

## **GENERAL CONDITIONS FOR EXPRESS MAIL SERVICE EMS DATAPOST**

1. The Cyprus Post provides a service for the express international transfer of documents and merchandise known as EMS Datapost, under the following conditions, which the sender or lawful representative states that he accepts unreservedly. Furthermore, the sender is obliged to comply with the laws, the national law and regulations in force in the country of destination or the transit countries of the item.
2. The Cyprus Post undertake the transport of EMS Datapost items for its customers, from the time they are handed over until they reach their destination, with the maximum speed and security, in accordance with the price list applicable at the time. The choice of procedures and the means of transport constitute the right and responsibility of the Cyprus Post.
3. The sender guarantees that he/she is the owner or rightful holder of the items handed over for despatch and handling or the representative of the owner or holder of the said items and that he/she accepts all the General Conditions of the service provided.
4. The sender is obliged to complete the Accompanying Carriage Voucher personally and to describe clearly and completely the content of the item to be dispatched, including its actual value. The sender also guarantees that: a) the content of the item sent is what has been described, that is in compliance with the contents of the Universal Postal Union (UPU) Convention and that it is not contained in the UPU's List of Prohibited Items b) all details regarding the sender and the recipient have been correctly recorded.
5. Cyprus Post does not undertake the handling and transportation of items contained in the UPU List of Prohibited Items valid at the time, such as: radioactive materials, infectious substances, sensitive biological substances, explosives, flammable substances, corrosive material, narcotics, compressed gas and any other article whose transportation is prohibited by the International Air Transport Association (IATA) and the International Civil Aviation Organisation (ICAO). Cyprus Post has the right to check the item using any method or means, including the opening of the package in order to prevent the transportation of prohibited goods.
6. The sender will apply due diligence and will be responsible for the safe, adequate and sturdy packaging of the items to be dispatched. The sender is solely responsible for compensating persons or for other items that have been destroyed or that have incurred damage as a result of not complying to paragraphs 4 and 6.
7. The weight of each item must not exceed 30,00 kg and the length cannot exceed 1,50 metres whereas the total of all three sides cannot exceed 3 metres. These dimensions and weight may vary, depending on what applies in the country of destination.
8. The item is delivered to the address of the recipient in the country of destination, as set out in the Accompanying Carriage Voucher. The delivery of the item is effected, where possible, within 24-48 hours, depending on the day and time of its arrival in the country of destination, on working days, except for cases where it requires to be cleared through customs or it requires delivery to the recipient's postal box or if recipient unavailable or cannot be located.
9. The sender may apply to the Customer Service Section of the Cyprus Post (tel. 80002000), for information as to tracking the item or for the submission of a complaint within a period of four

(4) months from the date following its deposit. Track and trace can be done through our website [www.cypruspost.post](http://www.cypruspost.post) or from the application for smartphones (Cyprus Post) which is available for Android and iOS operating systems. The submission of an inquiry or a complaint and its handling is free of charge. Inquiries or complaints can be sent to: Department of Postal Services, 1900 Lefkosia or via our website or by e-mail to [registry@dps.mcw.gov.cy](mailto:registry@dps.mcw.gov.cy) or by fax to 22661133.

10. In the case of loss, theft or total destruction of the item, the Cyprus Post shall refund the postages paid to the sender. In addition, Cyprus Post will compensate as follows:
  - a. For items containing documents: € 40
  - b. For items containing merchandise: maximum compensation of € 150, according to the actual value of the item as declared on the Accompanying Carriage Voucher. In the case that the value was not declared, Cyprus Post shall compensate the amount of € 40, unless the sender produces evidence proving the actual value of the contents of the item, with the maximum compensation amount of € 150. Cyprus Post may demand documentary proof as to the actual value of the content before paying any compensation. In case of proved partial damage, compensation is paid according to the actual damages of the contents of the item, with maximum compensation of € 150. In this case, the postages paid are not refunded.
11. The Cyprus Post bears no responsibility and does not compensate nor do they refund the postages paid in the following cases:
  - a) for loss or damage caused due to the fault of the sender or recipient
  - b) for loss or damage which is the result of improper packaging or caused to the item itself due to its nature (for example perishable foods or items that do not present any damage externally but present problems during their operation etc)
  - c) for reasons due to *force majeure* or in cases of unexpected and exceptional events (delays in scheduled flights, security measures etc)
  - d) for any direct or indirect loss, consequential damage, loss of income or profits, loss of purchase or use, breach of contract etc, whether caused by the service or not, to the customer or third parties
  - e) for false, insufficient or incorrect statement on the Accompanying Carriage Voucher
  - f) when the relevant application has not been submitted within the time specified in paragraph 9.
  - (g) for any delay due to the customs clearance or customs control procedure of the item in the country of destination or transit countries, incorrect, insufficient or illegible address of the recipient, delay on the part of the recipient to respond to effect delivery or failure to collect the item or inability to access the premises of the recipient.
  - (h) For items that have been confiscated or they have been returned to the sender after a ruling by any competent Authority (eg. Customs).
12. Any item returned to Cyprus is subject to return fees and if it is not delivered to the sender for any reason within twelve (12) months, then it may be destroyed or sold.
13. The present conditions replace and/or prevail over all the conditions in use to date. The conditions of EMS Datapost service are available at all service points as well as the website of Cyprus Post at [www.cypruspost.post](http://www.cypruspost.post).
14. In case of discrepancy between the English and the Greek text, the text in Greek prevails.



