and attached samples) within New Zealand.

Magazines and newsletters are publications with fixed titles that are published regularly, i.e. at least twice a year. Catalogues are publications that market products and services directly to prospective buyers and are published at least twice a year. Sales flyers or circulars do not meet the definition of a catalogue under Publication Mail, even if published regularly.

Publication Mail cannot be used for delivering surveys, handbooks, manuals, directories or annual reports.

To use Publication Mail you must:

- be a NZ Post Account customer
- have a PermitPost number
- comply with the Publication Mail Terms and Conditions, including the relevant envelope layout standards and addressing layout standards
- submit a completed Statement of Posting with your lodgement using a Lodgement Manager Manifest.
- meet all lodgement requirements, including a Lodgement Data File (LDF) in a NZ Post approved format.

Non-compliance with the requirements set out below may result in the entire lodgement being returned to you at your cost or being charged at a higher price, as set out in further detail below.

Dimensions and weight restrictions

Publication Mail

Size	Minimum weight	Maximum weight	Minimum dimensions (height x length)	Maximum dimensions* (height x length)	Minimum thickness	Maximum thickness
Oversize	20g	1kg	160mm x 240mm	240mm x 360mm	1.0mm	20mm

Bulk Mail Samples

Size	Minimum weight	Maximum weight	Minimum dimensions (height x length)	Maximum dimensions* (height x length)	Minimum thickness	Maximum thickness
Oversize	20g	1kg	160mm x 240mm	240mm x 360mm	1.0mm	32mm

*Maximum of 360mm includes plastic overhang when flow-wrapping.

Each mail item within a lodgement must:

- Be the same size and shape, and within the minimum and maximum weight restriction
- Contain the same PermitPost number and return address

Please note that:

- The weight of mail items within a lodgement can vary providing they fall within the minimum and maximum range
- The imagery and text printed on items may vary, provided that the requirements as to size, shape, weight, PermitPost number and return address are met

Samples

Publication Mail is designed to accommodate samples in addition to the publication.

It is the responsibility of the sender to ensure the sample is securely packaged so that it cannot be damaged or become separated in the normal process of handling and delivering this mail item. The sample must be consistent in thickness and contain no irregular items including but not limited to pens or refrigerator magnets.

In addition, there are a number of items that NZ Post is unable to handle or deliver. These are specified in the Prohibited and Restricted items section of this Postal Users' Guide (section 1).

If you are in doubt about whether a proposed mailing with a sample will be acceptable, please contact your Account Manager or **elsapprovals@nzpost.co.nz** for confirmation.

For any other enquiries refer to **nzpost.co.nz/contactus**

Delivery targets	Nationwide up to 3 working days. Delivery targets are a guide only and we do not guarantee that your item will reach its destination within the delivery target. Delivery to and from rural or remote areas may take longer. Delivery targets may be impacted by the potential for reduced delivery on and around public holidays.
Minimum volume	300 items in a lodgement. The minimum volume must be met by each mailing customer. Mail from groups of customers cannot be consolidated to achieve Publication Mail pricing. Each of the mail items within the lodgement must meet the dimensions and weight restrictions.
PermitPost number	To use Publication Mail you must have a PermitPost number. For more details about PermitPost, including how to apply for a PermitPost number, refer to: • The PermitPost information on our website at **nzpost.co.nz/permitpost**
Product requirements	All items must comply with our product requirement, including envelope layout standards for mail and addressing and layout requirements, as updated from time to time. For full details of our requirements refer to **Bulk Mail Services** and **Address Certification** at **nzpost.co.nz** The following brochures are also available on our website: • Domestic Bulk Mail Envelope Layout Standards (ADV391) • Address and Layout Guide (ADV356) • Domestic Bulk Mail rate card (ADV393) We recommend that you have the design of your envelope assessed prior to printing by emailing **elsapprovals@nzpost.co.nz** We will check your mail at a NZ Post Mail Service Centre to see if it meets the product requirements. If your mail does not meet these requirements, it will be uprated to the applicable product and you will be charged based on the applicable product for which your lodgement meets the specifications. **PermitPost impression** Each Publication Mail mail piece must have an approved PermitPost impression, which includes: • an approved NZ Post standard PermitPost impression • your allocated PermitPost number, and • the words 'New Zealand'. The PermitPost impression must be on the top right-hand corner of the envelope (or, if you are using a re-usable envelope, top centre) on the same side as the delivery address. For further information, refer to the Envelope Layout Standards (ADV391) and the PermitPost information on our website at **nzpost.co.nz/permitpost** **Delivery address** All items must have a valid NZ Post delivery address, including the correct NZ Post postcode for the delivery address type, being PO Box, Private Bag, Rural or Street address, and matching the appropriate suburb/town. The delivery address, if printed directly onto the envelope or packaging, needs to be easily legible (at least 8 font), printed in 3 or 4 line address format, and include the correct New Zealand postcode. We will monitor your returned mail volumes. We reserve the right to charge you full postage rates for any returned mail.

Address Accuracy Percentage (AAP)

AAP is used for pricing based on the overall address quality of the bulk mail lodgement. AAP is calculated on addresses in the Lodgement Data File with Valid Postcodes only, to determine the applicable Pricing Tier (addresses with Invalid Postcodes will be priced separately).

AAP Pricing Tier	AAP
Tier 1	95%+
Tier 2	90% – 94.99%
Tier 3	80% – 89.99%
Tier 4	<80% / No AAP

More information about AAP standards can be found on our website at **Address Accuracy Percentage**

Return address

All items must have a valid NZ Post return address, including the correct NZ Post postcode.

The return address can be located anywhere on the mail piece, as long as it is distinguishable from the delivery address.

We recommend that you have the placement and layout of your return address assessed prior to printing by emailing **elsapprovals@nzpost.co.nz**

For more information on correct addressing standards, please refer to the Address and Layout Guide (ADV356).

Lodgement options and times

Items must be lodged at:

NZ Post Mail Service Centres

Items lodged before 5.00p.m. on a working day will be processed same-day. Items lodged after 5.00p.m. will be processed the following working day.

Auckland
Business Mail Centre, Auckland Mail Centre
122 Kerwyn Avenue
East Tamaki
Auckland 2013

Manawatu
Manawatu CourierPost Centre
9 Matthews Avenue
Takaro
Palmerston North 4410

Wellington
CourierPost
Wellington Operations Centre
36-54 Kaiwharawhara Road
Wellington 6035

Christchurch
Business Mail Centre, Christchurch Mail Centre
145 Orchard Road
Harewood
Christchurch 8051

NZ Post Business Mail Centres

Items lodged before 1.00p.m. on a working day will be processed same-day. Items lodged after 1.00p.m. will be processed the following working day.

Selected NZ Post stores*

Items will be processed the following working day.

* NZ Post reserves the right not to accept Bulk Mail lodgements at some NZ Post stores (for example, where this is not feasible due to space limitations).

Evening Lodgement times	Evening/weekend Publication Mail lodgements are those received after 5.00p.m. on a working day and on weekends, and may only be made by prior arrangement with your local NZ Post Mail Service Centre: Customer Acceptance contact. For the avoidance of doubt, Evening lodgements are not available on public holidays. An Evening/Weekend Lodgement fee applies per mail item.
Lodgement requirements	The following requirements relate to your physical mail lodged with NZ Post: **Lodgement Data File** For your Bulk Mail lodgements to be assessed, a Lodgement Data File (LDF) in a NZ Post approved format must be included with the lodgement manifest. Please see **Zonal Pricing Lodgement Data File Layout Example** for more information on Lodgement Data File requirements of your lodgement. **Sorting** All items must be sorted in one of the following orders to be eligible for AAP Tier 1, 2, 3 or 4 pricing: • ascending postcode order, or • sortplan order Items must be placed in letter trays or cross strapped bundled so the delivery address and PermitPost impression are facing the front of the tray. If mail items are bundled: • the delivery address and PermitPost impression must be placed face side up • the address on each item must be clearly visible (with no other labels or strapping over the address details) • all addresses must face the same way, except the last item in the bundle which should be back faced so the address details can be seen • the bundles must be tightly banded down their length and across their width No more than one type of product can be lodged in one tray. For example, Publication Mail items cannot be included in the same tray as VolumeMail items. **Letter trays, containers, roll cages and Unit Loading Devices (ULDs)** Letter trays are available from your nearest NZ Post Mail Service Centre. Letter trays must not weigh more than 12kg. If a tray weighs more than this, mail must be split into two or more trays. If you use more than 40 trays per lodgement, a container service is available. Bundles must be able to be carried with one hand without the contents becoming separated. Bundles must not weigh more than 12kg. The maximum bundle height allowable for Publication Mail and Publication Mail Samples is 150mm. If you are posting large numbers of bundles, they can be lodged directly into roll cages or Unit Loading Devices (ULDs). **Labelling** All trays, roll cages and ULDs must have a NZ Post tray label attached. Requirements differ for mail lodged by mailhouses and businesses directly. For mail lodged by mailhouses, the label must include: • the postcode range that applies to the items within the tray (that is, the first and last postcode numbers) • the lodgement day crossed to identify when your mail was lodged with NZ Post • a reference code (for example, customer or mailing house reference) • the green label for lodgements originating from the North Island and the purple label for lodgements originating from the South Island For mail lodged directly by businesses, Bulk Mail labels are available to download and print, from our website at **Bulk Mail Machine Lodgement Labels**

Statement of Posting

A Statement of Posting is the output from creating a new Mail Order in Lodgement Manager.

In the process of creating the mail order the you select Product characteristics including: Product, Size, AAP and upload the Lodgement Data File, from which the pricing is derived. Once the mail order has been submitted in Lodgement Manager, no subsequent changes will be permitted, and the Statement of Posting is to be printed and attached to the physical mail for lodgement. A Statement of Posting form must accompany your physical mail lodgement or your lodgement will not be able to be accepted.

NZ Post will calculate the total cost of your lodgement from the LDF and the Publication Mail code applied to each item across the AAP pricing tiers and Zones, including records with Invalid Postcodes (IPC).

