



NZPost

International Commercial Postal Users' Guide

July 2023

- This version of the Postal Users' Guide (ICPUG) contains the Terms and Conditions for business customers sending on our international services.
- This should be read in conjunction with the general Postal Users' Guide (particularly in relation to compensation, restricted and prohibited items etc.)
- To access these services, you must be a NZ Post account holder.
- By using these services you are agreeing to these terms and conditions.



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Sending from New Zealand



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	<p>Items sent by Economy Letters must have:</p> <ul style="list-style-type: none"> • all information on the address label in English • a valid NZ Post return address • an Economy, or Par Avion 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
	<p>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.</p> <p>2. Aerogrammes must not contain any enclosures. Aerogrammes produced in New Zealand must be approved by NZ Post and carry an authority number.</p>			
	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	
	<p>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 the world zones, refer to the World zones section of the general Postal Users' Guide. For the purposes of delivery targets, the day in which the item is accepted by us is day zero.</p>			
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	<p>Customs regulations and other border requirements vary from country to country and time to time, and are out of 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'll do our best to provide you with information on these regulations and requirements, but we cannot guarantee the accuracy of this information.</p> <p>The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges.</p>			



Lodgement options	<ul style="list-style-type: none">• NZ Post street posting boxes• NZ Post letter slots• Selected NZ Post stores• NZ Post Mail Service Centres• NZ Post Business Mail Centres.
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 PrePaid bags may be used. You must comply with any instructions and maximum weight information that is set out on the envelope or bags. PrePaid envelopes and bags can only be used once.
Required postage	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. 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 should be attached.
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, our property, 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 the general 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 the general Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide.



Economy Terms and Conditions

previously known as International Air™ Small Parcel

Summary of key features	Economy is for sending untracked parcels under 2kg and under \$250 in value internationally.																		
Product requirements	<p>Items sent by Economy must have:</p> <ul style="list-style-type: none"> information required on the shipping label or Customs declaration form in English, unless the label or form is generated via a NZ Post electronic lodgement tool. In this case, only the country associated with the receiver's details needs to be provided in English a valid NZ Post return address an Economy, or Par Avion service indicator on the front, top left-hand corner correctly completed Customs documentation (see below). 																		
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Minimum volume	No minimum volume.																		
Customs documentation	<p>You must attach an electronic label generated via a NZ Post electronic lodgement tool (such as eShip or APIs) or attach a green Customs Declaration (CN 22) for all items sent via Economy.</p> <p>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 (NCPIO25).</p> <p>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.</p>																		



Customs requirements	<p>Customs regulations and other border requirements vary from country to country and time to time, and are out of 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'll do our best to provide you with information on these regulations and requirements, but we cannot guarantee the accuracy of this information.</p> <p>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. 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 inadequate declaration of goods or any consequences as a result.</p> <p>Destinations which now require HS tariff codes: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland</p> <p>The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges. If the receiver does not pay these charges, or the item is undeliverable, you may be responsible for paying these charges.</p>
Additional documents	<p>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.</p>
Lodgement options	<ul style="list-style-type: none">• NZ Post letter slots• Selected NZ Post stores• NZ Post Mail Service Centres• NZ Post Business Mail Centres• Pick up by courier.
Country specific restrictions and requirements	<p>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.</p>
Required postage	<p>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.</p> <p>The minimum chargeable weight for an Economy item is 200g. Rolls and tubes are always charged as parcels. For customers with a NZ Post business account, postage* is determined by actual weight.</p> <p>Economy items are charged by actual weight in 50g increments and rounded up to the next 50g.</p> <p><small>*Postage applied may differ from the price charged in NZ Post stores.</small></p>
Return of undeliverable items	<p>Undeliverable items with a green Customs Declaration (CN 22) will be returned to you at sender's cost.</p>
Packaging	<p>Packaging of your item is your responsibility. The sender of an item is responsible for any damage caused to another sender's item, our property, or others' property if caused by inadequate packaging or because the contents were a Prohibited item.</p>
Prohibited and Restricted items	<p>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 the general Postal Users' Guide for full details.</p>
Compensation terms and conditions	<p>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 the general Postal Users' Guide.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide.</p>



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	<p>Items sent by Economy Plus must have:</p> <ul style="list-style-type: none"> • all information required on shipping label or consignment notes in English, unless the label or note is generated via a NZ Post electronic lodgement tool. In this case, only the country associated with the receiver's details needs to be provided in English • a valid NZ Post return address • an Economy, or Par Avion service indicator on the front, top left-hand corner • correctly completed Customs documentation (see below). 														
Dimensions and weight restrictions	<p>Parcels</p> <table border="1"> <thead> <tr> <th>Maximum size (length + girth)</th> <th>Maximum length</th> <th>Maximum weight¹ (any side)</th> <th>Minimum chargeable weight</th> </tr> </thead> <tbody> <tr> <td>2m</td> <td>1.05m</td> <td>20kg</td> <td>2kg</td> </tr> </tbody> </table> <p>1. The maximum weight that can be sent differs for some countries.</p> <p>Dimensions and weight restrictions include the packaging.</p>	Maximum size (length + girth)	Maximum length	Maximum weight ¹ (any side)	Minimum chargeable weight	2m	1.05m	20kg	2kg						
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United States of America (Zone US)	6-13														
Rest of the World (Zone E)	6-13														
Minimum volume	No minimum volume.														
Customs documentation	<p>You must attach an electronic label generated via a NZ Post electronic lodgement tool (such as eShip or APIs) or include a red business Consignment Note (OS007) for Economy Plus items. 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).</p> <p>For parcels valued over NZD \$1,000, New Zealand Customs requires an Export Entry to be completed, which you or your Customs broker must do, or NZ Post can complete on your behalf for an additional fee. For more information contact our Customs Clearance Broker at send.it@nzpost.co.nz or call 0800 SEND IT (0800 736 348)</p> <p>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.</p>														



Customs requirements	<p>Customs regulations and other border requirements vary from country to country and time to time, and are out of 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.</p> <p>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. 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 inadequate declaration of goods or any consequences as a result.</p> <p>Destinations which now require HS tariff codes: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland</p> <p>The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges. If the receiver does not pay these charges, or the item is undeliverable, you may be responsible for paying these charges.</p>
Additional documents	<p>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.</p> <p>You are responsible for finding out what is required and including it with your item.</p>
Lodgement options	<ul style="list-style-type: none">• Selected NZ Post stores• NZ Post Mail Service Centres• NZ Post Business Mail Centres• Pick up by courier.
Country specific restrictions and requirements	<p>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.</p>
Additional services	<p>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.</p>
Required postage	<p>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.</p> <p>The minimum chargeable weight for an Economy Plus item is 2kg. Rolls and tubes are always charged as parcels.</p> <p>For customers with a NZ Post business account,</p> <p>Postage* charged by actual weight</p> <p>Economy Plus items are charged by actual weight in 50g increments and rounded up to the next 50g.</p> <p><small>*Postage applied may differ from the price charged in NZ Post stores.</small></p>



Return of undeliverable items	<p>Undeliverable Economy Plus items will be returned to you or destroyed according to the instructions you have given on the electronic label or Consignment Note. If you tick:</p> <ul style="list-style-type: none">• “Return at sender’s cost”, your parcel will be returned to you by post at your expense, which cost may exceed the cost of outward postage. Either “Priority” or “Non-Priority” needs to be selected. When “Priority” is selected, your parcel will be returned by air. When “Non-priority” is selected, your parcel will be returned in the most economical means by the overseas postal organisation; <p>OR</p> <ul style="list-style-type: none">• “Abandon/Destroy”, the parcel will not be returned, but will instead be destroyed or disposed of by the overseas postal organisation. You will not be entitled to compensation for your parcel if destroyed or disposed of in compliance with your instructions. <p>If you do not select any required options, your item will be returned at your expense via a method determined by the overseas postal organisation. This may be via the Priority service. If an item is returned, it will be returned to us, to return to you by post. You must pay the full costs of return, including any applicable duties and taxes. This cost may exceed the original cost of sending the parcel. If you refuse to pay the return costs for the parcel, or we cannot get in contact with you for not less than 3 months, you agree that we may dispose of the returned item in whatever manner we deem fit. We reserve the right to recover from you the costs incurred by us even if the item has been destroyed after return to us.</p>
Packaging	<p>Packaging of your item is your responsibility. The sender of an item is responsible for any damage caused to another sender’s item, our property, or others’ property if caused by inadequate packaging or because the contents were a Prohibited item.</p>
Prohibited and Restricted items	<p>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 the general Postal Users’ Guide for full details.</p>
Compensation terms and conditions	<p>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 the general Postal Users’ Guide.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms t and sections 1 to 3 of the general Postal Users’ Guide.</p>



Economy Bulk Terms and Conditions

previously known as International Air Satchel™

Summary of key features	Economy Bulk is for sending letters and parcels (under 2 kg and under \$250 in value) in bulk volume internationally.																												
Product requirements	<p>Items sent by Economy Bulk must have:</p> <ul style="list-style-type: none"> • all information required on shipping label or Customs declaration form in English, unless the label or form is generated via a NZ Post electronic lodgement tool. In this case, only the country associated with the receiver's details needs to be provided in English. • a valid NZ Post return address • a PermitPost impression (letters only) and an Economy, or Par Avion service indicator • correctly completed Customs documentation (see below). 																												
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Minimum volume	No minimum volume.																												