## **GENERAL CONDITIONS FOR EPG PARCELS**

1. The Cyprus Post provides a service for the express international transfer of parcels known as EMG Parcels, under the following conditions, which the sender or lawful representative states that he accepts unreservedly. Furthermore, the sender is obliged to comply with the laws, the national law and regulations in force in the country of destination or the transit countries of the item.
2. The Cyprus Post undertake the transport of EPG Parcels for its customers, from the time they are handed over until they reach their destination, with the maximum speed and security, in accordance with the price list applicable at the time. The choice of procedures and the means of transport constitute the right and responsibility of the Cyprus Post.
3. The sender guarantees that he/she is the owner or rightful holder of the items handed over for despatch and handling or the representative of the owner or holder of the said items and that he/she accepts all the General Conditions of the service provided.
4. The sender is obliged to complete the Accompanying Carriage Voucher personally and to describe clearly and completely the content of the item to be dispatched, including its actual value. The sender also guarantees that: a) the content of the item sent is what has been described, that is in compliance with the contents of the Universal Postal Union (UPU) Convention and that it is not contained in the UPU's List of Prohibited Items b) all details regarding the sender and the recipient have been correctly recorded.
5. Cyprus Post does not undertake the handling and transportation of items contained in the UPU List of Prohibited Items valid at the time, such as: radioactive materials, infectious substances, sensitive biological substances, explosives, flammable substances, corrosive material, narcotics, compressed gas and any other article whose transportation is prohibited by the International Air Transport Association (IATA) and the International Civil Aviation Organisation (ICAO). Cyprus Post has the right to check the item using any method or means, including the opening of the package in order to prevent the transportation of prohibited goods.
6. The sender will apply due diligence and will be responsible for the safe, adequate and sturdy packaging of the items to be dispatched. The sender is solely responsible for compensating persons or for other items that have been destroyed or that have incurred damage as a result of not complying to paragraphs 4 and 6.
7. The weight of each item must not exceed 30,00 kg and the length cannot exceed 1,50 metres whereas the total of all three sides cannot exceed 3 metres. These dimensions and weight may vary, depending on what applies in the country of destination.
8. The item is delivered to the address of the recipient in the country of destination, as set out in the Accompanying Carriage Voucher. Delivery is effected within four working days after its arrival in the destination country, according to the delivery timetable of the corresponding postal providers.
9. The sender may apply to the Customer Service Section of the Cyprus Post (tel. 80002000), for information as to tracking the item or for the submission of a complaint within a period of four



(4) months from the date following its deposit. Track and trace can be done through our website [www.cypruspost.post](http://www.cypruspost.post) or from the application for smartphones (Cyprus Post) which is available for Android and iOS operating systems. The submission of an inquiry or a complaint and its handling is free of charge. Inquiries or complaints can be sent to: Department of Postal Services, 1900 Lefkosia or via our website or by e-mail to [registry@dps.mcw.gov.cy](mailto:registry@dps.mcw.gov.cy) or by fax to 22661133.