The following table outlines the components that make up the Publication Mail codes:

Description	Completion by	Code Component
Product	Customer	PP
Size	Customer	1 = 0 to 199g 2 = 200 to 299g 3 = 300 to 399g 4 = 400 to 699g 5 = 700 to 1000g
Address Accuracy (AAP) Level	NZ Post	A1 (95%+) A2 (90%-94.99% A3 (80%-89.99%), or A4 (below 80%)
Zonal delivery area	NZ Post	ZA ZB ZC ZD
Invalid postcode (IPC)	NZ Post	IPC = Invalid postcode

The following are examples of the product codes that will appear in your Mail Order Lodgement Declaration and your subsequent Statement of Posting form:

Details	Publication Mail code
E.g. Size = 1 A1 = 95%+ accuracy ZA = Zone A IPC = Invalid Postcode	PP1A1ZA PP1A1ZB PP1A1ZC PP1A1ZD PP1A1IPC
E.g. Size = 2 A4 = Below 80% accuracy ZD = Zone D IPC = Invalid Postcode	PP2A4ZA PP2A4ZB PP2A4ZC PP2A4ZD PP2A4IPC

	Evening/Weekend Lodgement Fee An Evening/Weekend Lodgement Fee applies to Publication Mail lodgements outside standard lodgement timeframes. Evening/Weekend Lodgements are subject to prior approval with your local Mail Service Centre: Customer Acceptance contact. We reserve the right to refuse approval for an Evening/Weekend Lodgement at our discretion. **Bulk Mail Sample Lodgement Fee** A Bulk Mail Sample Lodgement Fee applies to samples accompanying Publication Mail items. A Bulk Mail Sample Lodgement Fee applies regardless of whether the lodgement is acceptable for processing at one of our Business Mail Centres. This is due to costs incurred for samples which are not able to be processed. If you are unsure whether a proposed mailing with a sample will be acceptable, please contact your Account Manager or **elsapprovals@nzpost.co.nz** for confirmation.
Zonal Pricing	Zonal Pricing is a pricing structure that charges different prices for mail deliveries to different areas. Every New Zealand postcode containing delivery points has been allocated one of four "Zones": Zone A, Zone B, Zone C, and Zone D. Each of these zones has a different price. In addition to the above four Zones, a higher price (IPC) will be charged for any items with incorrect or missing postcodes, including: • Missing postcode • A postcode that doesn't exist – e.g. invalid number, international postcode • Incorrect postcode match to destination type, e.g. Box Lobby, Rural delivery, urban location • Incorrect postcode match for City OR Suburb (needs to match one of the two) The uprated pricing is a separate tier called Invalid postcode (IPC). The IPC pricing is the same across all AAP tiers for the relative item size. The IPC component of the VolumeMail code will be generated by NZ Post at time of processing and will be applied to all items that do not have a valid postcode. The full list of postcodes is available to download and print from our website at **Bulk Mail Zonal Pricing**. We may change the Zonal Pricing postcode allocations from time to time. Any change of this type will be notified to you with at least 60 days' notice.
Compliance requirements	To be eligible for Publication Mail or Publication Mail Samples product usage, lodgements must meet the specified requirements set out here. Non-compliance may result in the entire lodgement being returned to you at your cost or being charged at a higher price depending on the mail service your lodgement complies with. To ensure non-compliance is kept at a minimum we encourage you to contact **elsapprovals@nzpost.co.nz** for any mail pieces that you have questions on or for approval. For any other enquiries refer to **nzpost.co.nz/contactus**
Prohibited and Restricted items	Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.
Compensation terms and conditions	For full information about our Compensation terms and conditions, refer to section 2 of this Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

AdCard Terms and Conditions

Summary of key requirements

For sending bulk mailings of postcards within New Zealand.

Critical Requirements: A minimum of 85% of items must be printed in a single continuous delivery sequence. Postie delivery sequence is the order of addresses on each Postie's delivery route. An Address Accuracy Percentage (AAP) with a minimum of 80% is also required, or Lodgement Manager will not accept your lodgement.

In addition, to use AdCard you must:

- be a NZ Post Account customer
- have a PermitPost™ number
- comply with these AdCard Terms and Conditions, including (without limitation) the relevant envelope layout standards and addressing layout standards
- submit a completed Statement of Posting with your lodgement using a Lodgement Manager Manifest
- meet all lodgement requirements, including a Lodgement Data File (LDF) in a NZ Post approved format. Failure to submit a LDF will result in the lodgement being uprated
- Supply your addressing data, ideally with attached DPIDs, to your mailhouse or PreSort certified provider for sequencing
- Print your physical mail out in the specified sequence, including additional address elements as required
- Label your mail with the appropriate labels
- Use the latest version of the sequencing file or contact **datasolutions@nzpost.co.nz** for assistance
- Lodge each file so it is sequenced from the same NZ Post sequence file version
- Lodge on, or within two months after, the date of NZ Post sequence file used for sequencing
- Retain each sequenced address file for a period of 30 days from the date of lodgement and provide it on request for sequence quality audit purposes
- Adhere to the Envelope Layout Standards (ADV391) and Address and Layout Guide (ADV356)

Non-compliance with the requirements set out here may result in the entire lodgement being returned to you at your cost or being charged at a higher price, as set out in further detail here.

Dimensions and weight restrictions

Size	Maximum dimensions (height x length)	Minimum dimensions (height x length)	Minimum weight	Maximum weight	Minimum thickness	Maximum thickness
Medium	130mm x 240mm	88mm x 138mm	3g	25g	0.3mm	1mm
Large	165mm x 240mm	130mm x 185mm	3g	35g	0.3mm	1mm

Each mail item within a lodgement must:

- be the same size and shape, and within the minimum and maximum weight restriction
- contain the same PermitPost number and return address.

Please note that:

- Medium and Large mail items cannot be mixed in the same lodgement
- the weight of mail items within a lodgement can vary providing they fall within the minimum and maximum range
- the imagery and text printed on items may vary, provided that the requirements as to size, shape, weight, PermitPost number and return address are met.

Delivery targets

Nationwide up to 3 working days.

Delivery targets are a guide only and we do not guarantee that your item will reach its destination within the delivery target. Delivery to and from rural or remote areas may take longer. Delivery targets may be impacted by the potential for reduced delivery on and around public holidays.

Minimum volume

300 items in a lodgement

The minimum volume must be met by each mailing customer.

Each of the mail items within the lodgement must meet the dimensions and weight restrictions.

PermitPost number	To use AdCard you must have a PermitPost number. For more details about PermitPost, including how to apply for a PermitPost number, refer to: • The PermitPost information on our website at **nzpost.co.nz/permitpost**
Product requirements	All items must comply with our product requirement, including Envelope Layout Standards for mail and addressing and layout requirements, as updated from time to time. For full details of our requirements refer to **Bulk Mail Services** and **Address Certification** at **nzpost.co.nz** The following brochures are also available on our website: • Domestic Bulk Mail Envelope Layout Standards (ADV391) • Address and Layout Guide (ADV356) • Domestic Bulk Mail rate card (ADV393) We recommend that you have the design of your item assessed prior to printing by emailing **elsapprovals@nzpost.co.nz** We will check your mail at a NZ Post Mail Service Centre to see if it meets the product requirements. If your mail does not meet these requirements, it will be uprated to the applicable product and you will be charged based on the applicable product for which your lodgement meets the specifications. **PermitPost impression** Each AdCard mail piece must have an approved PermitPost impression, which includes: • your allocated PermitPost number, and • the words 'New Zealand'. The PermitPost impression must be clearly visible and be located on the top right corner of the mail item. For further information, refer to the Envelope Layout Standards (ADV391) and the PermitPost information on our website at **nzpost.co.nz/permitpost.** Non-identical mail from groups of customers can be consolidated provided the consolidated file is re-sequenced to provide one continuously sequenced file and every lodgement must be billed to a single customer account. The dimensions, weight and thickness of each item may vary but must be within the specified limits for the selected size e.g. Medium or Large. **Delivery address** All items must have a valid NZ Post delivery address, including the correct NZ Post postcode for the delivery address type, being PO Box, Private Bag, Rural or Street address, and matching the appropriate suburb/town. Please refer to the Envelope Layout Standards (ADV391) and Address and Layout Guide (ADV356). We will monitor your returned mail volumes. We reserve the right to charge you full postage rates for any returned mail. Please note that there is likely to be a higher rate of return for addresses unable to be matched to the Postal Address File (PAF).

Address Accuracy Percentage (AAP)

AAP is used for pricing based on the overall address quality of the bulk mail lodgement. The AAP is calculated on addresses in the Lodgement Data File with Valid Postcodes only, to determine the applicable Pricing Tier (addresses with Invalid Postcodes will be priced separately).

AAP Pricing Tier	AAP
Tier 1	95%+
Tier 2	90% – 94.99%
Tier 3	80% – 89.99%

More information about AAP can be found on our website at **Address Accuracy Percentage.**

Return address

All items must have a valid NZ Post return address, including the correct NZ Post postcode.

The return address can be located anywhere on the mail piece, as long as it is distinguishable from the delivery address.

We recommend that you have the placement and layout of your return address assessed prior to printing by emailing **elsapprovals@nzpost.co.nz**

For more information on correct addressing standards, please refer to the Envelope Layout Standards (ADV391) and Address and Layout Guide (ADV356).

Mail Printing

The sequenced portion of the lodgement must be printed in the postie run sequence specified in the NZ Post sequence file version.

Each sequenced mail item must have two codes printed in the address block, as follows:

- Round Number – comprising:
  - 3 characters (branch abbreviation)
  - 3 numbers (round abbreviation)
  - minimum 15 spaces
  - 1 number (NZ Post line area) (e.g. NMS0056)
- Postcode – comprising 4 digits (e.g. 6035)

The codes can be printed in the same font as the address, however the Round Number must be 'address line 1', left justified and 12-point font.

Below is an example:

NMS123 4

Mr A B Example
11 Example Street
Ngaio
Wellington 6035

In circumstances where mail items are damaged in the production process, these items will need to be reprinted and trayed/bundled separately, with a standard red and white mixed postcode label and in such circumstances NZ Post reserves the right to uprate the entire lodgement.