Customs documentation	<p>You must attach an electronic label generated via a NZ Post electronic lodgement tool (such as eShip or APIs) or include a green Customs declaration (CN 22) for Economy Bulk items.</p> <p>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 (NCPIO25).</p> <p>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.</p>
Customs Requirements	<p>Customs regulations and other border requirements vary from country to country and time to time, and are out of 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 do our best to provide you with information on these regulations and requirements, but we cannot guarantee the accuracy of this information.</p> <p>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. 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 inadequate declaration of goods or any consequences as a result.</p> <p>Destinations which now require HS tariff codes: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland</p> <p>The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges. If the receiver does not pay these charges, or the item is undeliverable, you may be responsible for paying these charges.</p>
Additional documents	<p>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.</p>
Country specific restrictions and requirements	<p>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.</p>
Lodgement options	<p>Economy Bulk items must be lodged in the blue satchel provided by NZ Post and collected by courier.</p> <p>Items cannot be lodged in street posting boxes or parcel drop boxes as bar code scanning will not be performed and therefore tracking will not be available.</p>
Additional services	<p>This product provides limited visibility of key points until the point of arrival at destination, provided the shipping labels for items were generated via a NZ Post electronic lodgement tool (such as eShip or our APIs).</p>
Required Postage	<p>Required postage is GST zero-rated. If you want to use stamps as the payment method for your item, GST will be added to the required postage.</p> <p>The minimum chargeable weight for an Economy Bulk item is 100g. Rolls and tubes are always charged as parcels.</p> <p>Economy Bulk items are charged by actual weight in 50g increments and rounded up to the next 50g.</p> <p>A flat administration fee per blue bag may also apply.</p>
Return of undeliverable items	<p>Undeliverable Economy Bulk items with a green Customs Declaration (CN 22) will be returned to you at sender's cost.</p>
Prohibited and Restricted items	<p>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 the general Postal Users' Guide for full details.</p>
Compensation terms and conditions	<p>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 the general Postal Users' Guide.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide.</p>



Economy Tracked Terms and Conditions

previously known as International Air Satchel Tracked™

Summary of key features	Economy Tracked is for sending parcels up to 2kg to key destinations worldwide. All Economy Tracked items are tracked. The tracking service monitors the delivery status of your item.															
Product requirements	<p>Items sent by Economy Tracked service must have:</p> <ul style="list-style-type: none"> • shipping labels generated via a NZ Post electronic lodgement tool and only the country associated with the receiver's details needs to be provided in English. • a valid NZ Post return address • an Economy, or Par Avion service indicator • correctly completed Customs documentation (see below). 															
Dimensions and weight restrictions	Parcels															
	Maximum size (length + height + thickness)	Maximum length (any side)	Minimum size	Maximum weight												
	900mm	600mm	105 x 148 mm	2kg												
Dimensions and weight restrictions	Rolls and tubes															
	Maximum size (length + (diameter x 2))	Maximum length (any side)	Maximum weight													
	1040mm	900mm	2kg													
Dimensions and weight restrictions include the envelope/packaging.																
Delivery targets	<p>Economy Tracked is only available to key destinations. The destination list below is subject to change. An up to date list is available at nzpost.co.nz/business/sending-internationally/world-zones</p> <table border="1"> <thead> <tr> <th>World zone</th> <th>Economy Tracked (working days)</th> </tr> </thead> <tbody> <tr> <td>Australia (Zone A)</td> <td>3-6</td> </tr> <tr> <td>Asia (Zone C) China - People's Republic of, Cambodia, Hong Kong, Indonesia, Japan, Korea - Republic of (South), Macau, Malaysia, Philippines, Singapore, Taiwan, Thailand and Vietnam</td> <td>6-13</td> </tr> <tr> <td>Canada, UK and Europe (Zone D) Austria, Belgium, Canada, Croatia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Jersey, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom</td> <td>6-13</td> </tr> <tr> <td>United States of America (Zone US)</td> <td>6-13</td> </tr> <tr> <td>Rest of the World (Zone E) Brazil, Egypt, Kazakhstan, India, Israel, Mauritius, Mexico, Russian Federation, Turkey, Saudi Arabia, South Africa, United Arab of Emirates</td> <td>6-13</td> </tr> </tbody> </table> <p>You can expect that your items will usually arrive at their destination within the timeframe specified. 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 the purposes of delivery targets, the day in which the item is accepted by us is day zero.</p>				World zone	Economy Tracked (working days)	Australia (Zone A)	3-6	Asia (Zone C) China - People's Republic of, Cambodia, Hong Kong, Indonesia, Japan, Korea - Republic of (South), Macau, Malaysia, Philippines, Singapore, Taiwan, Thailand and Vietnam	6-13	Canada, UK and Europe (Zone D) Austria, Belgium, Canada, Croatia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Jersey, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom	6-13	United States of America (Zone US)	6-13	Rest of the World (Zone E) Brazil, Egypt, Kazakhstan, India, Israel, Mauritius, Mexico, Russian Federation, Turkey, Saudi Arabia, South Africa, United Arab of Emirates	6-13
World zone	Economy Tracked (working days)															
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United States of America (Zone US)	6-13															
Rest of the World (Zone E) Brazil, Egypt, Kazakhstan, India, Israel, Mauritius, Mexico, Russian Federation, Turkey, Saudi Arabia, South Africa, United Arab of Emirates	6-13															
Minimum volume	No minimum volume.															



Customs documentation	<p>You must attach an electronic label generated via a NZ Post electronic lodgement tool (such as eShip or APIs) for Economy Tracked items.</p> <p>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).</p> <p>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.</p>
Customs requirements	<p>Customs regulations and other border requirements vary from country to country and time to time, and are out of 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 do our best to provide you with information on these regulations and requirements, but we cannot guarantee the accuracy of this information.</p> <p>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. 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 inadequate declaration of goods or any consequences as a result.</p> <p>Destinations which now require HS tariff codes: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland.</p> <p>The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges. If the receiver does not pay these charges, or the item is undeliverable, you may be responsible for paying these charges.</p>
Additional documents	<p>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.</p>
Country specific restrictions and requirements	<p>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.</p>
Lodgement options	<p>Pickup by courier.</p> <p>Items cannot be lodged in street posting boxes or parcel drop boxes as bar code scanning will not be performed and therefore tracking will not be available.</p>
Required Postage	<p>Required postage is GST zero-rated.</p> <p>The minimum chargeable weight for an Economy Tracked item is 100g. Rolls and tubes are always charged as parcels.</p> <p>Economy Tracked items are charged by actual weight in 50g increments and rounded up to the next 50g.</p>
Return of undeliverable items	<p>Undeliverable Economy Tracked items with a green Customs Declaration (CN 22) will be returned to you at the sender's cost.</p>
Prohibited and Restricted items	<p>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 the general Postal Users' Guide for full details.</p>
Compensation terms and conditions	<p>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 the general Postal Users' Guide.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide.</p>



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 by calling 0800 501 501.																	
Product requirements	<p>Items sent by Courier must have:</p> <ul style="list-style-type: none"> all information required on the shipping label and consignment note in English, unless the label or note is generated via a NZ Post electronic lodgement tool. In this case, only the country associated with the receiver's details needs to be provided in English a valid NZ Post return address a Courier service indicator on the front top left-hand corner or be packed in international packaging (plastic envelopes or cardboard boxes) available to customers with a NZ Post business account correctly completed Customs documentation (see below) daytime phone numbers for the sender and the receiver to enable NZ Post to 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	<p>Documents and Merchandise</p> <table border="1"> <thead> <tr> <th>Maximum size (length + girth)</th> <th>Maximum length of any side</th> <th>Maximum weight</th> <th>Minimum chargeable weight</th> </tr> </thead> <tbody> <tr> <td>3m</td> <td>1.5m</td> <td>30kg</td> <td>500g</td> </tr> </tbody> </table> <p>Dimensions and weight restrictions include the envelope/packaging.</p>				Maximum size (length + girth)	Maximum length of any side	Maximum weight	Minimum chargeable weight	3m	1.5m	30kg	500g						
Maximum size (length + girth)	Maximum length of any side	Maximum weight	Minimum chargeable weight															
3m	1.5m	30kg	500g															
Delivery targets	<p>Courier is only available to key destinations. The destination list below is subject to change. An up-to-date destination list is available on our website at nzpost.co.nz/business/sending/sending-overseas/world-zones</p> <table border="1"> <thead> <tr> <th>World zone (working days)</th> <th>Courier</th> </tr> </thead> <tbody> <tr> <td>Australia (Zone A)*</td> <td>2-3</td> </tr> <tr> <td>South Pacific (Zone B) Cook Islands*, French Polynesia*, Fiji, New Caledonia, Samoa*, Solomon Islands*, Tonga, Vanuatu*</td> <td>4-6</td> </tr> <tr> <td>Asia (Zone C) Cambodia, China - People's Republic of, Hong Kong*, Indonesia, Japan*, Korea - Republic of (South), Macau*, Malaysia, Papua New Guinea*, Philippines, Singapore*, Taiwan*, Thailand* and Vietnam*</td> <td>4-6</td> </tr> <tr> <td>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*, United Kingdom</td> <td>4-6</td> </tr> <tr> <td>United States of America (Zone US)*</td> <td>4-6</td> </tr> <tr> <td>Rest of the world (Zone E) Brazil*, Chile, Egypt, El Salvador*, India (major cities only), Iran*, Jordan*, Qatar*, Saudi Arabia*, Sri Lanka, Turkey, United Arab Emirates*</td> <td>5-6</td> </tr> </tbody> </table> <p>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 the world zones refer to the World zones section of the general Postal Users' Guide.</p> <p>* PO Box delivery is available in the destination.</p>				World zone (working days)	Courier	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, Papua New Guinea*, 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*, United Kingdom	4-6	United States of America (Zone US)*	4-6	Rest of the world (Zone E) Brazil*, Chile, Egypt, El Salvador*, India (major cities only), Iran*, Jordan*, Qatar*, Saudi Arabia*, Sri Lanka, Turkey, United Arab Emirates*	5-6
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Minimum volume	No minimum volume.																	