10. In the case of loss, theft or total destruction of the item, the Cyprus Post shall provide refund the postages paid to the sender. In addition, Cyprus Post will compensate as follows:
11. In the case of loss, theft or total destruction of the parcel, the Cyprus Post shall compensate the sender with a maximum amount of € 530, including the postages paid, according to the declared value on the Accompanying Carriage Voucher. In case of proved partial damage, compensation is paid according to the actual damages of the contents of the items, with maximum compensation of € 530.
11. The Cyprus Post bears no responsibility and does not compensate nor do they refund the postages paid in the following cases:
  - a) for loss or damage caused due to the fault of the sender or recipient
  - b) for loss or damage which is the result of improper packaging or caused to the item itself due to its nature (for example perishable foods or items that do not present any damage externally but present problems during their operation etc)
  - c) for reasons due to *force majeure* or in cases of unexpected and exceptional events (delays in scheduled flights, security measures etc)
  - d) for any direct or indirect loss, consequential damage, loss of income or profits, loss of purchase or use, breach of contract etc, whether caused by the service or not, to the customer or third parties
  - e) for false, insufficient or incorrect statement on the Accompanying Carriage Voucher
  - f) when the relevant application has not been submitted within the time specified in paragraph 9.
  - (g) for any delay due to the customs clearance or customs control procedure of the item in the country of destination or transit countries, incorrect, insufficient or illegible address of the recipient, delay on the part of the recipient to respond to effect delivery or failure to collect the item or inability to access the premises of the recipient.
  - (h) For items that have been confiscated or they have been returned to the sender after a ruling by any competent Authority (eg. Customs).
12. Any item returned to Cyprus is subject to return fees and if it is not delivered to the sender for any reason within twelve (12) months, then it may be destroyed or sold.
13. The present conditions replace and/or prevail over all the conditions in use to date. The conditions of EPG Parcel service are available at all service points as well as the website of Cyprus Post at [www.cypruspost.post](http://www.cypruspost.post).
14. In case of discrepancy between the English and the Greek text, the text in Greek prevails.



## **GENERAL CONDITIONS OF PARCEL POST SERVICE**

1. The Cyprus Post provides a service for the transfer of parcels known as Parcel Post, under the following conditions, which the sender or lawful representative states that he accepts unreservedly. Furthermore, the sender is obliged to comply with the laws, the national law and regulations in force in the country of destination or the transit countries of the item.
2. The Cyprus Post undertake the transport of parcels for its customers, from the time they are handed over until they reach their destination, with the maximum speed and security, in accordance with the price list applicable at the time. The choice of procedures and the means of transport constitute the right and responsibility of the Cyprus Post. The dispatch of parcels to their destination is effected the soonest, according to their priority, during working days, depending on the day and time the customer hands it over to Cyprus Post.
3. The sender guarantees that he is the owner or rightful holder of the items handed over for dispatch and handling or the representative of the owner or holder of the said items and that he accepts all the General Conditions of the service provided.
4. The sender is obliged to complete the Accompanying Carriage Voucher personally and to describe clearly and completely the content of the parcel to be dispatched, including its actual value. The sender also guarantees that: a) the content of the parcel sent is what he has described, that is in compliance with the contents of the Universal Postal Union (UPU) Convention and that it is not contained in the UPU's List of Prohibited Items b) all details regarding the sender and the recipient have been correctly recorded.
5. Cyprus Post does not undertake the handling and transportation of items contained in the UPU List of Prohibited Items valid at the time, such as: radioactive materials, infectious substances, sensitive biological substances, explosives, flammable substances, corrosive material, narcotics, compressed gas and any other article whose transportation is prohibited by the International Air Transport Association (IATA) and the International Civil Aviation Organisation (ICAO). Cyprus Post has the right to check the parcel using any method or means, including the opening of the package in order to prevent the transportation of prohibited goods.
6. The sender will apply due diligence and will be responsible for the safe, adequate and sturdy packaging of the parcels to be dispatched. The sender is solely responsible for compensating persons or for other items that have been destroyed or that have incurred damage as a result of not complying with paragraphs 4 and 6.
7. The weight of each parcel must not exceed 30,00 kg and the length cannot exceed 1,50 metres whereas the total of all three sides cannot exceed 3 metres. These dimensions and weight may vary, depending on what applies in the country of destination.
8. The sender may apply to the Customer Service Section of the Cyprus Post (tel. 80002000), for information as to tracking the item or for the submission of a complaint within a period of six (6) months from the date following its deposit. Track and trace can be done through [www.cypruspost.post](http://www.cypruspost.post) or from the application for smartphones (Cyprus Post) which is available for Android and iOS operating systems. The submission of an inquiry or a complaint and its handling is free of charge.



The submission of an inquiry or a complaint and its handling is free of charge. Inquiries or complaints can be sent to: Department of Postal Services, 1900 Lefkosia or via our website or by e-mail to [registry@dps.mcw.gov.cy](mailto:registry@dps.mcw.gov.cy) or by fax to 22661133.