Lodgement options and times	**NZ Post Mail Service Centres** Items lodged before 5.00p.m. on a working day will be processed same-day. Items lodged after 5.00p.m. will be processed the following working day. **Auckland** Business Mail Centre, Auckland Mail Centre 122 Kerwyn Avenue East Tamaki Auckland 2013 **Manawatu** Manawatu CourierPost Centre 9 Matthews Avenue Takaro Palmerston North 4410 **Wellington** CourierPost Wellington Operations Centre 36-54 Kaiwharawhara Road Wellington 6035 **Christchurch** Business Mail Centre, Christchurch Mail Centre 145 Orchard Road Harewood Christchurch 8051 **NZ Post Business Mail Centres** Items lodged before 1.00p.m. on a working day will be processed same-day. Items lodged after 1.00p.m. will be processed the following working day. **Selected NZ Post stores*** Items will be processed the following working day. * NZ Post reserves the right not to accept Bulk Mail lodgements at some NZ Post stores (for example, where this is not feasible due to space limitations).
Lodgement requirements	The following requirements relate to your physical mail lodged with NZ Post: **Lodgement Data File** For your Bulk Mail lodgements to be assessed, a Lodgement Data File (LDF) in a NZ Post approved format must be included with the lodgement manifest. Please see **Zonal Pricing Lodgement Data File Layout Example** for more information on Lodgement Data File requirements of your lodgement. **Sorting** All items must be sorted in ascending postcode order to be eligible for AAP Tier 1, 2 or 3 pricing. Items must be placed in letter trays with the delivery address and PermitPost impression facing the same way, towards the front of the tray (where the label is located). No more than one type of product can be lodged in one tray. For example, AdCard items cannot be included in the same tray as Publication Mail items. Within each sequenced mail tray, mail items must be sequenced in accordance with the Mail Printing section of this specification. Within each un-sequenced mail tray, the mail items must be sequenced in ascending postcode order where the postcode is known. Un-sequenced items without postcodes can be included but must be grouped after the postcode ordered items. **Letter trays, containers, roll cages and Unit Loading Devices (ULDs)** Letter trays are available from your nearest NZ Post Mail Service Centre. Letter trays must not weigh more than 12kg. If a tray weighs more than this, mail must be split into two or more trays. If you use more than 40 trays per lodgement, a container service is available. If you are posting large numbers of bundles, they can be lodged directly into roll cages or Unit Loading Devices (ULDs).

AdCard Terms and Conditions Cont.

Labelling

All trays, roll cages and ULDs must have a NZ Post tray label attached. Sequenced and un-sequenced items must be presented in separate trays with separate labelling requirements.

For sequenced items the label must include:

- the word "ROUND" either printed, stamped or hand-written
- the Round Number range that applies to items within the tray (that is, the first and last Round Numbers). Round Numbers must be printed in the fields on standard tray labels usually used for Postcode range
- the lodgement day crossed to identify when mail was lodged with NZ Post
- a reference code (for example, customer or mailing house reference)
- the green label for lodgements originating from the North Island and the purple label for lodgements originating from the South Island.

For un-sequenced items the label must include:

- the word "POSTCODE" either printed, stamped or hand-written
- the postcode range that applies to items within the tray (that is, the first and last postcode numbers)
- the lodgement day crossed to identify when mail was lodged with NZ Post
- a reference code (for example, customer or mailing house reference)
- the red label Letter trays are available from your nearest NZ Post Mail Service Centre

For mail lodged directly by businesses, Bulk Mail labels are available to download and print, from our website at **Bulk Mail Machine Lodgement Labels**.

Statement of Posting

A Statement of Posting is the output from creating a new Mail Order in Lodgement Manager.

In the process of creating the mail order you select Product characteristics including: Product, Size, APP and upload the Lodgement Data File, from which the Zonal breakdown is derived. Once the mail order has been submitted in Lodgement Manager, no subsequent changes will be permitted, and the Statement of Posting is to be printed and attached to the physical mail for lodgement. A Statement of Posting form must accompany your physical mail lodgement or your lodgement will not be able to be accepted.

NZ Post will calculate the total cost of your lodgement from the LDF and the AdCard code applied to each item across the AAP pricing tiers and Zones, including records with Invalid Postcodes (IPC).

The following table outlines the components that make up the AdCard codes:

Description	Completion by	Code Component
Product	Customer	AC
Size	Customer	M = Medium L = Large
Address Accuracy (AAP) Level	NZ Post	- A1 (95%+) - A2 (90%-94.99% - A3 (80%-89.99%), or - A4 (below 80%)
Zonal delivery area	NZ Post	ZA ZB ZC ZD
Invalid postcode (IPC)	NZ Post	IPC

The following are examples of the product codes that will appear in your Mail Order Lodgement Declaration and your subsequent Statement of Posting form:

Details	AdCard code
E.g. Size = Medium A1 = 95%+ accuracy ZA = Zone A	ACMA1ZA ACMA1ZB ACMA1ZC ACMA1ZD ACMA1IPC
E.g. Size = Large A4 = Below 80% accuracy ZD = Zone D	ACLA4ZA ACLA4ZB ACLA4ZC ACLA4ZD ACLA4IPC

Note: The Zonal distribution breakdown, including invalid items, will be available for viewing in Lodgement Manager during completion of the manifesting process. Any invalid items can be corrected and re-uploaded before submitting and the corrected items will be charged at their correct Zonal prices. Changes made to your LDF records must also be made to your physical mail to ensure the records match. If the LDF and physical mail lodged do not match, the lodgement will be uprated to IPC rates or returned to you.

Zonal Pricing

Zonal Pricing is a pricing structure that charges different prices for mail deliveries to different areas. Every New Zealand postcode containing delivery points has been allocated one of four "Zones": Zone A, Zone B, Zone C, and Zone D. Each of these zones has a different price.

In addition to the above four Zones, a higher price (IPC) will be charged for any items with incorrect or missing postcodes, including:

- Missing postcode
- A postcode that doesn't exist – e.g. invalid number, international postcode
- Incorrect postcode match to destination type, e.g. Box Lobby, Rural delivery, urban location
- Incorrect postcode match for City OR Suburb (needs to match one of the two).

The uprated pricing is a separate tier called Invalid postcode (IPC). The IPC pricing is the same across all AAP tiers for the relative item size.

The IPC component of the AdCard code will be generated by NZ Post at time of processing and will be applied to all items that do not have a valid postcode.

The full list of postcodes is available to download and print from our website at **Bulk Mail Zonal Pricing**.

We may change the Zonal Pricing postcode allocations from time to time. Any change of this type will be notified to you with at least 60 days' notice.

Compliance requirements

To be eligible for AdCard product usage, lodgements must meet the specified requirements set out here.

Non-compliance may result in the entire lodgement being returned to you at your cost or being charged at a higher price depending on the mail service your lodgement complies with.

To ensure non-compliance is kept at a minimum we encourage you to contact **elsapprovals@nzpost.co.nz** for any mail pieces that you have questions on or for approval.

For any other enquiries refer to **nzpost.co.nz/contactus**

Prohibited and Restricted items

Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details

Compensation terms and conditions

For full information about our Compensation terms and conditions, refer to section 2 of this Postal Users' Guide.

Other terms and conditions

Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

Manual Handling Fee Terms and Conditions

Summary of key features	NZ Post recognises that from time to time customers need to send mail pieces that may not meet the machinability layout specifications for Publication Mail, FlexiMail and AdCard. The Manual Handling Fee (MHFEE) specification and associated fee was introduced in September 2019 to provide for this mailing option. The fee has been changed effective from 1 July 2023 to differentiate between: • Preapproved manual lodgements, and • Non preapproved lodgements The MHFEE is a per unit fee charged in addition to the base postage charge for the specific Bulk Mail product, size and sample fee (if applicable). E.g. PP1A1ZA + PPSAMFEE + MHFEE. If the mail piece contains an item (E.g. a pen or some type of retail sample), the packaged mail piece is exempt from meeting the following Envelope Layout Specifications, Clause 3.0.7 – Inserts and contents/samples and 3.12 – Samples, Onserts and Inserts, provided that the item does not exceed the maximum allowable dimensions below. The items may have an uneven thickness but must not have easily breakable or tearable packaging. Mail pieces that have been assessed and approved by NZ Post are able to access the manual handling fee process. Contact **elsapprovals@nzpost.co.nz** to get mail pieces assessed and approved at least one week prior to lodgement. Failure to do this may result in your lodgement being uprated to the Non-Preapproved MHFEE rate. Lodgements received that cannot be machine processed and have not been pre-approved for the MHFEE process may be approved, uprated to the Non-Preapproved MHFEE rate or rejected by NZ Post at our sole discretion. The delivery code should be printed above the address and the physical presentation of the lodgement should be in postie delivery sequence order.
FlexiMail	FlexiMail lodgements can access the Manual Handling Fee which is charged in addition to the base postage charge. E.g. GFMA1ZA + MHFEE. FlexiMail mail piece designs must be assessed and approved by NZ Post to access the manual handling fee. Contact **elsapprovals@nzpost.co.nz** to get mail pieces assessed and approved at least one week prior to lodgement. Failure to do this may result in your FlexiMail lodgement being uprated to the Non-Preapproved MHFEE. A MHFEE may be applied if the mail piece contains an item which prevents compliance with the Envelope Layout Specifications. Providing that they do not exceed the maximum allowable dimensions as per the FlexiMail Terms and Conditions section in this Postal Users' Guide.
Publication Mail	Publication Mail lodgements can access the Manual Handling Fee which is charged in addition to the base postage and Bulk Mail Sample Fee (if applicable). E.g. PP1A1ZA + PPSAMFEE + MHFEE. Publication Mail mail piece designs must be assessed and approved by NZ Post to access the manual handling fee. Contact **elsapprovals@nzpost.co.nz** to get mail pieces assessed and approved at least one week prior to lodgement. Failure to do this may result in your Publication Mail lodgement being uprated to the Non-Preapproved MHFEE A MHFEE may be applied if the mail piece contains an item, e.g. a sample which stops the item from complying with the Envelope Layout Specifications, Clause 3.0.7 – Inserts and contents/ samples and 3.12 – Samples, Onserts and Inserts, providing that they do not exceed the maximum allowable dimensions as per the PrintPost Terms and Conditions section in this Postal Users' Guide

Bulk Mail Sample

Bulk Mail Sample lodgements can access the Manual Handling Fee which is charged in addition to the base Publication Mail postage and the Bulk Mail Sample Fee.

A Sample Lodgement Fee applies to samples accompanying Publication Mail mail pieces with a thickness of 20-32m, which are machinable.