Customs documentation	<p>You must attach an electronic label generated via a NZ Post electronic lodgement tool (such as eShip or APIs) or include an orange consignment note (IEC 001).</p> <p>If the items are part of a commercial transaction, a copy of the commercial invoice or an Export Invoice (NCPI025) must be provided.</p> <p>For parcels valued over NZ\$1,000, New Zealand Customs requires an Export Entry to be completed, which you or your customs broker must do, or NZ Post can complete on your behalf for an additional fee. For more information contact our Customs Clearance Broker at send.it@nzpost.co.nz or call 0800 SEND IT (0800 736 348).</p> <p>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.</p>
Customs requirements	<p>Customs regulations and other border requirements vary from country to country and 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.</p> <p>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. 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 inadequate declaration of goods or any consequences as a result.</p> <p>Destinations which now require HS tariff codes: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland.</p> <p>The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges. If the receiver does not pay these charges or the item is undeliverable you may be responsible for paying these charges.</p>
Additional documents	<p>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.</p>
Lodgement options	<ul style="list-style-type: none">• Selected NZ Post stores• NZ Post Mail Service Centres• NZ Post Business Mail Centres• Pickup by courier.
Country specific restrictions and requirements	<p>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.</p>
Required postage	<p>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 Courier is 500g. Rolls and tubes are charged as parcels.</p> <p>Documents are charged at fixed weight breaks up to 1kg.</p> <p>Postage* is charged by actual weight.</p> <p>For a customer with a NZ Post business account, documents weighing more than 1kg and parcels (merchandise) are charged by actual weight in 50g increments, rounded up to the next 50g increment.</p> <p><small>*Postage applied may differ from the price charged in NZ Post stores.</small></p>



Return of undeliverable items	<p>Undeliverable items will be returned to you or destroyed according to the instructions you have given on the electronic label or on the Consignment Note. If you tick:</p> <ul style="list-style-type: none">• “Return at sender’s cost”, your parcel will be returned to you by post at your expense, which cost may exceed the cost of outward postage; OR• “Abandon/Destroy”, the parcel will not be returned, but will instead be destroyed or disposed of by the overseas carrier. You will not be entitled to compensation for your parcel if destroyed or disposed of in compliance with your instructions. <p>If you do not select any required options, your item will be returned at your expense via a method determined by the overseas carrier.</p> <p>If an item is returned, it will be returned to us, to return to you by post. You must pay the full costs of return, including any applicable duties and taxes. This cost may exceed the original cost of sending the parcel. If you refuse to pay the return costs for the parcel, or we cannot get in contact with you for more than 3 months, you agree that we may dispose of the returned item in whatever manner we deem fit. We reserve the right to recover from you the costs incurred by us even if the item has been destroyed after return to us.</p>
Packaging	<p>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.</p>
Prohibited and Restricted items	<p>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 the general Postal Users’ Guide for full details.</p>
Compensation terms and conditions	<p>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 the general Postal Users’ Guide.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users’ Guide.</p>



Courier Extension Terms and Conditions

previously known as International Courier Exemption™

Summary of key features	Courier Extension is a variant of Courier service to some destinations which have this service available. Courier Extension is still a tracked courier service and the status of the delivery can be checked at nzpost.co.nz. However, it does not meet NZ Post's publicly offered Courier service standards, in terms of tracking availability and delivery targets.												
Product requirements	<p>Courier Extension is only available by agreement.</p> <p>When sending via Courier Extension service, you may find:</p> <ul style="list-style-type: none">• overseas tracking data for some items may not be reliably transmitted or may be delayed or incomplete (compared with usual Courier standards). NZ Post has no liability for incomplete or incorrect tracking; and/or• delivery timeframes may be more variable than via usual Courier services. <p>Items sent by Courier Extension must have:</p> <ul style="list-style-type: none">• all information required on shipping label or Consignment note in English, unless the label or note is generated via a NZ Post electronic lodgement tool. In this case, only the country associated with the receiver's details needs to be provided in English• a physical delivery address*• a valid NZ Post return address• daytime phone numbers and email addresses for the sender and the addressee so NZ Post can make contact if the documentation is incomplete or if there are any problems• correctly completed Customs documentation (see below) <p>* Certain destinations allow a PO Box delivery point to be used as the delivery address (see below)</p>												
Dimensions and weight restrictions	<table><thead><tr><th colspan="4">Document and Merchandise</th></tr><tr><th>Maximum size (length + girth)</th><th>Maximum length of any side</th><th>Maximum weight</th><th>Minimum chargeable weight</th></tr></thead><tbody><tr><td>3m</td><td>1.5m</td><td>30kg</td><td>500g</td></tr></tbody></table> <p>Dimensions and weight restrictions include the packaging.</p>	Document and Merchandise				Maximum size (length + girth)	Maximum length of any side	Maximum weight	Minimum chargeable weight	3m	1.5m	30kg	500g
Document and Merchandise													
Maximum size (length + girth)	Maximum length of any side	Maximum weight	Minimum chargeable weight										
3m	1.5m	30kg	500g										



Delivery targets

NZ Post reviews Courier service performance to all destinations on a regular basis and destinations may be added to the regular service or extension list from time to time as their performance improves. Destinations may be upgraded to the full Courier service at any time. Courier Extension is available to below destinations. The destination list below is subject to change. An up-to-date destination list is available on our website at nzpost.co.nz/business/sending/sending-overseas/world-zones

World zone	Destinations	Courier Extension* (working days)
South Pacific (Zone B)	Kiribati#	4-6
Asia (Zone C)	Brunei Darussalam# and Myanmar#	4-6
Europe (Zone D)	Bulgaria#, Cyprus#, Estonia, Iceland#, Latvia, Lithuania, Luxembourg#, Malta# and Serbia#	2-4
Rest of the world (Zone E)	Argentina#, Bahamas, Barbados#, Bermuda, Cayman Islands#, Costa Rica, Cuba#, Ecuador, Ethiopia#, Guyana#, Israel#, Jamaica, Kenya#, Malawi#, Maldives, Mauritius#, Mexico*, Morocco#, Netherlands Antilles, Panama#, Paraguay#, Peru#, Trinidad and Tobago# and Uruguay	5-6

* For Courier Extension, delivery targets may be longer than the timeframes specified, but will typically be as good as or better than Economy international services.

PO Box delivery address is available to these destinations.

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 delivery target. Delivery to areas outside major cities or where the item is dutiable or held by Customs may take longer. For more information on the world zones refer to the World zones section of the general Postal Users' Guide.

Minimum volume

No minimum volume.

Customs documentation

You must attach an electronic label that is generated via a NZ Post electronic lodgement tool (such as eShip or APIs) or include an orange consignment note (IEC 001) with all Courier Extension items.

If the items are part of a commercial transaction, a copy of the commercial invoice or an Export Invoice (NCP11025) must be provided.

For parcels valued over NZ\$1,000 New Zealand Customs requires an Export Entry to be completed, which you or your Customs broker must do, or NZ Post can complete on your behalf for an additional fee. For more information contact our Customs Clearance Broker at send.it@nzpost.co.nz or call 0800 SEND IT (0800 736 348).

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 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. 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 inadequate declaration of goods or any consequences as a result.

Destinations which now require HS tariff codes: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland.

The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges. 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	Pick up by courier. This service is only available to customers with a NZ Post business account who have a contract for the Courier Extension service. Items cannot be lodged in street posting boxes or parcel drop boxes as bar code scanning will not be performed and therefore tracking will not be available.
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. The minimum chargeable weight for a Courier Extension item is 500g. Documents are charged at fixed weight breaks up to 1kg. Documents weighing more than 1kg and merchandise items are charged the same. Courier Extension items are charged by actual weight in 50g increments and rounded up to the next 50g.
Return of undeliverable items	Undeliverable items will be returned to you or destroyed, according to the instructions you have given on the electronic label or Consignment Note. If you tick: <ul style="list-style-type: none">• "Return at sender's cost", your parcel will be returned to you by post at your expense, which cost may exceed the cost of outward postage; OR• "Abandon/Destroy", the parcel will not be returned, but will instead be destroyed or disposed of by the overseas carrier. You will not be entitled to compensation for your parcel if destroyed or disposed of in compliance with your instructions. If you do not select any required options, your item will be returned at your expense via a method determined by the overseas carrier. If an item is returned, it will be returned to us, to return to you by post. You must pay the full costs of return, including any applicable duties and taxes. This cost may exceed the original cost of sending the parcel. If you refuse to pay the return costs for the parcel, or we cannot get in contact with you for more than 3 months, you agree that we may dispose of the returned item in whatever manner we deem fit. We reserve the right to recover from you the costs incurred by us even if the item has been destroyed after return to us.
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 the general Postal Users' Guide for full details.
Compensation terms and conditions	For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide.