9. In the case of loss, theft or total destruction of the parcel, the Cyprus Post shall compensate the sender with a maximum amount of € 200. In addition, Cyprus Post refunds the postages paid.
10. In case of proved partial damage, compensation is paid according to the actual damages of the contents of the parcel, with maximum compensation of € 200. In this case, the postages paid are not refunded.
11. Cyprus Post may offer additional insurance coverage with extra charge for higher valued items. The maximum insured amount as well as the terms and conditions of the insurance policy are set out in a separate written agreement. The sender may make his own additional insurance arrangements.
12. The Cyprus Post bears no responsibility and does not compensate nor they refund the postages paid in the following cases:
  - a) for loss or damage caused due to the fault of the sender or recipient
  - b) for loss or damage which is the result of improper packaging or caused to the item itself due to its nature (for example perishable foods or items that do not present any damage externally but present problems during their operation etc)
  - c) for reasons due to *force majeure* or in cases of unexpected and exceptional events (delays in scheduled flights, security measures etc)
  - d) for any direct or indirect loss, consequential damage, loss of income or profits, loss of purchase or use, breach of contract etc, whether caused by the service or not, to the customer or third parties
  - e) for false, insufficient or incorrect statement on the Accompanying Carriage Voucher
  - f) when the relevant application has not been submitted within the time specified in paragraph 9.
  - (h) For parcels that have been confiscated or they have been returned to the sender after a ruling by any competent Authority (eg. Customs).
13. Any parcel returned to Cyprus is subject to return fees and if it is not delivered to the sender for any reason within twelve (12) months, then it may be destroyed or sold.
14. The present conditions replace and/or prevail over all the conditions in use to date. The conditions of Parcel Post service are available at all service points as well as the website of Cyprus Post at [www.cypruspost.post](http://www.cypruspost.post).
15. In case of discrepancy between the English and the Greek text, the text in Greek prevails.





## **TERMS AND CONDITIONS FOR REGISTERED AND INSURED ITEMS**

1. The Cyprus Post provides a domestic and a cross border service for the transfer of A' Priority registered or insured items with the following optional supplementary services:
  - i. With Advice of Receipt (AR) and/or
  - ii. With Delivery to the addressee in person (for the domestic service only),

«Registered item» means an item of a service that provides a guaranteed, fixed amount compensation, against the risk of loss, theft or total damage and that gives the sender, upon request, an advice of posting and/or an advice of receipt by the addressee.

«Insured item» means a postal item which is insured up to the value declared by the sender, against loss, theft or damage.

2. The Cyprus Post undertake the transport of postal items for its customers, from the time they are handed over until they reach their destination, with the maximum speed and security, in accordance with the current price list. The choice of procedures and the means of transport constitute the right and responsibility of the Cyprus Post. The dispatch of postal items to their destination is effected the soonest, according to their priority, during working days, depending on the day and time the customer hands it over to Cyprus Post.
3. Cyprus Post does not undertake the handling and transportation of items contained in the UPU List of Prohibited Items valid at the time, such as: radioactive materials, infectious substances, sensitive biological substances, explosives, flammable substances, corrosive material, narcotics, compressed gas and any other article whose transportation is prohibited by the International Air Transport Association (IATA) and the International Civil Aviation Organisation (ICAO). Cyprus Post has the right to check the parcel using any method or means, including the opening of the package in order to prevent the transportation of prohibited goods.
4. The sender of the rightful holder of the item declares that he/she unconditionally accepts the terms and conditions and is obliged to comply with the Laws and Regulations or any other conditions in place in Cyprus, in the destination country and in the transit countries.
5. The sender guarantees that he/she is the owner or rightful holder of the items handed over for dispatch and handling or the representative of the owner or holder of the said items.
6. The sender is obliged to complete personally the Customs Declaration, when required, and to describe clearly and completely the content of the parcel to be dispatched, including its actual value. The sender also guarantees that the content of the item sent is what he/she has described and that all details regarding the sender and the recipient have been correctly recorded.
7. The sender will apply due diligence and will be responsible for the safe, adequate and sturdy packaging of the items to be dispatched. Specifically, the Insured items must be packed in such a way that the contents may not