Publication Mail Sample mail piece designs must be assessed and approved by NZ Post to access the manual handling fee. Contact **elsapprovals@nzpost.co.nz** to get mail pieces assessed and approved at least one week prior to lodgement. Failure to do this may result in your Publication Mail Sample lodgement being uprated to the Non-Preapproved MHFEE.

Size	Minimum weight	Maximum weight	Minimum dimensions	Maximum dimensions	Minimum thickness	Maximum thickness
Oversize	20g	1kg	240mm x 165mm	240mm x 360mm	0.5mm	32mm

Product Code	Description	Lodgement Time
PPSAMFEE	Bulk Mail Sample Fee	Standard

AdCard

AdCard lodgements can access the Manual Handling Fee which is charged in addition to the base Adcard postage. E.g. ACMA1ZA + MHFEE

NZ Post reserves the right to exempt any of the Envelope Layout Standards for AdCard where the manual handling fee is paid where the design of the AdCard is non-machinable due to shape and/or does not have a barcode clear zone. E.g. die-cut or odd shapes, etc.

AdCard designs must be assessed and approved by NZ Post to access the manual handling fee. Contact **elsapprovals@nzpost.co.nz** to get mail pieces assessed and approved at least one week prior to lodgement. Failure to do this may result in your AdCard lodgement being uprated to the Non-Preapproved MHFEE.

A MHFEE may be applied if the mail piece does not comply with the Domestic Bulk Mail Envelope Layout Standards (ADV391), providing that they do not exceed the maximum allowable dimensions as per the AdCard Terms and Conditions section in this Postal Users' Guide.

A minimum of 85% of items must be printed in a single continuous delivery sequence. Postie delivery sequence is the order of addresses on each Postie's delivery route. If your lodgement does not meet these requirements New Zealand Post reserves the right to uprate your entire lodgement to the next applicable product.

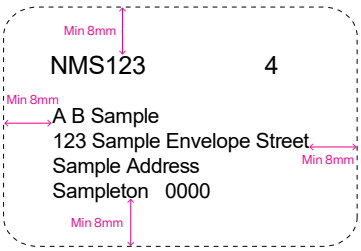
Each sequenced mail item must have two codes printed in the address block, as follows:

- Round Number – comprising:
  - 3 characters (branch abbreviation)
  - 3 numbers (round abbreviation)
  - minimum 15 spaces
  - 1 number (NZ Post line area) (e.g. NMS123 4)
- Postcode - comprising 4 digits (e.g. 6035)

The codes can be printed in the same font as the address, however the Round Number must be 'address

line 1', left justified and 12-point font.

Below is an example:



Manual Handling Fee Terms and Conditions Cont.

Product code details

A Statement of Posting form must accompany your mail lodgement or your lodgement will not be able to be processed. Once the lodgement form has been submitted, no subsequent changes will be permitted.

In addition to the product code for your standard lodgement, E.g. Publication Mail code, you must also use the following codes on all Statement of Posting forms when a sample fee, evening fee or Manual Handling Fee applies:

Product Code	Product Description	Lodgement Time
MHFEEAPPD	Manual Handling Fee – Preapproved Lodgement (All sizes up to Max 360mm x 240mm)	Standard
MHFEENON	Manual Handling Fee – Non-Preapproved Lodgement (All sizes up to Max 360mm x 240mm)	Standard

Lodgement requirements

When manifesting using Lodgement Manager, add the text 'Manual Handling Fee applies' into 'Invoice Line Ref 2' of the Statement of Posting.

Lodgements should be presented in postie delivery sequence order consistent with Adcard presentation requirements.

Each mail item within a lodgement type must:

- Be the same size and shape, and within the minimum and maximum weight restriction.
- Contain the same PermitPost number and return address.

Parcel Services within New Zealand Terms and Conditions

Summary of key features	For sending parcels by post or courier within New Zealand. Delivery to NZ Post PO Boxes and Private Bags is available. Rural delivery charge applicable to all Parcel services.
Delivery targets	**Economy** Up to 3 working days nationwide **Courier Economy, Courier Economy & Signature Required** Up to 3 working days. Sending between islands only. **Courier, Courier & Signature Required** Next working day nationwide to and from most large, major and medium urban locations within New Zealand^. Delivery targets are provided as a guide only and we do not guarantee that your item will reach its destination within the delivery target. Delivery times may vary depending on origin, destination, courier collection schedules, network conditions, weather events and other operational factors. Deliveries to and from rural, small urban and remote areas and some large, major and medium urban locations may take longer. ^Locations included in the next working day delivery target are based on Statistics NZ large, major and medium urban area classifications and our operational delivery performance standards. These locations are situated across Auckland, Bay of Plenty, Canterbury, Hawkes Bay, Manawatu/Whanganui, Marlborough, Northland, Otago, Taranaki, Tasman/Nelson Bays, Waikato, and Wellington regions. While most deliveries within these areas are targeted for next working day delivery, some origin and destination combinations may require additional delivery time. **For signature required items** • Delivery of the parcel is considered complete when we collect the signature of a person, or their authorised agent, at the delivery address. • If no one is at the address when we try to deliver the parcel, or we cannot get access to the delivery address, we will leave a 'Card to Collect' or 'Card to Call' at the delivery address (or a place we think is appropriate if we cannot get access to the delivery address). The card will explain where the parcel can be collected from. If a 'Card to Call' is left the recipient can contact us to arrange for re-delivery of the parcel. Alternatively, if an 'authority to leave' agreement is in place at the delivery address, our delivery agent will sign for the item and leave it in the place indicated in the authority to leave agreement. • If for any reason, the addressee has not collected the parcel or arranged re-delivery within seven working days of us leaving a 'Card to Collect' or a 'Card to Call', you agree to pay us any costs we incur in the transportation and storage of the parcel. We may, at that time, choose to return the parcel to you at your cost (which may be equal to, or more than, the cost of sending the parcel). **For non signature items** • Delivery of the parcel is considered complete when the parcel is delivered to the address you have given us. • If there is no one at the address when we deliver the parcel it may be left in a place that is weatherproof and out of public view. Some Rural customers may only have Counter collection or letter box delivery available to them.

Parcel Services within New Zealand Terms and Conditions Cont.

Dimensions and weight restrictions

When using our packaging only range or your own packaging – small, size-based items.

An Economy or Courier service is available. Optional upgrades are available, at an extra cost, for:

- Courier & Signature.

Size	Maximum dimensions	Maximum weight
XS	Fits an XS bag and up to 0.001m³	3kg
S	Fits an S bag and up to 0.0015m³	3kg
M	Fits an M bag and up to 0.0035m³	3kg
L	Fits an L bag and up to 0.005m³	3kg
XL	Fits an XL bag and up to 0.010m³	3kg

When using our packaging only range or your own packaging for items over 3kg and up to 25kg – large, weight-based items

A Courier Economy or Courier service is available; both include tracking.

You will be charged the greater of the actual weight of your parcel as determined by our scales, or the volumetric weight of your parcel, in 5kg increments.

Destination	Maximum weight per ticket	Maximum total weight	Maximum volume	Maximum length
Across town^	25kg	25kg	0.125m³	1.5m
Within island^	5kg	25kg	0.125m³	1.5m
Nationwide	5kg	25kg	0.125m³	1.5m

^ Not available for Courier Economy or Courier Economy Signature Required.

Dimensions and weight restrictions include the packaging.

To calculate volumetric weight (kg), measure the parcel's height (m) x length (m) x thickness (m) and multiply this by 200, e.g. (0.5 x 0.4 x 0.3) x 200 = 12kg. Weight chargeable is 15kg.

Payment options

- Prepaid bags*
- Prepaid tickets
- NZ Post store generated labels
- Print Postage Online labels
- Manifest.

* Payment option available for Economy service only.

We reserve the right to charge you the correct price for your parcel if we find that the correct payment has not been made. An administration fee may be charged in addition to the deficient postage.

Lodgement requirements

- Attach the correct postage and (if applicable) upgrade service tickets to your parcel.
- Attach a Rural Delivery ticket if you are sending it to a Rural Delivery address using any parcel service.
- Attach a 'No ATL' ticket to your Courier Economy or Courier services (including Signature upgrades) parcel if you do not want the parcel to be signed for and left under an 'Authority to Leave' agreement in place at the delivery address. ('No ATL' tickets are only available for NZ Post approved account customers).

Lodgement options	• Selected NZ Post stores • NZ Post Business Mail Centres • NZ Post street posting boxes* • With your courier if you have a mail pickup service (business customers) • Rural mailboxes. * Items lodged via these methods will not receive an acceptance scan.
Tracking	The tracking service monitors the delivery status of your item. The delivery status is available at **nzpost.co.nz/tracking** or for contact and support refer to **nzpost.co.nz/contactus**
Packaging	Packaging of your item is your responsibility. You may be liable to pay for damage to other senders' items or our equipment if inadequate packaging of your item caused the damage, or if the contents were prohibited under our terms and conditions.
Prohibited and Restricted items	Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.
Compensation terms and conditions	For full information about our Compensation terms and conditions, refer to section 2 of this Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

PO Boxes and Private Bags

Summary of key features

A convenient way to receive mail.

Available in a range of locations, for both private and business customers.

Sizes and delivery options

PO Boxes

For those receiving fewer than 50 addressed items of mail per day (excluding parcels). Mail is sorted five or six days per week.

Private Bags

For those receiving more than 50 addressed items of mail per day. Private Bags are available at selected locations. Mail is sorted five days per week.

Lobby type	Time mail is available*	
	Standard	Priority
PO Box	9.00am	7.30am
Private Bag	9.00am	6.00am

* Lobby type is dependent on location. Some remote lobbies may vary from these times.

Mail can be picked up from the PO Box or Private Bag and delivered by courier (additional fees apply).

Sorting

A five day sort means mail is sorted and delivered to the PO Box each week day (excluding weekends and public holidays).

A six day sort includes Saturdays (excluding public holidays).

Both five and six day sorts are location dependent.

Addressing

We deliver to the PO Box or Private Bag as printed on the mail. PO Box and Private Bag holders must provide correct and current address information, which meets our addressing standards, to their correspondents.