Courier Select_Australia Terms and Conditions

previously known as International GoAustralia™

Summary of key features	Courier Select_Australia is a tracked service for sending items to Australia that is only available for customers who have a contract for Courier Select service. The tracking service monitors the delivery status of your item. The status is available at nzpost.co.nz or by calling 0800 501 501.										
Product requirements	Items sent by Courier Select_Australia must have: <ul style="list-style-type: none">• all information required on the shipping label in English• a physical delivery address• a valid return address• daytime phone numbers and email addresses for the sender and the receiver so NZ Post can make contact if the documentation is incomplete or if there are any problems• correctly completed Customs documentation (see below).										
Dimensions and weight restrictions	<p>Documents and parcels (merchandise including rolls and tubes)</p> <table border="1"><thead><tr><th>Country</th><th>Maximum dimensions</th><th>Maximum length (any side)</th><th>Maximum weight</th><th>Minimum chargeable weight</th></tr></thead><tbody><tr><td>Australia</td><td>0.25 m³</td><td>1.05m</td><td>22kg</td><td>500g</td></tr></tbody></table> <p>Dimensions and weight restrictions include the packaging. Please be aware an additional fee will apply where items exceed the specified maximum size, weight or length.</p>	Country	Maximum dimensions	Maximum length (any side)	Maximum weight	Minimum chargeable weight	Australia	0.25 m ³	1.05m	22kg	500g
Country	Maximum dimensions	Maximum length (any side)	Maximum weight	Minimum chargeable weight							
Australia	0.25 m ³	1.05m	22kg	500g							
Delivery targets	<table border="1"><thead><tr><th>Country</th><th>Standard Service Delivery target (working days)</th><th>Express Service Delivery target (working days)</th></tr></thead><tbody><tr><td>Australia</td><td>3-8</td><td>2-5</td></tr></tbody></table> <p>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 the purposes of delivery targets, the day in which the item is accepted by us is day zero.</p>	Country	Standard Service Delivery target (working days)	Express Service Delivery target (working days)	Australia	3-8	2-5				
Country	Standard Service Delivery target (working days)	Express Service Delivery target (working days)									
Australia	3-8	2-5									
Minimum volume	No minimum volume.										
PO Box delivery	PO Box as the delivery address is not available.										
Customs documentation	<p>You must attach an electronic label that is generated from a NZ Post electronic lodgement tool (such as eShip or APIs). A copy of the commercial invoice or an Export Invoice (NCPI025) must be provided. For parcels valued over NZD \$1,000, New Zealand Customs requires an Export Entry to be completed which you or your Customs broker must do, or NZ Post can complete on your behalf for an additional fee. For more information contact Export at export@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.</p>										



Customs requirements	<p>Customs regulations and other border requirements vary from country to country and 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.</p> <p>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. 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 inadequate declaration of goods or any consequences as a result.</p> <p>Destinations which now require HS tariff codes: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland</p> <p>The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges. If the receiver does not pay these charges or the item is undeliverable you may be responsible for paying these charges.</p>
Additional documents	<p>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.</p> <p>Some items requiring additional documentation other than a commercial invoice, such as the foodstuffs, plant materials and plant products or items which are deemed to be a bio-security risk, may also require the inspection by Quarantine to obtain the release of the goods. An additional charge may apply.</p>
Lodgement options	<p>Pick up by courier.</p>
Country specific restrictions and requirements	<p>Additional restrictions on the carriage or import of items may apply at any time. You are responsible for checking whether restrictions apply to your item. Where possible, we have included information on restrictions on our website, nzpost.co.nz, but we cannot guarantee the accuracy of this information.</p>
Required postage	<p>Required postage is GST zero-rated. The minimum chargeable weight for a Courier Select_ Australia item is 500g.</p> <p>You will be charged by the greater of:</p> <ul style="list-style-type: none">• the actual weight of your item as determined by our scales (measured in 500g increments, rounded up to the next 500g); or• the volumetric weight of your item (measured in 500g increments, rounded up to the next 500g). <p>To calculate volumetric weight (kg), measure the item's height (m) x length (m) x thickness (m) and multiply this by 200, e.g. (0.45m x 0.35m x 0.25m) x 200 = 7.86kg (rounded up to 8kg as the chargeable weight).</p>
Return of undeliverable items	<p>Undelivered Courier Select_AU items cannot be abandoned or destroyed.</p> <p>Undelivered items will be returned to us, to return to you. You must pay the full costs of return, including any applicable duties and taxes. This cost may exceed the original cost of sending the parcel. If you refuse to pay the return costs for the parcel, or we cannot get in contact with you for more than 3 months, you agree that we may dispose of the returned item in whatever manner we deem fit. We reserve the right to recover from you the costs incurred by us even if the item has been destroyed after return to us.</p>
Packaging	<p>Packaging of your item is your responsibility. The sender of an item is responsible for any damage caused to another sender's item, our property or others' property if caused by inadequate packaging or because the contents were Prohibited item(s).</p>
Prohibited and Restricted items	<p>Special conditions apply to Prohibited and Restricted items.</p> <p>Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of the general Postal Users' Guide.</p>
Compensation terms and conditions	<p>Compensation level for this service is: Standard: NZD \$250.</p> <p>Additional Compensation Cover may be purchased of up to NZD \$2000.</p> <p>For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide.</p>



Courier Select_UK Terms and Conditions

previously known as International GoUK™

Summary of key features	Courier Select_UK is a tracked service for sending items to United Kingdom that is only available for customers who have a contract for Courier Select service. The tracking service monitors the delivery status of your item. The status is available at nzpost.co.nz or by calling 0800 501 501.										
Product requirements	Items sent by Courier Select_UK must have: <ul style="list-style-type: none">• all information required on the shipping label in English• a physical delivery address• a valid return address• daytime phone numbers and email addresses for the sender and the receiver so NZ Post can make contact if the documentation is incomplete or if there are any problems• correctly completed Customs documentation (see below).										
Dimensions and weight restrictions	Documents and parcels (merchandise including rolls and tubes) <table><thead><tr><th>Country</th><th>Maximum dimensions</th><th>Maximum length (any side)</th><th>Maximum weight</th><th>Minimum chargeable weight</th></tr></thead><tbody><tr><td>United Kingdom</td><td>0.113m³</td><td>0.90m</td><td>17kg</td><td>500g</td></tr></tbody></table> <p>Dimensions and weight restrictions include the packaging.</p>	Country	Maximum dimensions	Maximum length (any side)	Maximum weight	Minimum chargeable weight	United Kingdom	0.113m ³	0.90m	17kg	500g
Country	Maximum dimensions	Maximum length (any side)	Maximum weight	Minimum chargeable weight							
United Kingdom	0.113m ³	0.90m	17kg	500g							
Delivery targets	<table><thead><tr><th>Country</th><th>Service Delivery target (working days)</th></tr></thead><tbody><tr><td>United Kingdom</td><td>5-8</td></tr></tbody></table> <p>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.</p> <p>For the purposes of delivery targets, the day in which the item is accepted by us is day zero.</p>	Country	Service Delivery target (working days)	United Kingdom	5-8						
Country	Service Delivery target (working days)										
United Kingdom	5-8										
Minimum volume	No minimum volume.										
PO Box delivery, drop points	PO Box as the delivery address is not available. A Drop Point as the delivery address is not available.										
Customs documentation	<p>You must attach an electronic label that is generated from a NZ Post electronic lodgement tool (such as eShip or APIs).</p> <p>You must include your EORI number with a GB prefix on all items you send by this service. The 6-digit HS tariff code for each item in the parcel must be provided if the value of a parcel exceeds 135 GBP.</p> <p>A copy of the commercial invoice or an Export Invoice (NCPI025) must be provided.</p> <p>For parcels valued over NZD \$1,000, New Zealand Customs requires an Export Entry to be completed which you or your Customs broker must do, or NZ Post can complete on your behalf for an additional fee. For more information contact Export at export@nzpost.co.nz.</p> <p>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.</p>										



Customs requirements	<p>Customs regulations and other border requirements vary from country to country and 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.</p> <p>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. 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 inadequate declaration of goods or any consequences as a result.</p> <p>Destinations which now require HS tariff codes: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland.</p> <p>Courier Select_UK provides a Delivered Duties Paid option for parcels valued over 135 GBP, where the sender will pay all Customs duties, sales taxes and other regulatory charges. The duties and taxes are calculated based off the value provided by customers on the shipping labels.</p>
Additional documents	<p>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.</p>
Lodgement options	<p>Pick up by courier.</p>
Country specific restrictions and requirements	<p>Additional restrictions on the carriage or import of items may apply at any time. You are responsible for checking whether restrictions apply to your item. Where possible, we have included information on restrictions on our website, nzpost.co.nz, but we cannot guarantee the accuracy of this information.</p>
Required postage	<p>Required postage is GST zero-rated. The minimum chargeable weight for a Courier Select_UK item is 500g.</p> <p>You will be charged by the greater of:</p> <ul style="list-style-type: none">• the actual weight of your item as determined by our scales (measured in 500g increments, rounded up to the next 500g); or• the volumetric weight of your item (measured in 500g increments, rounded up to the next 500g). <p>To calculate volumetric weight (kg), measure the item's height (m) x length (m) x thickness (m) and multiply this by 200, e.g. (0.45m x 0.35m x 0.25m) x 200 = 7.86kg (rounded up to 8kg as the chargeable weight).</p>
Return of undeliverable items	<p>Undelivered items will be returned to us, to return to you. You must pay the full costs of return, including any applicable duties and taxes. This cost may exceed the original cost of sending the parcel. If you refuse to pay the return costs for the parcel, or we cannot get in contact with you for more than 3 months, you agree that we may dispose of the returned item in whatever manner we deem fit. We reserve the right to recover from you the costs incurred by us even if the item has been destroyed after return to us.</p>
Packaging	<p>Packaging of your item is your responsibility. The sender of an item is responsible for any damage caused to another sender's item, our property or others' property if caused by inadequate packaging or because the contents were Prohibited item(s).</p>
Prohibited and Restricted items	<p>Special conditions apply to Prohibited and Restricted items.</p> <p>Prohibited and Restricted items include (but are not limited to) dangerous, perishable, fragile and high value items. Refer to section 1 of the general Postal Users' Guide.</p>
Compensation terms and conditions	<p>Compensation level for this service is: Standard: NZD \$250</p> <p>Additional Compensation Cover may be purchased of up to NZD \$1,000.</p> <p>For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide.</p>