- be violated without visible damage on the envelope, the cover or the seals and should be sealed using effective means such as transparent adhesive tape.
8. The sender is solely responsible for compensating persons or for other items that have been destroyed or that have incurred damage as a result of not complying with the present terms and conditions.
  9. The sender is obliged to comply with the specifications set by Cyprus Post as regards the proper recording of the sender's/addressee's address. Items bearing an address in pencil or any other delible format or composed of initials shall not be admitted for registration. The item should have sufficient space so that the label containing the registration barcode and other item details could be affixed.
  10. The weight of each registered or insured item must not exceed 2 kg (for M-Bags the maximum weight is 30 kg for the domestic service and 20 kg for cross border).
  11. Registered or insured items with Advice of Receipt (AR) can be accepted both in the domestic and in the cross border service. These items are accompanied by form CN07 which is returned to the sender as regular A' Priority items as a proof of delivery of the item.
  12. For the insured items, the declared value cannot be higher than the actual value of the contents of the item, however insurance for part of the value is possible. The insured amount for documents whose actual value is limited to the cost of replacement, cannot exceed the actual replacement cost in case of loss. Cyprus Post reserve the right to request evidence as regards the actual value of the insured item. False insurance for a value higher than the actual one is forbidden and it constitutes a criminal offence.
  13. The minimum and maximum insurance values for the domestic service are set by Cyprus Post in their current pricelist. For cross border items, the maximum amount is set by the destination country.
  14. The fees for the dispatch of a registered or an insured item comprises the postage fees, the refugee stamp and the registered or insurance fees accordingly, as contained in the current pricelist. The sender is provided with an item posting receipt, which should be kept by the sender to be used in case of inquiries or for a compensation claim.
  15. When receiving a registered or an insured item of the domestic or the cross border service, the addressee or an authorised person must sign and fill in all the required information on the appropriate form, including the full name and the number of the official proof of ID.
  16. In case of receipt of a registered or an insured items with Advice of Receipt (AR), the addressee or an authorised person should sign and fill in the full name on the CN07 form.
  17. In case of delivery of registered or insured items with delivery to the addressee in person, they are delivered to the addressee only or to persons authorised by the addressee in writing.
  18. The sender may apply to the Customer Service Section of the Cyprus Post (tel. 80002000), for information as to tracking the item or for the submission of a complaint within a period of six (6) months from the date following its deposit. Track and trace can be done through [www.cypruspost.post](http://www.cypruspost.post) or from the application for smartphones (Cyprus Post) which is available for Android and iOS operating systems. The submission of an inquiry or a complaint and its handling is free of charge. Inquiries or





- complaints can be sent to: Department of Postal Services, 1900 Lefkosia or to [registry@dps.mcw.gov.cy](mailto:registry@dps.mcw.gov.cy) or by fax to 22661133.
19. Cyprus Post has the right to open all undelivered or unclaimed postal items which have been so for a period of three (3) months or items that have been returned to Cyprus from any country as unclaimed with the purpose to return them to the sender. In case that the sender is unknown or is deceased or the name is illegible or has left Cyprus or has not claimed the said item within a period of twelve (12) months, then such item may be disposed of at the discretion of Cyprus Post.
  20. Cyprus Post compensate the sender with the following amounts in the case of loss, theft or full damage:
    - i. Registered item: the maximum compensation as prescribed in the current Convention of the Universal Postal Union. The postage fees paid are also compensated.
    - ii. Insured item: the amount for which the item has been insured.
  21. Cyprus Post compensate the sender with the following amounts in the case of proven partial damage:
    - i. Registered item: according to the damage incurred, up to the maximum compensation prescribed in the current Convention of the Universal Postal Union. The postage fees paid are not compensated.
    - ii. Insured item: according to the damage incurred which cannot exceed the amount for which the item has been insured for. The postage fees paid are not compensated.
  22. The Cyprus Post bears no responsibility and does not compensate nor they refund the postages paid in the following cases:
    - a) for loss or damage caused due to the fault of the sender or recipient
    - b) for loss or damage which is the result of improper packaging or caused to the item itself due to its nature (for example perishable foods or items that do not present any damage externally but present problems during their operation etc)
    - c) for reasons due to *force majeure*
    - d) for any direct or indirect loss, consequential damage, loss of income or profits, loss of purchase or use, breach of contract etc, whether caused by the service or not, to the customer or third parties
    - e) for false, insufficient or incorrect statement on the Customs Declaration
    - f) when the relevant application has not been submitted within the time specified in paragraph 9.
    - (g) For items that have been confiscated or they have been returned to the sender after a ruling by any competent Authority (eg. Customs).
    - (h) For items containing prohibited articles as outlined in paragraph 3.
    - (i) In cases that the insured value is higher than the true value of the item or when there is evidence of fraudulent acts with the aim of receiving compensation.
    - j) In case the partial or total damage of the item is reported to Cyprus Post more than one (1) working day from the time of its receipt.
  23. The present terms and conditions can be found on our website [www.cypruspost.post](http://www.cypruspost.post).
  24. In case of discrepancy between the English and the Greek text, the text in Greek prevails.