PO Box example	Private Bag example
Jane Smith PO Box 1234 Auckland NZ Post store Auckland 1142	Smith Industries Private Bag 1234 Auckland 1142

For further details, refer to our website at **nzpost.co.nz/addressing**

Fees

Annual fees are payable for PO Box and Private Bag rental. For details, refer to our website at **nzpost.co.nz/pobox**

All rental fees are paid annually in advance.

Applying for a PO Box or Private Bag

Complete the application form available at NZ Post stores and present:

- the applicable rental fee
- Passport, Firearms Licence, Kiwi Access Card, Certificate of Identity (issued under Passport Act 1992)
- Business authorisation (copy of authorisation must accompany form).

Any application for a PO Box or Private Bag is dependent on availability at the chosen location.

Moving PO Box or Private Bag location

Speak to staff at the Box Lobby where the PO Box or Private Bag is currently located.

Any application to move a PO Box or Private Bag is dependent on availability at the chosen location.

Terms and conditions

To use the PO Box and Private Bag service, you must agree to the PO Box and Private Bag Terms and Conditions. These are available:

- on our website at **nzpost.co.nz/pobox**, or
- in the brochure Receiving your mail: your guide to PO Boxes and Private Bags (BOXBAG1).

International

Economy Letters Terms and Conditions

previously known as International Air Letters

Summary of key features

Economy Letters is for sending letters and written or printed documents internationally.

Product requirements

Items sent by Economy Letters must have:

- all information on the address label in English
- a valid NZ Post return address
- an Economy, or Par Avion Air service indicator on the front, top left hand corner
- paper based written or printed documents only.

Dimensions and weight restrictions

Letters

Size	Maximum dimensions (height x length)	Maximum weight	Maximum thickness
Postcards[1] and Aerogrammes[2]	130mm x 235mm	10g	n/a
Medium	130mm x 235mm	100g	5mm
Large	165mm x 235mm	200g	10mm
Oversize	260mm x 385mm	200g	10mm

[1] Postcards must have a card weight of at least 140gsm, a minimum thickness of 0.18mm and a minimum size of 90mm x 140mm. Postcards which contain inserts or raised relief, are not rectangular, or exceed the maximum size, will be charged at the standard rate for letters.

[2] Aerogrammes must not contain any enclosures. Aerogrammes produced in New Zealand must be approved by NZ Post and carry an authority number.

Dimensions and weight restrictions include the envelope/packaging.

Delivery targets

World zone	Economy Letters (working days)
Australia (Zone A)	3-6
South Pacific (Zone B)	6-13
Asia (Zone C)	6-13
Canada, UK and Europe (Zone D)	6-13
United States of America (Zone US)	6-13
Rest of the World (Zone E)	6-13

You can expect that items will usually arrive at their destination within the timeframe specified for each service. Because we do not directly control all parts of the delivery chain, we cannot guarantee your item will always reach its destination within the target delivery times. Delivery to areas outside major cities or where the item is dutiable or held by Customs may take longer. For more information on which countries are in each world zone, refer to the World Zones section of this Postal Users' Guide.

Minimum volume

No minimum volume.

Customs documentation

Economy Letters is for sending letters and written or printed documents without disclosable value, which generally do not require Customs documentation.

Customs requirements	Customs regulations and other border requirements vary from country to country, from time to time, and are outside our control. You are responsible for complying with Customs requirements, completing all Customs documentation and checking whether Customs duties or other charges are payable on your item. Where possible, we will do our best to provide you with information on these regulations and requirements, but we cannot guarantee the accuracy of this information. The person receiving the items must pay all Customs duties, sales taxes and other regulatory charges which may be subject to change at any time and with variable notice, as determined by the relevant country. If the receiver does not pay these charges, or the item is undeliverable, you may be responsible for paying these charges.
Lodgement options	• NZ Post street posting boxes • NZ Post store letter slots • Selected NZ Post stores
Country specific restrictions and requirements	Individual countries or their postal administrations may place additional restrictions on the carriage or importation of items. You are responsible for checking whether restrictions apply to your item. Where possible, we have included information on restrictions for individual countries on our website **nzpost.co.nz** but we cannot guarantee the accuracy of this information.
Additional services	**International PrePaid Envelopes, and packaging** A range of international PrePaid Envelopes, and packaging is also available. You must comply with any instructions and maximum weight information that is set out on the envelope or package. Delivery cost included envelopes, and packaging can only be used once.
Required postage	Letter required postage includes GST. **Postage determined by size and destination** Economy Letters is charged by size and destination. Standard Mail PrePaid Envelopes can be used to send items overseas by adding additional stamps to make up the postage and an Economy, or Par Avion service indicator.
Return of undeliverable items	Undeliverable Items will be returned to you at no additional delivery cost.
Packaging	Packaging of your item is your responsibility. The sender of an item is responsible for any damage caused to another sender's item, or our or others' property if caused by inadequate packaging or because the contents were a Prohibited item.
Prohibited and Restricted items	Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.
Compensation terms and conditions	For full information about our Compensation terms and conditions for damage or loss when sending internationally, and for making claims, refer to section 2 of this Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

Economy Registered Terms and Conditions

previously known as International Air Registered

Summary of key features

Economy Registered is for sending letters and written or printed documents internationally with signature on delivery.

Tracking is not offered with this service.

Available using PrePaid Bags only.

Product requirements

Items sent by Economy Registered must have:

- all information on the address label of the postage included bags in English
- a valid NZ Post return address
- paper based written or printed documents only.

Dimensions and weight restrictions

Size	Maximum dimensions (height x length x thickness)	Maximum weight
A5	185mm x 280mm x 10mm	200g

Dimensions and weight restrictions include the bag.

Delivery targets

World zone	Economy Registered (working days)
Australia (Zone A)	3-6
South Pacific (Zone B)	6-13
Asia (Zone C)	6-13
Canada, UK and Europe (Zone D)	6-13
United States of America (Zone US)	6-13
Rest of the World (Zone E)	6-13

You can expect that items will usually arrive at their destination within the timeframe specified for each service. Because we do not directly control all parts of the delivery chain, we cannot guarantee your item will always reach its destination within the target delivery times. Delivery to areas outside major cities or where the item is dutiable or held by Customs may take longer. For more information on which countries are in each world zone, refer to the World Zones section of this Postal Users' Guide.

Minimum volume

No minimum volume.

Customs documentation

Economy Registered is for sending letters and written or printed documents without disclosable value, which generally do not require Customs documentation.

Customs requirements

Customs regulations and other border requirements vary from country to country, from time to time, and are outside our control. You are responsible for complying with Customs requirements, completing all Customs documentation and checking whether Customs duties or other charges are payable on your item. Where possible, we will do our best to provide you with information on these regulations and requirements, but we cannot guarantee the accuracy of this information.

The person receiving the items must pay all Customs duties, sales taxes and other regulatory charges which may be subject to change at any time and with variable notice, as determined by the relevant country. If the receiver does not pay these charges, or the item is undeliverable, you may be responsible for paying these charges.

Lodgement options

- Selected NZ Post stores
- NZ Post street posting boxes
- NZ Post store letter slots

Country specific restrictions and requirements	Individual countries or their postal administrations may place additional restrictions on the carriage or importation of items. You are responsible for checking whether restrictions apply to your item. Where possible, we have included information on restrictions for individual countries on our website **nzpost.co.nz** but we cannot guarantee the accuracy of this information.
Signature on delivery	You can expect that items will receive a signature on delivery. Because we do not directly control all parts of the delivery chain, we cannot guarantee your item will always receive a signature on delivery or that we can retrieve it.
Return of undeliverable items	Undeliverable items will be returned to you at no additional delivery cost.
Prohibited and Restricted items	Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.
Compensation terms and conditions	For full information about our Compensation terms and conditions for damage or loss when sending internationally, and for making claims, refer to section 2 of this Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

Economy Terms and Conditions

previously known as International Air Small Parcel

Summary of key features

Economy is for sending parcels under 2kg and under $250 in value internationally. Tracking is included depending on the selected destination, as identified in the World Zones section of this Postal User's Guide.

Product requirements

Items sent by Economy must have:

- all information required on the consignment note or shipping label completed accurately in English
- a valid NZ Post return address
- an Economy, or Par Avion Air service indicator on the front, top left hand corner
- correctly completed Customs documentation (see overleaf).

Dimensions and weight restrictions

Parcels

Maximum size (length + height + thickness)	Maximum length (any side)	Minimum size	Maximum weight	Minimum chargeable weight
825mm	450mm	105 x 148 mm	2kg	200g

Rolls and tubes

Maximum size length + (diameter x 2)	Maximum length (any side)	Maximum weight	Minimum chargeable weight
1040mm	900mm	2kg	200g

Dimensions and weight restrictions include the envelope/packaging.

Delivery targets

World zone	Economy (working days)
Australia (Zone A)	3-6
South Pacific (Zone B)	6-13
Asia (Zone C)	6-13
Canada, UK and Europe (Zone D)	6-13
United States of America (Zone US)	6-13
Rest of the World (Zone E)	6-13

You can expect that items will usually arrive at their destination within the timeframe specified for each service. Because we do not directly control all parts of the delivery chain, we cannot guarantee your item will always reach its destination within the target delivery times. Delivery to areas outside major cities or where the item is dutiable or held by Customs may take longer. For more information on which countries are in each world zone, refer to the World Zones section of this Postal Users' Guide.

Minimum volume

No minimum volume.

Customs documentation

You must include a green Customs Declaration (CN 22) or attach an electronic label generated via a NZ Post electronic lodgement tool.

If your parcel is being sent as part of a commercial transaction, you must also include a copy of the commercial invoice or an Export Invoice (NCPI025).

You are responsible for ensuring that the information you declare is accurate. In addition to its use for Customs clearance, this information may also be used to determine the safe carriage of your parcel, and you will be liable for any damages incurred from a misstatement or omission of information.