Courier Select_China Terms and Conditions

previously known as International GoChina™

Summary of key features	<p>Courier Select_China is a cost-effective courier service for sending items to China (including Hong Kong and Macau) only available for customers with a contract for Courier Select_China service.</p> <p>All Courier Select_China items are tracked. The tracking service monitors the delivery status of your item. The status is available at nzpost.co.nz/tracking or by calling 0800 501 501.</p>			
Product requirements	<p>Items sent by Courier Select_China must have:</p> <ul style="list-style-type: none"> • All information required on shipping label or consignment note in English, unless the label or note is generated via a NZ Post electronic lodgement tool. In this case, only the country associated with the receiver's details needs to be provided in English • A physical address, or PO Box address (if sending to Macau or Hong Kong); • A valid NZ Post return address; • A Courier Select service indicator; • Correctly completed Customs documentation (see below) • Daytime phone numbers for the sender and the addressee enables NZ Post to make contact if the documentation is incomplete or if there are any problems. 			
Dimensions and weight restrictions	Maximum size (length + girth)	Maximum length of any side	Maximum weight	Minimum chargeable weight
	3m	1.5m	30kg	500g
Delivery targets	Countries/territories/regions	Delivery target (working days)		
	China, Hong Kong, Macau	4-6		
	<p>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.</p> <p>For the purposes of delivery targets, the day in which the item is accepted by us is day zero.</p>			
Minimum volume	20 items per day.			
PO Box delivery	PO Box delivery is only available to Hong Kong and Macau.			
Customs documentation	<p>You must include an electronic label generated via a NZ Post electronic lodgement tool (such as eShip or APIs) or a Courier Select_China consignment note (IEC003).</p> <p>If the items are part of a commercial transaction, a copy of the commercial invoice or an Export Invoice (NCPI025) must be provided.</p> <p>For parcels valued over NZ\$1,000, New Zealand Customs requires an Export Entry to be completed, which you or your Customs broker must do, or NZ Post can complete on your behalf for an additional fee. For more information contact Export at export@nzpost.co.nz.</p> <p>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.</p>			



Customs requirements	<p>Customs regulations and other border requirements vary from country to country 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.</p> <p>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. 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 inadequate declaration of goods or any consequences as a result.</p> <p>Destinations which now require HS tariff codes: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland.</p> <p>The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges. If the receiver does not pay these charges or the item is undeliverable (and the charges are non-refundable) you may be responsible for paying these charges.</p>
Additional documents	<p>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.</p>
Lodgement options	<p>Pick up by courier.</p>
Country specific restrictions and requirements	<p>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.</p>
Required postage	<p>Required postage is GST zero-rated.</p> <p>The minimum chargeable weight for Courier Select_China service is 500g.</p> <p>Items over 500g will be charged in 500g increments and rounded up to the next 500g.</p> <p>You will be charged by the actual weight of your item as determined by our scales (rounded up to the next 500g).</p>
Return of undeliverable items	<p>Undeliverable items will be returned to you or destroyed according to the instructions you have given on the electronic label or Consignment Note. If you tick:</p> <ul style="list-style-type: none">• "Return at sender's cost", your parcel will be returned to you by post at your expense, which cost may exceed the cost of outward postage; OR• "Abandon/Destroy", the parcel will not be returned, but will instead be destroyed or disposed of by the overseas carrier. You will not be entitled to compensation for your parcel if destroyed or disposed of in compliance with your instructions. <p>If you do not select any required options, your item will be returned at your expense via a method determined by the overseas carrier.</p> <p>If an item is returned, it will be returned to us, to return to you by post. You must pay the full costs of return, including any applicable duties and taxes. This cost may exceed the original cost of sending the parcel. If you refuse to pay the return costs for the parcel, or we cannot get in contact with you for more than 3 months, you agree that we may dispose of the returned item in whatever manner we deem fit. We reserve the right to recover from you the costs incurred by us even if the item has been destroyed after return to us.</p>
Packaging	<p>Packaging of your item is your responsibility. You may be liable to pay for damage to other senders' items, our property, or others' equipment if inadequate packaging of your item caused the damage, or if the contents were prohibited under our terms and conditions.</p>
Prohibited and restricted items	<p>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 the general Postal Users' Guide for full details.</p>
Compensation terms and conditions	<p>For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to Section 2 of the general Postal Users' Guide.</p> <p>Standard compensation limit for Courier Select_China service is NZ\$250.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and the Section 3 of the general Postal Users' Guide.</p>



Courier Select_Australia Returns Terms and Conditions

previously known as International GoAustralia Returns

Summary of key features	A service enabling Australian end consumers to return items from Australia to New Zealand, to NZ Post business account customers. Courier Select_Australia Returns is only available for items that have been sent via Courier Select_Australia.			
Product requirements	To use Courier Select_Australia Returns, a business must: <ul style="list-style-type: none">• Have a NZ Post address• Have sent with Courier Select_Australia for the items requested to be returned via Courier Select_Australia Returns• Generate labels using Courier Select_Australia Returns portal: return.auspost.com.au/new_zealand_post			
Dimensions and weight restrictions	Maximum size (cubic volume)	Maximum length (any side)	Maximum weight	Minimum chargeable weight
	0.25m ³	1.05m	22kg	500g
	Dimensions and weight restrictions include the packaging.			
Delivery targets	5-12 working days 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 be returned within the target delivery times. Delivery from or to areas outside major cities or where the item is dutiable or held by Customs may take longer.			
Lodgement options	Courier Select_Australia Returns can be lodged at any: <ul style="list-style-type: none">• Australia Post - Post Office• Australia Post Licensed Post Office (LPO)• Australia Post street posting box			
Lodgement requirements	It is required to have an order number in a format supplied by NZ Post for the end-consumers to generate the shipping labels for returned items using Courier Select_Australia Returns portal. Complete and accurate information and required documentation must be provided for correct delivery of items and charging of returns.			
Required Postage	Required postage is GST zero-rated. The minimum chargeable weight for Courier Select_Australia Returns service is 500g. Items over 500g will be charged in 500g increments and rounded up to the next 500g. You will be charged by the actual weight of your item as determined by our scales (rounded up to the next 500g).			
Customs documentation	You are responsible for ensuring that the information declared on the label is accurate. In addition to its use for Customs clearance, this information may also be used to determine the safe carriage of the returned parcel, and you will be liable for any damages incurred from a misstatement or omission of information. Returned parcels will generally be treated as returned exports. However, Customs may hold the returned item and you (the receiver) will be responsible for paying any Customs duties, sales taxes and other charges due, before the item is cleared and delivered to you.			
Packaging	You are responsible for the packaging of your customer's item. We are not liable for damage to the item due to inadequate packaging. You and the sender may be liable to pay for damage to other senders' items or our equipment if inadequate packaging of your customer's item caused the damage.			



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 the general Postal Users' Guide for full details.

Compensation terms and conditions

Compensation
The maximum compensation payable for loss or damage is NZ\$ 250*

* No additional compensation cover is available to increase this limit. This limit is specific to this service and is subject to several important limitations and exclusions, in particular in relation to Prohibited and Restricted items.

For full information about our Compensation terms and conditions, for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.



Courier Returns Terms and Conditions

previously known as International EasyReturns™

Summary of key features	<p>A service for New Zealand businesses to enable their overseas customers to return parcels to them, without the customer having to pay for postage. Returns travel by Courier international service which provides tracking.</p> <p>Courier Returns is currently only available from Australia.</p>			
Product requirements	<p>To use Courier Returns you must:</p> <ul style="list-style-type: none">• have a valid NZ Post address• generate labels using NZ Post electronic lodgement tool (such as eShip or APIs)• only offer this service to customers for items which comply with the Courier international specifications in the returning countries offered			
Dimensions and weight restrictions	Maximum size (length + girth)	Maximum length (any side)	Maximum weight	Minimum chargeable weight
	3m	1.5m	30kg	500g
	Dimensions and weight restrictions include the packaging.			
Delivery targets	Delivery targets	3-4 working days		
	<p>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 be returned within the target delivery times. Delivery from or to areas outside major cities or where the item is dutiable or held by Customs may take longer.</p>			
Minimum volume	No minimum volume.			
Customs documentation	<p>You are responsible for ensuring that the information declared on the label is accurate. In addition to its use for Customs clearance, this information may also be used to determine the safe carriage of the returned parcel, and you will be liable for any damages incurred from a misstatement or omission of information.</p> <p>Returned parcels will generally be treated as returned exports. However, Customs may hold the returned item and you will be responsible for paying any Customs duties, sales taxes and other charges due, before the item is cleared and delivered to you.</p>			
Lodgement options	<ul style="list-style-type: none">• Courier Returns from Australia can be lodged at any:• Australia Post Office• Australia Post Licensed Post Office (LPO)			
Lodgement requirements	<p>An approved Courier Returns label printed to the appropriate quality must be applied to the parcel prior to lodgement.</p> <p>You must provide complete, accurate information on the label for correct delivery of items and charging of returns.</p>			
Required postage	<p>Items sent to you using the Courier Returns service will be billed to your NZ Post account. You will be charged by the actual weight of your parcel as determined by our scales (measured in 50g increments, rounded up to the next 50g).</p> <p>The minimum chargeable weight is 500g.</p>			
Packaging	<p>You are responsible for the packaging of your customer's item. We are not liable for damage to the item due to inadequate packaging. You may be liable to pay for damage to other senders' items or our equipment if inadequate packaging of one of your customer's item caused the damage.</p>			
Prohibited and restricted items	<p>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 the general Postal Users' Guide for full details.</p>			



Compensation terms and conditions

Compensation

The maximum compensation payable for loss or damage is NZ\$1000*

*No additional compensation cover is available to increase this limit. This limit is specific to this service and is subject to several important limitations and exclusions, in particular in relation to Prohibited and Restricted items.