Customs requirements	Customs regulations and other border requirements vary from country to country, from time to time, and are outside our control. You are responsible for complying with Customs requirements, completing all Customs documentation and checking whether Customs duties or other charges are payable on your item. Where possible, we will do our best to provide you with information on these regulations and requirements, but we cannot guarantee the accuracy of this information. Customers are required to provide detailed and accurate descriptions of the items they intend to send overseas. Some countries require customers to provide the corresponding 6-digit HS tariff code to the items they intend to send. You can find the latest list of countries that require a HS Tariff Code here: **nzpost.co.nz/ead** Failure to complete documentation correctly may result in items being returned. Where the customer fails to provide a Tariff Code, NZ Post will endeavour to supply one, but accepts no liability for incorrect or inadequate declaration of goods or any consequences as a result. The person receiving the items must pay all Customs duties, sales taxes and other regulatory charges which may be subject to change at any time and with variable notice, as determined by the relevant country. If the receiver does not pay these charges, or the item is undeliverable, you may be responsible for paying these charges.
Additional documents	Additional documents (for example, certificate of origin, health certificate, doctor's prescription) may be required so that an item can be exported from New Zealand or enter another country. You are responsible for finding out what is required and including it with your item.
Lodgement options	• Selected NZ Post stores Items should not be lodged in street posting boxes or over the counter at NZ Post stores that don't provide parcel sending service, as barcode scanning (and therefore tracking, if available) will not be performed.
Country specific restrictions and requirements	Individual countries or their postal administrations may place additional restrictions on the carriage or importation of items. You are responsible for checking whether restrictions apply to your item. Where possible, we have included information on restrictions for individual countries on our website **nzpost.co.nz** but we cannot guarantee the accuracy of this information.
Required postage	Parcel required postage is GST zero-rated. If you want to use stamps as the payment method for your parcel, GST will be added to the required postage. The minimum chargeable weight for an Economy item is 200g. Rolls and tubes are always charged as parcels. **Postage charged by actual weight** Economy items are charged by actual weight in 50g increments and rounded up to the next 50g, if purchased at NZ Post stores or by Digital Postal Meter (DPM) or by Print Postage Online.
Return of undeliverable items	Undeliverable items will be returned to you at no additional delivery cost.
Packaging	Packaging of your item is your responsibility. The sender of an item is responsible for any damage caused to another sender's item, or our or others' property if caused by inadequate packaging or because the contents were a Prohibited item.
Prohibited and Restricted items	Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.
Compensation terms and conditions	For full information about our Compensation terms and conditions for damage or loss when sending internationally, and for making claims, refer to section 2 of this Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

Economy Plus Terms and Conditions

previously known as International Air Parcel

Summary of key features

Economy Plus is for sending larger parcels internationally.

Product requirements

Items sent by Economy Plus must have:

- all information required on the consignment note or shipping label completed accurately in English
- a valid NZ Post return address
- an Economy, or Par Avion Air service indicator on the front, top left hand corner
- correctly completed Customs documentation (see overleaf).

Dimensions and weight restrictions

Parcels

Maximum size (length + girth)	Maximum length (any side)	Maximum weight[1]	Minimum chargeable weight
2m	1.05m	20kg	2kg

[1] The maximum weight that can be sent differs for some destinations.

Dimensions and weight restrictions include the packaging.

Delivery targets

World zone	Economy Plus (working days)
Australia (Zone A)	3-6
South Pacific (Zone B)	6-13
Asia (Zone C)	6-13
Canada, UK and Europe (Zone D)	6-13
United States of America (Zone US)	6-13
Rest of the World (Zone E)	6-13

You can expect that items will usually arrive at their destination within the timeframe specified for each service. Because we do not directly control all parts of the delivery chain, we cannot guarantee your item will always reach its destination within the target delivery times. Delivery to areas outside major cities or where the item is dutiable or held by Customs may take longer. For more information on which countries are in each world zone, refer to the World Zones section of this Postal Users' Guide.

Minimum volume

No minimum volume.

Customs documentation

You must include a white Consignment Note (CN 300) or attach an electronic label generated from a NZ Post electronic lodgement tool if:

- your parcel weighs 2kg or over, or
- your parcel weighs under 2kg but exceeds the maximum dimensions for the Economy service, or
- your parcel is valued at NZ$250 or over.

If your parcel is being sent as part of a commercial transaction, you must also include a copy of the commercial invoice or an Export Invoice (NCPI025).

You are responsible for ensuring that the information you declare is accurate. In addition to its use for Customs clearance, this information may also be used to determine the safe carriage of your parcel, and you will be liable for any damages incurred from a misstatement or omission of information.

Customs requirements	Customs regulations and other border requirements vary from country to country, from time to time, and are outside our control. You are responsible for complying with Customs requirements, completing all Customs documentation and checking whether Customs duties or other charges are payable on your item. Where possible, we will do our best to provide you with information on these regulations and requirements, but we cannot guarantee the accuracy of this information. Customers are required to provide detailed and accurate descriptions of the items they intend to send overseas. Some countries require customers to provide the corresponding 6-digit HS tariff code to the items they intend to send. You can find the latest list of countries that require a HS Tariff Code here: **nzpost.co.nz/ead** Failure to complete documentation correctly may result in items being returned. Where the customer fails to provide a Tariff Code, NZ Post will endeavour to supply one, but accepts no liability for incorrect or inadequate declaration of goods or any consequences as a result. The person receiving the items must pay all Customs duties, sales taxes and other regulatory charges which may be subject to change at any time and with variable notice, as determined by the relevant country. If the receiver does not pay these charges, or the item is undeliverable, you may be responsible for paying these charges. For parcels valued over NZ$1,000 New Zealand Customs requires an Export Entry to be completed, which NZ Post can complete on your behalf for an additional fee. For more information contact our Customs Clearance Broker on **send.it@nzpost.co.nz**
Additional documents	Additional documents (for example, certificate of origin, health certificate, doctor's prescription) may be required so that an item can be exported from New Zealand or enter another country. You are responsible for finding out what is required and including it with your item.
Lodgement options	• Selected NZ Post stores Items should not be lodged in street posting boxes or over the counter at NZ Post stores that don't provide parcel sending service, as barcode scanning (and therefore tracking, if available) will not be performed.
Country specific restrictions and requirements	Individual countries or their postal administrations may place additional restrictions on the carriage or importation of items. You are responsible for checking whether restrictions apply to your item. Where possible, we have included information on restrictions for individual countries on our website **nzpost.co.nz** but we cannot guarantee the accuracy of this information.
Additional services	Scans are available at key points without additional charge. Visibility is not guaranteed as we do not control all parts of the delivery chain. Some destinations provide better scan performance than others.

Economy Plus Terms and Conditions Cont.

Required postage	Parcel required postage is GST zero-rated. If you want to use stamps as the payment method for your parcel, GST will be added to the required postage. The minimum chargeable weight for an Economy Plus item is 2kg. Rolls and tubes are always charged as parcels. **Postage charged by the greater of actual weight or volumetric weight** Economy Plus items are charged by the greater of actual weight or volumetric weight* in 50g increments and rounded up to the next 50g, if purchased at NZ Post stores or by Digital Postal Meter (DPM) or by Print Postage Online. * To calculate volumetric weight, measure the item's height (m) x length (m) x thickness (m) and multiply this by 200, e.g.: (0.5m x 0.4m x 0.3m) x 200 =12kg.
Return of undeliverable items	Undeliverable items will be returned to you or destroyed according to the instructions you have given on the Consignment Note. If you want the parcel returned to you, you agree to pay us the full cost of returning the parcel, including any Customs costs (this may be equal to, or more than, the original cost of sending the parcel). Refer to the Consignment Note for further details.
Packaging	Packaging of your item is your responsibility. The sender of an item is responsible for any damage caused to another sender's item, or our or others' property if caused by inadequate packaging or because the contents were a Prohibited item.
Prohibited and Restricted items	Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.
Compensation terms and conditions	For full information about our Compensation terms and conditions for damage or loss when sending internationally, and for making claims, refer to section 2 of this Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

Armed Forces Concession

Summary of key features	The Armed Forces Concession is a pricing concession for items posted to or from New Zealand service personnel serving at designated Missions abroad or at sea. It also applies to overseas service personnel serving with the armed forces in New Zealand. Letters and parcels sent through the Armed Forces Concession are subsidised. Instead of being charged at the international rate, postage is charged at: • the domestic Standard Post rate for letters • a special Armed Forces Concession rate for parcels (up to a 10kg weight limit). Police serving overseas can also access these concession rates, subject to guidelines set by New Zealand Police.
Product requirements	**Outbound mail – letters and parcels** • Destinations are limited to those that have been agreed between the Armed Forces and NZ Post, and are subject to change • Letters must be marked as Forces Concession. All items posted must carry the individual's name, rank, regimental number and name of Operation • Items are to be presented at a NZ Post store or collected from a military base. **General** All items must have: • the address written in English in the following format: "Forces Concession" Service number/rank/and name OP "Operation name" Address 1 (PO Box/street number) Address 2 (city/postal code) Address 3 (country) C/- INTERNATIONAL MAIL CENTRE AUCKLAND • a NZ Post return address • an Economy indicator for international services on the front, top left hand corner • correctly completed Customs documentation (see overleaf). Items posted from New Zealand must be addressed to a military base, naval ship or a United Nations organisation. **Inbound mail – letters and parcels** Items posted to New Zealand must have a valid New Zealand delivery address. For mail destined for military bases, naval ships or United Nations organisations, the valid delivery address is usually a PO Box or Private Bag.

Armed Forces Terms and Conditions Cont.

Dimensions and weight restrictions

Letters

Size	Maximum dimensions (height x length)	Maximum thickness	Maximum weight
Medium	130mm x 235mm	5mm	100g
Large	165mm x 235mm	10mm	200g
Oversize	260mm x 385mm	10mm	200g

Parcels

Size	Maximum length	Maximum dimensions	Minimum size	Maximum weight
Parcel	1.05m	Length + girth no greater than 2m	105 x 148 mm	10kg

Dimensions and weight restrictions include the envelope/packaging.

NZ Post and the New Zealand Defence Force may place additional limitations on the size or weight of the packages able to be sent via this service and restrictions on the quantity of mail per individual. These conditions may be set for operational or economic reasons.

Delivery targets

The delivery timeframe is dependent on the destination and routing requirement.

Destinations are limited to those that have been agreed between the Armed Forces and NZ Post, and are subject to change.

Minimum volume

No minimum volume.

Customs documentation

You must complete a green Customs Declaration (CN 22) for all Economy parcels.

You must include a red business Consignment Note (OS007) or a white Consignment Note (CN300) with your parcel if:

- your parcel weighs 2kg or over; or
- your parcel weighs under 2kg but exceeds the maximum dimensions for the Economy service: or
- your parcel is valued at NZ$250 or over: and
- you are a business and have purchased additional compensation cover for your parcel.

If your parcel is being sent as part of a commercial transaction, you must also include a copy of the commercial invoice or an Export Invoice (NCPI025).

You are responsible for ensuring that the information you declare is accurate. In addition to its use for Customs clearance, this information may also be used to determine the safe carriage of your parcel, and you will be liable for any damages incurred from a misstatement or omission of information.

Customs requirements	Customs regulations and other border requirements vary from country to country, from time to time, and are outside our control. You are responsible for complying with Customs Requirements, completing all Customs documentation and checking whether Customs duties or other charges are payable on your item. Where possible, we will do our best to provide you with information on these regulations and requirements, but we cannot guarantee the accuracy of this information. Customers are required to provide detailed and accurate descriptions of the items they intend to send overseas. Some countries require customers to provide the corresponding 6-digit HS tariff code to the items they intend to send. You can find the latest list of countries that require a HS Tariff Code here: **nzpost.co.nz/ead** Failure to complete documentation correctly may result in items being returned. Where the customer fails to provide a Tariff Code, NZ Post will endeavour to supply one, but accepts no liability for incorrect or inadequate declaration of goods or any consequences as a result. The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges which may be subject to change at any time and with variable notice, as determined by the relevant country. If the receiver does not pay these charges, or the item is undeliverable, you may be responsible for paying these charges. For parcels valued over NZ$1,000 New Zealand Customs requires an Export Entry to be completed, which NZ Post can complete on your behalf for an additional fee. For more information contact our Customs Clearance Broker on **send.it@nzpost.co.nz**
Lodgement options	• Selected NZ Post stores • Military bases by arrangement.
Country specific restrictions and requirements	Individual countries or their postal administrations may place additional restrictions on the carriage or import of items. You are responsible for checking whether restrictions apply to your item. Where possible, we have included information on restrictions for individual countries on our website **nzpost.co.nz** but we cannot guarantee the accuracy of this information.
Postage rates	Postage for letters sent under the Armed Forces Concession is charged at the applicable Standard Post domestic required postage. Postage for parcels sent under the Armed Forces Concession is charged at the postage rate contained in the Memorandum of Understanding between NZ Post and New Zealand Defence Force.
Return of undeliverable items	Undeliverable letters and parcels with a green Customs Declaration (CN 22) will be returned to you at no additional delivery cost. Undeliverable parcels with a red or white Consignment Note will be returned to you or destroyed according to the instructions you have given on the Consignment Note. If you want the parcel returned to you, you agree to pay us the full cost of returning the parcel (this may be equal to, or more than, the original cost of sending the parcel). Refer to the Consignment Note for further details.
Packaging	Packaging of your item is your responsibility. The sender of an item is responsible for any damage caused to another sender's item, or our or others' property if caused by inadequate packaging or because the contents were a Prohibited item.
Prohibited and Restricted items	Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.
Compensation terms and conditions	NZ Post compensation only applies to items sent under the Armed Forces Concession while those items are within New Zealand. For outbound items, this means between the lodgement point and the International Mail Centre in Auckland only. For inbound items, this means between the International Mail Centre in Auckland and the delivery address only. The domestic postal service compensation limits apply. For full information about our Compensation terms and conditions, including for making claims, refer to section 2 of this Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

Courier Terms and Conditions

previously known as International Courier

Summary of key features

Courier is a service for sending documents and merchandise to key destinations worldwide.

All Courier items are tracked. The tracking service monitors the delivery status of your item. The status is available at **nzpost.co.nz/tracking** or for contact and support refer to **nzpost.co.nz/contactus**

Product requirements

Items sent by Courier must have:

- all information required on the consignment note or shipping label completed accurately in English
- a valid NZ Post return address
- a Courier service indicator on the front top left-hand corner
- correctly completed Customs documentation (see overleaf)
- daytime phone numbers for the sender and the addressee so NZ Post can make contact if the documentation is incomplete or if there are any problems
- PO Box delivery is only available for selected destinations.

Dimensions and weight restrictions

Documents and Merchandise

Maximum size (length + girth)	Maximum length of any side	Maximum weight	Minimum chargeable weight
3m	1.5m	30kg	500g

Dimensions and weight restrictions include the envelope/packaging.

Delivery targets

Courier is only available to key destinations. The destination list below is current at the time of printing, but is subject to change. An up-to-date destination list is available on our website at **nzpost.co.nz/worldzones**

World zone	Courier (working days)
Australia (Zone A)	2-3
South Pacific (Zone B) Cook Islands, French Polynesia, Fiji, New Caledonia, Samoa, Solomon Islands, Tonga, Vanuatu	4-6
Asia (Zone C) Cambodia, China – People's Republic of, Hong Kong, Indonesia, Japan, Korea – Republic of (South), Macau, Malaysia, Philippines, Singapore, Taiwan, Thailand and Vietnam	4-6
Canada, UK and Europe (Zone D) Austria, Belgium, Canada, Croatia, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, Spain, Sweden, Switzerland and United Kingdom	4-6
United States of America (Zone US)	4-6
Rest of the world (Zone E) Brazil, Chile, El Salvador, Egypt, India, Iran, Jordan, Qatar, Saudi Arabia, Sri Lanka, Türkiye and United Arab Emirates	5-6

You can expect that items will usually arrive at their destination within the timeframe specified for each service. Because we do not directly control all parts of the delivery chain, we cannot guarantee that your item will always reach its destination within the target delivery times. Delivery to areas outside major cities or where the item is dutiable or held by Customs may take longer. For more information on which countries are in each world zone, please refer to the World Zones section of this Postal Users' Guide.

Minimum volume	No minimum volume.
PO Box delivery	PO Box delivery is only available in certain destinations. These destinations are available on our website at **nzpost.co.nz/worldzones**
Customs documentation	You must include a white consignment note (CN 300) or attach an electronic label generated via a NZ Post electronic lodgement tool. If the items are part of a commercial transaction, a copy of the commercial invoice or an Export Invoice (NCPI025) must be provided. For parcels valued over NZ$1,000 New Zealand Customs requires an Export Entry to be completed, which NZ Post can complete on your behalf for an additional fee. For more information contact our Customs Clearance Broker on **send.it@nzpost.co.nz** You are responsible for ensuring that the information you declare is accurate. In addition to its use for Customs clearance, this information may also be used to determine the safe carriage of your parcel, and you will be liable for any damages incurred from a misstatement or omission of information.
Customs requirements	Customs regulations and other border requirements vary from country to country, from time to time, and are outside our control. You are responsible for complying with Customs requirements, completing all Customs documentation and checking whether Customs duties or other charges are payable on your item. Where possible, we will do our best to provide you with information on these regulations and requirements, but we cannot guarantee the accuracy of this information. Customers are required to provide detailed and accurate descriptions of the items they intend to send overseas. Some countries require customers to provide the corresponding 6-digit HS tariff code to the items they intend to send. You can find the latest list of countries that require a HS Tariff Code here: **nzpost.co.nz/ead** Failure to complete documentation correctly may result in items being returned. Where the customer fails to provide a Tariff Code, NZ Post will endeavour to supply one, but accepts no liability for incorrect or inadequate declaration of goods or any consequences as a result. The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges which may be subject to change at any time and with variable notice, as determined by the relevant country. If the receiver does not pay these charges or the item is undeliverable you may be responsible for paying these charges.
Additional documents	Additional documents (for example certificate of origin, health certificate, doctor's prescription) may be required so that an item can be exported from New Zealand or enter another country. You are responsible for finding out what is required and including it with your item.
Lodgement options	• Selected NZ Post stores • Pick up by courier. Items should not be lodged in street posting boxes or over the counter at NZ Post stores that don't provide parcel sending service, as barcode scanning (and therefore tracking, if available) will not be performed
Country specific restrictions and requirements	Individual countries may place additional restrictions on the carriage or import of items. You are responsible for checking whether restrictions apply to your item. Where possible, we have included information on restrictions for individual countries on our website **nzpost.co.nz** but we cannot guarantee the accuracy of this information.
Required postage	Required postage is GST zero-rated. However, if you want to use stamps as the payment method for your item, GST will be added to the required postage. The minimum chargeable weight for a Courier item is 500g. Rolls and tubes are charged as parcels. Documents are charged at fixed weight breaks up to 1kg. Courier items (documents weighing over 1kg and merchandise) are charged by the greater of actual weight or volumetric weight* in 50g increments and rounded up to the next 50g, if purchased at NZ Post stores or by Digital Postal Meter (DPM) or by Print Postage Online. * To calculate volumetric weight, measure the item's height (m) x length (m) x thickness (m) and multiply this by 200, e.g. (0.5m x 0.4m x 0.3m) x 200 = 12kg.

Courier Terms and Conditions Cont.

Return of undeliverable items	Undeliverable items will be returned to you or destroyed according to the instructions you have given on the consignment note. If you want the item returned to you, you agree to pay us the full cost of returning the item, including any Customs costs (this may be equal to, or more than, the original cost of sending the item). Refer to the consignment note for further details.
Packaging	Packaging of your item is your responsibility. The sender of an item is responsible for any damage caused to another sender's item, or our or others' property if caused by inadequate packaging or because the contents were a Prohibited item.
Prohibited and Restricted items	Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.
Compensation terms and conditions	For full information about our Compensation terms and conditions for damage or loss when sending internationally, and for making claims, refer to section 2 of this Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

Express Terms and Conditions

previously known as International Express Courier

Summary of key features

Express is a worldwide document and merchandise courier service to over 220 destinations.

All Express items are tracked. The tracking service monitors the delivery status of your item. The status is available at **nzpost.co.nz/tracking** or for contact and support refer to **nzpost.co.nz/contactus**

Product requirements

Items sent by Express must have:

- all information required on the consignment note or shipping label completed accurately in English
- a valid NZ Post return address#
- an Express service indicator on the front, top, left-hand corner
- correctly completed Customs documentation (see overleaf)
- daytime phone numbers for the sender and the addressee so NZ Post can make contact if the documentation is incomplete or if there are any problems.
- Certain destinations allow only PO Box to be used on the consignment note as the delivery address (see below).

Certain destinations do not allow the return address to be a PO Box (see below).