For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.

Other terms and conditions

Additional terms and conditions apply; refer to our standard business terms and the sections 1 to 3 of the general



Express Terms and Conditions

previously known as International Express Courier™

Summary of key features	Express is a worldwide 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 by calling 0800 501 501.														
Product requirements	<p>Items sent by Express service must have:</p> <ul style="list-style-type: none"> • all information required on the shipping label or consignment note in English, unless the label or form is generated via a NZ Post electronic lodgement tool. In this case, only the country associated with the receiver's details needs to be provided in English • a physical delivery address* • a valid NZ Post return address# • an Express service indicator on the front, top, left-hand corner, or be packed in international packaging (plastic envelopes) • correctly completed Customs documentation (see below) • 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 <p>* Certain destinations allow a 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).</p>														
Dimensions and weight restrictions	<p>Documents and Parcels (merchandise)</p> <table border="1"> <thead> <tr> <th>Maximum size (length + girth)</th> <th>Maximum length of any side</th> <th>Maximum weight*</th> <th>Minimum chargeable weight</th> </tr> </thead> <tbody> <tr> <td>2m</td> <td>1.05m</td> <td>30kg</td> <td>500g</td> </tr> </tbody> </table> <p>Dimensions and weight restrictions include the envelope/packaging.</p>	Maximum size (length + girth)	Maximum length of any side	Maximum weight*	Minimum chargeable weight	2m	1.05m	30kg	500g						
Maximum size (length + girth)	Maximum length of any side	Maximum weight*	Minimum chargeable weight												
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Delivery targets	<table border="1"> <thead> <tr> <th>World zone (working days)</th> <th>Express</th> </tr> </thead> <tbody> <tr> <td>Australia (Zone A)</td> <td>1-3</td> </tr> <tr> <td>South Pacific (Zone B)</td> <td>2-5</td> </tr> <tr> <td>Asia (Zone C)</td> <td>2-4</td> </tr> <tr> <td>Canada, UK and Europe (Zone D)</td> <td>2-4</td> </tr> <tr> <td>United States of America (Zone US)</td> <td>2-4</td> </tr> <tr> <td>Rest of the World (Zone E)</td> <td>2-5</td> </tr> </tbody> </table> <p>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 the world zones, refer to the World zones section of the general Postal Users' Guide. For the purposes of delivery targets, the day in which the item is accepted by us is day zero.</p>	World zone (working days)	Express	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
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United States of America (Zone US)	2-4														
Rest of the World (Zone E)	2-5														
Minimum volume	No minimum volume.														



PO Box delivery and return addresses	PO Box as the delivery address <p>PO Box delivery is not available. However, for certain destinations, PO Box addresses can be used on the electronic label or Consignment Note as the delivery address. These destinations are available on our website at nzpost.co.nz/business/sending/sending-overseas/worldzones</p> PO Box as the return address <p>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/business/sending/sendingoverseas/world-zones</p>
Customs documentation	<p>You must attach an electronic label that is generated via a NZ Post electronic lodgement tool (such as eShip or APIs) or include a black consignment note (CN 001).</p> <p>A copy of the commercial invoice or an Export Invoice (NCPIO25) must be provided.</p> <p>For parcels valued over NZD \$1,000, New Zealand Customs requires an Export Entry to be completed which you or your Customs broker must do, or NZ Post can complete on your behalf for an additional fee. For more information contact our Customs Clearance Broker at send.it@nzpost.co.nz or call 0800 SEND IT (0800 736 348).</p> <p>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.</p>
Customs requirements	<p>Customs regulations and other border requirements vary from country to country and 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.</p> <p>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. 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 inadequate declaration of goods or any consequences as a result.</p> <p>Destinations which now require HS tariff codes: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland</p> <p>The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges. If the receiver does not pay these charges, or the item is undeliverable, you may be responsible for paying these charges.</p>
Additional documents	<p>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.</p> <p>You are responsible for finding out what is required and including it with your item.</p>
Lodgement options	<ul style="list-style-type: none">• Selected NZ Post stores• NZ Post Mail Service Centres• NZ Post Business Mail Centres• Pickup by courier. <p>Items cannot be lodged in street posting boxes or parcel drop boxes as bar code scanning will not be performed and therefore tracking will not be available.</p>
Country specific restrictions and requirements	<p>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.</p>



Required postage	<p>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.</p> <p>The minimum chargeable weight for an Express item is 500g. Rolls and tubes are charged as parcels.</p> <p>Documents are charged at fixed weight breaks up to 1kg.</p> <p>For a customer with a NZ Post business account, documents weighing more than 1kg and parcels (merchandise items) are charged by the greater of actual weight or volumetric weight* in 50g increments, rounded up to the next 50g.</p> <p>Postage applied may differ from the price charged in NZ Post stores.</p> <p><small>* To calculate volumetric weight (kg), measure the item's height (m) x length (m) x thickness (m) and multiply this by 200, e.g. (0.45m x 0.35m x 0.25m) x 200 = 7.86kg (rounded up to 8kg as the chargeable weight).</small></p>
Return of undeliverable items	<p>Undeliverable items will be returned to you or destroyed according to the instructions you have given on the electronic label or Consignment Note. If you tick:</p> <ul style="list-style-type: none">• "Return at sender's cost", your parcel will be returned to you by post at your expense, which cost may exceed the cost of outward postage; OR• "Abandon/Destroy", the parcel will not be returned, but will instead be destroyed or disposed of by the overseas carrier. You will not be entitled to compensation for your parcel if destroyed or disposed of in compliance with your instructions. <p>If you do not select any required options, your item will be returned at your expense via a method determined by us.</p> <p>If an item is returned, it will be returned to us, to return to you. You must pay the full costs of return, including any applicable duties and taxes. This cost may exceed the original cost of sending the parcel. If you refuse to pay the return costs for the parcel, or we cannot get in contact with you for more than 3 months, you agree that we may dispose of the returned item in whatever manner we deem fit. We reserve the right to recover from you the costs incurred by us even if the item has been destroyed after return to us.</p>
Packaging	<p>Packaging of your item is your responsibility. The sender of an item is responsible for any damage caused to another sender's item, our property, or others' property if caused by inadequate packaging or because the contents were a Prohibited item.</p>
Prohibited and Restricted items	<p>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 the general Postal Users' Guide for full details.</p>
Compensation terms and conditions	<p>For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide.</p>



Business Reply Paid International Terms and Conditions

Summary of key features	Business Reply Paid international is a service available to businesses that want to encourage a greater response to their direct mailings to overseas customers. Businesses only pay for postage when they receive responses from their customers.		
Product requirements	<p>To use Business Reply Paid international, you must:</p> <ul style="list-style-type: none"> • have a Business Reply Paid international authority number. To apply, you must fill in the application form available on our website nzpost.co.nz, or contact fp.pp@nzpost.co.nz • address all of your Business Reply Paid international items to a NZ Post PO Box or Private Bag. • print your Business Reply Paid international authority number underneath the Economy, or Par Avion service indicator in the top left- hand corner of all of your Business Reply Paid international cards or envelopes. • meet the Business Reply Paid international approved format layout requirements (see details below). This is so that overseas postal administrations recognise that no postage is required. <p>Layout of Business Reply Paid international envelopes</p> <ul style="list-style-type: none"> • information on the layout requirements for Business Reply Paid international approved format envelopes is available on our website nzpost.co.nz, or contact fp.pp@nzpost.co.nz • prior to printing, you must have your Business Reply Paid international envelope approved by sending it to fp.pp@nzpost.co.nz <p>Other conditions</p> <ul style="list-style-type: none"> • Business Reply Paid international numbers can be used on both cards and envelopes. • When you receive Business Reply Paid international responses, we'll leave a card in your NZ Post PO Box or Private Bag and we will charge the payment to your NZ Post Account. • We may cancel your Business Reply Paid international authority number at any time. • You must tell us in writing if you want to cancel your Business Reply Paid international authority number. <p>If your Business Reply Paid international authority number 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 Business Reply Paid international authority number after it has been cancelled.</p>		
Dimensions and weight restrictions	Cards		
	Specification	Minimum	Maximum
	Dimensions (height x length)	90mm x 140mm	130mm x 235mm
	Paper weight	140gsm	Not applicable
	Thickness	0.18mm	Not applicable
	Weight	Not applicable	10g
	Envelopes		
	Specification	Minimum	Maximum
	Dimensions (height x length)	90mm x 140mm	130mm x 235mm
	Weight	Not applicable	50g
	Dimensions and weight restrictions include the envelope.		
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 the general Postal Users' Guide for full details.		
Compensation terms and conditions	For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.		
Other terms and conditions	Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide.		



Sending to New Zealand



Courier Terms and Conditions

previously known as International CourierPost™

Summary of key features

Courier is a tracked service for sending items into New Zealand. Parcels may be sent using either a Signature Required, or Non-Signature service.

Delivery to PO Boxes and Private bags is available as standard.

A Rural Delivery surcharge is applicable to all parcels sent to a rural address.

Dangerous Goods are permitted so long as they meet certain conditions.

Saturday delivery is available depending on the eligibility of the delivery address and the day and time the consignment arrives in New Zealand.

Various delivery options are available.