Dimensions and weight restrictions

Documents and Merchandise

Maximum size (length + girth)	Maximum length of any side	Maximum weight*	Minimum chargeable weight
2m	1.05m	30kg	500g

Dimensions and weight restrictions include the envelope/packaging.

Delivery targets

World zone	Express (working days)
Australia (Zone A)	1-3
South Pacific (Zone B)	2-5
Asia (Zone C)	2-4
Canada, UK and Europe (Zone D)	2-4
United States of America (Zone US)	2-4
Rest of the World (Zone E)	2-5

You can expect that items will usually arrive at their destination within the timeframe specified for each service. Because we do not directly control all parts of the delivery chain, we cannot guarantee that your item will always reach its destination within the target delivery times. Delivery to areas outside major cities or where the item is dutiable or held by Customs may take longer. For more information on which countries are in each world zone, refer to the World Zones section of this Postal Users' Guide.

Minimum volume

No minimum volume.

PO Box delivery and return addresses

PO Box as the delivery address

PO Box delivery is not available. However, for certain destinations, PO Box addresses can be used on the consignment note as the delivery address. These destinations are available on our website at **nzpost.co.nz**

PO Box as sender's return address

Items sent to certain destinations cannot have a PO Box listed as the return address. These destinations are available on our website at **nzpost.co.nz**

Express Terms and Conditions Cont.

Customs documentation	You must include a white consignment note (CN 300) or attach an electronic label generated via a NZ Post electronic lodgment tool. A copy of the commercial invoice or an Export Invoice (NCPI025) must be provided. For parcels valued over NZ$1,000 New Zealand Customs requires an Export Entry to be completed which NZ Post can complete on your behalf for an additional fee. For more information contact our Customs Clearance Broker on **send.it@nzpost.co.nz** You are responsible for ensuring that the information you declare is accurate. In addition to its use for Customs clearance, this information may also be used to determine the safe carriage of your parcel, and you will be liable for any damages incurred from a misstatement or omission of information.
Customs requirements	Customs regulations and other border requirements vary from country to country, from time to time, and are outside our control. You are responsible for complying with Customs requirements, completing all Customs documentation and checking whether Customs duties or other charges are payable on your item. Where possible, we will do our best to provide you with information on these regulations and requirements, but we cannot guarantee the accuracy of this information. Customers are required to provide detailed and accurate descriptions of the items they intend to send overseas. Some countries require customers to provide the corresponding 6-digit HS tariff code to the items they intend to send. You can find the latest list of countries that require a HS Tariff Code here: **nzpost.co.nz/ead** Failure to complete documentation correctly may result in items being returned. Where the customer fails to provide a Tariff Code, NZ Post will endeavour to supply one, but accepts no liability for incorrect or inadequate declaration of goods or any consequences as a result. The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges which may be subject to change at any time and with variable notice, as determined by the relevant country. If the receiver does not pay these charges, or the item is undeliverable, you may be responsible for paying these charges.
Additional documents	Additional documents (for example certificate of origin, health certificate, doctor's prescription) may be required so that an item can be exported from New Zealand or enter another country. You are responsible for finding out what is required and including it with your item.
Lodgement options	• Selected NZ Post stores • Pick up by courier. Items should not be lodged in street posting boxes or over the counter at NZ Post stores that don't provide parcel sending service, as barcode scanning (and therefore tracking, if available) will not be performed.
Country specific restrictions and requirements	Individual countries may place additional restrictions on the carriage or import of items. You are responsible for checking whether restrictions apply to your item. Where possible, we have included information on restrictions for individual countries on our website **nzpost.co.nz** but we cannot guarantee the accuracy of this information.
Required postage	Required postage is GST zero-rated. However, if you want to use stamps as the payment method for your item, GST will be added to the required postage. The minimum chargeable weight for an Express item is 500g. Rolls and tubes are charged as parcels. Documents are charged at fixed weight breaks up to 1kg. Express items (documents weighing over 1kg and merchandise) are charged by the greater of actual weight or volumetric weight* in 50g increments and rounded up to the next 50g, if purchased at NZ Post stores or by Digital Postal Meter (DPM) or by Print Postage Online. * To calculate volumetric weight (kg), measure the item's height (m) x length (m) x thickness (m) and multiply this by 200, e.g. (0.5m x 0.4m x 0.3m) x 200 = 12kg.
Return of undeliverable items	Undeliverable items will be returned to you or destroyed according to the instructions you have given on the consignment note. If you want the item returned to you, you agree to pay us the full cost of returning the item, including any Customs costs (this may be equal to, or more than, the original cost of sending the item). Refer to the consignment note for further details.
Packaging	Packaging of your item is your responsibility. The sender of an item is responsible for any damage caused to another sender's item, or our or others' property if caused by inadequate packaging or because the contents were a Prohibited item.

Prohibited and Restricted items	Special conditions apply to Prohibited and Restricted items. Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of this Postal Users' Guide for full details.
Compensation Terms and Conditions	For full information about our Compensation terms and conditions for damage or loss when sending internationally, and for making claims, refer to sections 1 and 2 of this Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to the Public Contract and sections 1 to 3 of this Postal Users' Guide.

World Zones

Destinations may be updated from time to time. For the latest information, refer to our website at nzpost.co.nz/worldzones.

Australia (Zone A)	*# Australia	
South Pacific (Zone B)	American Samoa Cocos Islands *# Cook Islands *# Fiji *# French Polynesia Kiribati Nauru *# New Caledonia Niue	Norfolk Island *# Samoa *# Solomon Islands Tokelau *# Tonga Tuvalu *# Vanuatu
Asia (Zone C)	# Brunei Darussalam *# Cambodia *# China – People's Republic of Federated States of Micronesia Guam *# Hong Kong *# Indonesia *# Japan Korea – Democratic People's Republic of (North) *# Korea – Republic of (South) Laos People's Democratic Republic *# Macau *# Malaysia	Marshall Islands Midway Island # Myanmar Northern Mariana Islands Palau Papua New Guinea *# Philippines *# Singapore *# Taiwan *# Thailand Timor Leste *# Vietnam Wake Island
Canada, UK and Europe (Zone D)	Andorra *# Austria *# Belgium Bosnia & Herzegovina # Bulgaria *# Canada *# Croatia # Cyprus *# Czech Republic *# Denmark # Estonia Faroe Islands *# Finland *# France *# Germany Gibraltar *# Greece Guernsey Holy See (Vatican City State) *# Hungary # Iceland *# Ireland Isle of Man	*# Italy Jersey # Latvia Liechtenstein # Lithuania # Luxembourg Macedonia # Malta Monaco Montenegro *# Netherlands *# Norway *# Poland *# Portugal *# Romania San Marino # Serbia # Slovakia *# Slovenia *# Spain *# Sweden *# Switzerland *# United Kingdom

United States of America (Zone US)	*# United States of America		
Rest of the world (Zone E)	Afghanistan Albania Algeria Angola Anguilla Antigua & Barbuda # Argentina Armenia Aruba Azerbaijan Bahamas Bahrain Bangladesh # Barbados Belarus Belize Benin Bermuda Bhutan Bolivia Botswana *# Brazil	Burkina Faso Burundi Cameroon Canary Islands Cape Verde Cayman Islands Central African Republic Chad *# Chile Christmas Island # Colombia Comoros Congo, Democratic Republic (formerly Zaire) # Costa Rica Côte d'Ivoire Cuba Curacao Djibouti Dominica Dominican Republic # Ecuador	*# Egypt * El Salvador Equatorial Guinea Eritrea # Ethiopia Falkland Islands French Guiana French Southern Territories Gabon Gambia Georgia Ghana Greenland Grenada Guadeloupe Guatemala Guinea Bissau Guinea Guyana Haiti Honduras

World Zones Cont.

Rest of the world (Zone E) continued	*# India	Namibia	Somalia
	* Iran	Nepal	# South Africa
	Iraq	Nicaragua	South Georgia
	# Israel	Niger	South Sudan
	# Jamaica	Nigeria	*# Sri Lanka
	*# Jordan	Oman	Sudan
	Kazakhstan	Pakistan	Suriname
	Kenya	# Panama Republic	Swaziland
	Kosovo	Paraguay	Tajikistan
	Kuwait	# Peru	Tanzania
	Kyrgyzstan	Pitcairn Island	Togo
	Lebanon	Puerto Rico	Trinidad & Tobago
	Lesotho	*# Qatar	Tristan De Cunha
	Liberia	Reunion	Tunisia
	Libya	Russian Federation	*# Türkiye
	Madagascar	Rwanda	Turks & Caicos Islands
	# Malawi	Saint Barthélemy	Turkmenistan
	# Maldives	Saint Helena	Uganda
	Mali	Saint Kitts-Nevis	Ukraine
	Martinique	Saint Lucia	*# United Arab Emirates
	Mauritania	Saint Pierre & Miquelon	# Uruguay
	# Mauritius	Saint Vincent & Grenadines	Uzbekistan
	Mayotte	São Tomé & Príncipe	Venezuela
	# Mexico	*# Saudi Arabia	Virgin Islands (British)
	Moldova	Senegal	Virgin Islands (USA)
	Mongolia	Seychelles	Yemen
	Montserrat	Sierra Leone	Zambia
	# Morocco	Sint Eustatius	# Zimbabwe
	Mozambique	Sint Maarten	

* Courier service available to these destinations.
# Tracking is included for Economy services to these destinations.

Reply Coupon International Terms and Conditions

Summary of key features	A Reply Coupon International is a coupon that can be exchanged for one or more postage stamps representing the minimum postage for an unregistered priority airmail letter of up to 20g sent to another Universal Postal Union member country. NZ Post does not sell these coupons but will redeem them. Reply Coupon International purchased overseas can be exchanged at selected NZ Post stores for a postage stamp valued at the maximum overseas airmail Economy rate for a medium sized letter. Our Economy Letters terms and conditions (see **page 58** of this Postal Users' Guide) will apply to the service. Reply Coupons International carry an expiry date, after which time they cannot be exchanged.

The standard terms and conditions of the products and services offered by New Zealand Post Limited, including information on the extent of our liability, are set out in the Public Contract and this Postal Users' Guide.

These are available at **nzpost.co.nz/terms**. Other conditions for NZ Post Account customers are contained in the terms and conditions provided when credit was arranged. NZ Post reserves the right to change the price and product specifications. PermitPost and DirectPost are trade marks of New Zealand Post Limited.

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