NZ Post can manage the end to end journey from door to door, or handle from International gateway.

Product requirements

To use our Courier service, a business must:

- Have a contract for Courier service
- Setup label generation method via a NZ Post Product Specialist.

Dimensions and weight

When using your own packaging:

Maximum length (any side)	Maximum weight	Maximum volume
1.5 metres	25kg	0.125 m ³

For satchels*:

Size	Dimensions	Maximum weight	Maximum volume (m ³ = H x W x D)
DLE	130mm x 240mm	25kg	0.004
A5	185mm x 280mm	25kg	0.006
A4	250mm x 325mm	25kg	0.013
Foolscap	275mm x 380mm	25kg	0.020
Lineflow	395mm x 440mm	25kg	0.035
Extra Large	445mm x 440mm	25kg	0.049

- Items exceeding these dimensions may not be picked up or delivered, unless agreed in writing with you in accordance with our Service terms.
- If we reweigh or remeasure your item, and it is outside the maximum dimensions for a service, we may:
 - For satchels, charge these at correct size rate, or if item is larger than XL, charge at the Parcel rate
 - For Parcels, assess and charge any higher applicable cost for delivery based on the actual dimensions of the item; and
 - In either case, charge you an administration fee as set out on our website

* Commonly referred to as Courier Packs.



Delivery targets	Courier		
		Within Island Delivery target (working days)	Between Islands Delivery target (working days)
	Satchels	Overnight	Overnight
	Parcels	Overnight	Overnight
	Parcels (Economy)	N/A	2-3
	<p>Delivery targets relate to the period after items have been Customs cleared and released at the International Gateway. For the purposes of delivery targets, this is day zero.</p> <p>You can expect that items will usually arrive at their destination within the timeframe specified for each service.</p> <p>Delivery to areas outside major cities or where the item is dutiable or held by Customs may take longer.</p> <p>Delivery targets are guides only.</p>		
Minimum volume	There is no minimum volume for this service.		
PO Box delivery	PO Box as the delivery address is available.		
Customs documentation	<p>The accurate manifesting of parcel data to New Zealand Customs is a legal requirement and is important in ensuring that goods are not mis-declared which can often result in a parcel being unnecessarily held.</p> <p>Failure to provide manifest information prior to items arriving in New Zealand will result in a non manifest fee being charged, as outlined in your pricing schedule. Where we do not receive instructions around parcels held for clearance within 30 days, these will be disposed of as we see fit (at your cost).</p> <p>Your Business Manager can provide you with the required format layout for the customs manifest.</p>		
Customs requirements	<p>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.</p> <p>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.</p> <p>The person receiving the item must pay all Customs duties, sales taxes and other regulatory charges if the INCO terms are DAP. If the receiver does not pay these charges or the item is undeliverable, you may be responsible for paying these charges.</p>		
Additional documents	<p>Additional documentation may be required by either New Zealand Customs or Ministry for Primary Industries, including:</p> <ul style="list-style-type: none">• Commercial Invoice (if there is insufficient detail on the invoice, a physical inspection may be requested).• Evidence of Monies Price Paid (proof of payment to verify that the amount paid for the goods corresponds with what was originally declared to Customs).• Manufacturer's declaration (this should show the composition of the goods).• Ministry for Primary Industries (MPI) unclaimed items: Destruction charges are applicable when additional information is unavailable or not provided for unclaimed items.		



Required postage	Postage determined by actual or volumetric weight <p>You will be charged the greater of:</p> <ul style="list-style-type: none">• the actual weight of your item as determined by our scales (measured in 1kg increments, rounded up to the nearest 1kg); or• the volumetric weight of your item (measured in 1kg increments, rounded up to the nearest 1kg). <p>To calculate volumetric weight (kg), measure the item's height (m) x length (m) x thickness (m) and multiply this by 200, e.g. (0.45m x 0.35m x 0.25m) x 200* = 7.875kg (rounded up to 8kg as the chargeable weight).</p> <p>*The cubic conversion figure may differ depending on the service.</p> <p>We will bill on the greater of your declared weight, or our calculated rates. It's important to use an accurate weight when creating your parcel labels. Goods & Services Tax (currently 15%) may be payable on final mile delivery services in some circumstances.</p>
Return of undeliverable items	<p>Undeliverable items will be returned to you or destroyed, according to the instructions you have provided us. If you want the item returned to you, you agree to pay us the full cost of returning the item (this may be equal to, or more than, the original cost of sending the item). In the event you have not specified instructions for undeliverable items, items will be returned to you at your expense via the most cost-effective service.</p>
Packaging	<p>You are responsible for the packaging and correct labelling of the item. NZ Post is not liable for damage to your parcel due to inadequate packaging.</p> <p>Where items are presented in a manner that is unsuitable for our network, NZ Post may charge a fee in order to rectify any issue. We will advise you of the cost before proceeding.</p> <p>Parcels that are damaged will be re-packaged prior to delivering where possible.</p> <p>You may be liable to pay for damage to other senders' items, or our equipment, if inadequate packaging of your parcel causes damage, or if the contents were prohibited under our terms and conditions.</p>
Dangerous Goods	<p>We have the network capability to handle limited quantities and excepted quantities of dangerous goods (DGs).*</p> <p>If sending DGs, you will be required to complete an application form with supporting material safety data sheets so that our specialist team can identify what class your product falls under and provide an approval to send. You may not send DGs without approval, and you may only send DGs which comply with the approval given.</p> <p>For any Dangerous Goods parcel we receive with incorrect or incomplete documentation, packaging or labelling, or if any compulsory requirement hasn't been followed, an admin fee will be charged. The fee is located on our website.</p> <p>If sending DGs, ensure you check the IATA website at iata.org for further information, as well as speaking to your Business Manager. Further information about dangerous goods can be provided as part of the DG approval process.</p> <p>*subject to prior approval</p>
Delivery Options	<p>The following delivery options are available to your customers, giving them greater control over their deliveries:</p> <ul style="list-style-type: none">• Parcel Notifications• Leave my parcel• Redirect my parcel• Collect my parcel
Lodgement options	<p>NZ Post can collect parcels from you off-shore, or at the International Gateway.</p>



Prohibited and Restricted items	<p>The following items are considered either prohibited or restricted for importation into New Zealand. Note this is not a comprehensive list, but these items are ones that are commonly attempted to be sent but are prohibited.</p> <p>Prohibited General Category</p> <ul style="list-style-type: none">• Ammunition & Weapons• Batteries & Corrosives• Explosives & Fireworks• Flammable Liquids <p>Restricted Items</p> <ul style="list-style-type: none">• Electronic/electric appliances, devices and toys containing Lithium (including Lithium-ion & Lithium-ion polymer) batteries. <p>For detailed information, refer to: nzpost.co.nz/business/receiving-mail-parcels/importing-prohibited-restricted-items</p>
Compensation terms and conditions	<p>Courier offers compensation cover for loss or damage of up to NZ\$2000 (incl. GST) for each item sent.</p> <p>Additional compensation cover to account customers can be available up to the value of NZ\$50,000 for a small charge.</p> <p>For full information about our Compensation terms and conditions for damages and losses, and for making claims, refer to section 2 of the general Postal Users' Guide.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide</p>



Economy Returns Terms and Conditions

Summary of key features	Economy Returns is a standard service for offshore businesses to enable their NZ customers to return parcels to them without the customer having to pay for postage. This is a tracked service. Items can be delivered to our virtual Returns Centre where we have a range of value-added services available to manage these returns or we can simply consolidate and on-forward to you.																																		
Product requirements	To use Economy Returns, a business must: <ul style="list-style-type: none">• Setup label generation and manifesting method via a NZ Post Product Specialist• Provide border clearance manifest details required for exporting out of NZ (if required).• Require Returns to be sent to a valid NZ Post Private Bag address.																																		
Dimensions and weight	<p>When using your own packaging:</p> <table border="1"><thead><tr><th>Maximum length (any side)</th><th>Maximum weight</th><th>Maximum volume</th></tr></thead><tbody><tr><td>1.5 metres</td><td>25kg</td><td>0.125 m³</td></tr></tbody></table> <p>For satchels:</p> <table border="1"><thead><tr><th>Size</th><th>Dimensions</th><th>Maximum weight</th><th>Maximum volume (m³ = H x W x D)</th></tr></thead><tbody><tr><td>DLE</td><td>130mm x 240mm</td><td>25kg</td><td>0.004</td></tr><tr><td>A5</td><td>185mm x 280mm</td><td>25kg</td><td>0.006</td></tr><tr><td>A4</td><td>250mm x 325mm</td><td>25kg</td><td>0.013</td></tr><tr><td>Foolscap</td><td>275mm x 380mm</td><td>25kg</td><td>0.020</td></tr><tr><td>Lineflow</td><td>395mm x 440mm</td><td>25kg</td><td>0.035</td></tr><tr><td>Extra Large</td><td>445mm x 440mm</td><td>25kg</td><td>0.049</td></tr></tbody></table> <ul style="list-style-type: none">• Items exceeding these dimensions may not be picked up or delivered, unless agreed in writing with you in accordance with our Service terms.• If we reweigh or remeasure your item, and it is outside the maximum dimensions for a service, we may:<ul style="list-style-type: none">– For satchels, charge these at correct size rate, or if item is larger than XL, charge at the Parcel rate– For Parcels, assess and charge any higher applicable cost for delivery based on the actual dimensions of the item– In either case, charge you an administration fee as set out on our website	Maximum length (any side)	Maximum weight	Maximum volume	1.5 metres	25kg	0.125 m ³	Size	Dimensions	Maximum weight	Maximum volume (m ³ = H x W x D)	DLE	130mm x 240mm	25kg	0.004	A5	185mm x 280mm	25kg	0.006	A4	250mm x 325mm	25kg	0.013	Foolscap	275mm x 380mm	25kg	0.020	Lineflow	395mm x 440mm	25kg	0.035	Extra Large	445mm x 440mm	25kg	0.049
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Delivery targets	Delivery target for Economy Returns is 2-3 working days to arrive at the NZ Post Box Lobby. Delivery targets are guides only. Delivery from rural areas may take longer.																																		
Minimum volume	There is no minimum volume for this service.																																		
Customs documentation	Returns that are to be on-forwarded to a destination outside New Zealand will require the accurate manifesting of parcel data for Customs purposes. Returns will generally be treated as returned exports. However, Customs may hold the returned item and you will be responsible for paying any Customs duties, sales taxes and other charges due, before the item is cleared and delivered to you. Manifesting is supported by our Returns Management Portal. Your Business Manager can provide you with the more details for export documentation.																																		



Required postage	<p>Economy Returns offers sector parcel and satchel pricing.</p> <p>Postage determined by actual or volumetric weight</p> <p>You will be charged the greater of:</p> <ul style="list-style-type: none">• the actual weight of your item as determined by our scales (measured in 1kg increments, rounded up to the nearest 1kg); or• the volumetric weight of your item (measured in 1kg increments, rounded up to the nearest 1kg). <p>To calculate volumetric weight (kg), measure the item's height (m) x length (m) x thickness (m) and multiply this by 200, e.g. (0.45m x 0.35m x 0.25m) x 200* = 7.875kg (rounded up to 8kg as the chargeable weight).</p> <p>*The cubic conversion figure may differ depending on the service.</p> <p>We will bill on the greater of your declared weight, or our calculated rates. It is important to use an accurate weight when manifesting. Goods & Services Tax (currently 15%) may be payable in some circumstances.</p>
Packaging	<p>You or your customer is responsible for packaging of the item. NZ Post is not liable for damage to your item due to inadequate packaging.</p> <p>You may be liable to pay for damage to other senders' items, or our equipment, if inadequate packaging of your item causes damage, or if the contents were prohibited under our terms and conditions.</p>
Lodgement options	<ul style="list-style-type: none">• selected NZ Post stores• NZ Post parcel drop boxes*• NZ Post Mail Service Centres• NZ Post Business Mail Centres• NZ Post street posting boxes* <p>*Items lodged via these methods will not receive an acceptance scan</p>
Prohibited and Restricted items	<p>Prohibited and restricted items cannot be sent by Economy Returns.</p> <p>The following are common prohibited or restricted items. Note this is not a comprehensive list.</p> <p>Prohibited General Category</p> <ul style="list-style-type: none">• Ammunition & Weapons• Batteries & Corrosives• Explosives & Fireworks• Flammable Liquids <p>Restricted Items</p> <ul style="list-style-type: none">• Electronic/electric appliances, devices and toys containing Lithium (including Lithium-ion & Lithium-ion polymer) batteries. <p>For detailed information, refer to: nzpost.co.nz/sites/default/files/uploads/shared/prohibited-restricted-items-sep18.pdf</p>
Compensation terms and conditions	<p>Economy Returns offers compensation cover for loss or damage of up to NZ\$250 (incl. GST) to the domestic delivery point (NZ Post Box Lobby).</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide</p>



Courier Returns Terms and Conditions

Summary of key features	<p>Courier Returns is a premium service for offshore businesses to enable their NZ customers to return parcels to them without the customer having to pay for postage. This is a tracked service.</p> <p>Items can be delivered to our virtual Box Lobby and Returns Processing Centre where we have a range of value-added services available to manage these returns or we can simply consolidate and on-forward to you.</p> <p>Alternatively, items can be returned directly to a NZ address.</p>																																		
Product requirements	<p>To use Courier Returns, a business must:</p> <ul style="list-style-type: none">• Setup label generation and manifesting method via a NZ Post Product Specialist• Require Returns to be sent to a valid NZ Post Private Bag address, or other valid delivery address in the NZ Post network.• Provide border clearance manifest details required for exporting out of NZ (if required).																																		
Dimensions and weight	<p>When using your own packaging:</p> <table border="1"><thead><tr><th>Maximum length (any side)</th><th>Maximum weight</th><th>Maximum volume</th></tr></thead><tbody><tr><td>1.5 metres</td><td>25kg</td><td>0.125 m³</td></tr></tbody></table> <p>For satchels:</p> <table border="1"><thead><tr><th>Size</th><th>Dimensions</th><th>Maximum weight</th><th>Maximum volume (m³ = H x W x D)</th></tr></thead><tbody><tr><td>DLE</td><td>130mm x 240mm</td><td>25kg</td><td>0.004</td></tr><tr><td>A5</td><td>185mm x 280mm</td><td>25kg</td><td>0.006</td></tr><tr><td>A4</td><td>250mm x 325mm</td><td>25kg</td><td>0.013</td></tr><tr><td>Foolscap</td><td>275mm x 380mm</td><td>25kg</td><td>0.020</td></tr><tr><td>Lineflow</td><td>395mm x 440mm</td><td>25kg</td><td>0.035</td></tr><tr><td>Extra Large</td><td>445mm x 440mm</td><td>25kg</td><td>0.049</td></tr></tbody></table> <ul style="list-style-type: none">• Items exceeding these dimensions may not be picked up or delivered, unless agreed in writing with you in accordance with our Service terms.• If we reweigh or remeasure your item, and it is outside the maximum dimensions for a service, we may:<ul style="list-style-type: none">– For satchels, charge these at correct size rate, or if item is larger than XL, charge at the Parcel rate””– For Parcels, assess and charge any higher applicable cost for delivery based on the actual dimensions of the item– In either case, charge you an administration fee as set out on our website	Maximum length (any side)	Maximum weight	Maximum volume	1.5 metres	25kg	0.125 m ³	Size	Dimensions	Maximum weight	Maximum volume (m ³ = H x W x D)	DLE	130mm x 240mm	25kg	0.004	A5	185mm x 280mm	25kg	0.006	A4	250mm x 325mm	25kg	0.013	Foolscap	275mm x 380mm	25kg	0.020	Lineflow	395mm x 440mm	25kg	0.035	Extra Large	445mm x 440mm	25kg	0.049
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Delivery targets	<p>Delivery target for Courier Returns is next working day to arrive at the Box Lobby or NZ address. Delivery from some major towns and cities and outside major towns and cities (including rural areas) may take longer. See general Postal Users’ Guide for more information. Delivery targets are guides only.</p>																																		
Minimum volume	<p>There is no minimum volume for this service.</p>																																		



Customs documentation	<p>Returns that are to be on-forwarded to a destination outside of New Zealand will require the accurate manifesting of parcel data for Customs purposes. Returns will generally be treated as returned exports. However, Customs may hold the returned item and you will be responsible for paying any Customs duties, sales taxes and other charges due, before the item is cleared and delivered to you.</p> <p>Manifesting is supported by our Returns Management Portal</p> <p>Your Business Manager can provide you with the more details for export documentation.</p>
Required postage	<p>Courier Returns offers sector parcel and satchel pricing.</p> <p>Postage determined by actual or volumetric weight</p> <p>You will be charged the greater of:</p> <ul style="list-style-type: none">• the actual weight of your item as determined by our scales (measured in 1kg increments, rounded up to the nearest 1kg); or• the volumetric weight of your item (measured in 1kg increments, rounded up to the nearest 1kg). <p>To calculate volumetric weight (kg), measure the item's height (m) x length (m) x thickness (m) and multiply this by 200, e.g. (0.45m x 0.35m x 0.25m) x 200* = 7.875kg (rounded up to 8kg as the chargeable weight).</p> <p>*The cubic conversion figure may differ depending on the service.</p> <p>We will bill on the greater of your declared weight, or our calculated rates. It is important to use an accurate weight when manifesting. Goods & Services Tax (currently 15%) may be payable in some circumstances.</p>
Packaging	<p>You or your customer is responsible for packaging of the item. NZ Post is not liable for damage to your item due to inadequate packaging.</p> <p>You may be liable to pay for damage to other senders' items, or our equipment, if inadequate packaging of your item causes damage, or if the contents were prohibited under our terms and conditions.</p>
Lodgement options	<ul style="list-style-type: none">• With a courier driver (pick up)• selected NZ Post stores• NZ Post parcel drop boxes*• NZ Post Mail Service Centres• NZ Post Business Mail Centres• NZ Post street posting boxes* <p>*Items lodged via these methods will not receive an acceptance scan</p>
Prohibited and Restricted items	<p>Prohibited and restricted items cannot be exported</p> <p>The following are common prohibited or restricted items. Note this is not a comprehensive list.</p> <p>Prohibited General Category</p> <ul style="list-style-type: none">• Ammunition & Weapons• Batteries & Corrosives• Explosives & Fireworks• Flammable Liquids <p>Restricted Items</p> <ul style="list-style-type: none">• Electronic/electric appliances, devices and toys containing Lithium (including Lithium-ion & Lithium-ion polymer) batteries. <p>For detailed information, refer to: nzpost.co.nz/sites/default/files/uploads/shared/prohibited-restricted-items-sep18.pdf</p>
Compensation terms and conditions	<p>Courier Returns offers compensation cover for loss or damage of up to NZ\$2000 (incl. GST) to the domestic delivery point.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide.</p>



VolumeMail Terms and Conditions

previously known as International VolumePost™

Summary of key features	<p>For sending bulk mail within New Zealand.</p> <p>To use VolumeMail you must:</p> <ul style="list-style-type: none">• have a DirectPost number• comply with these product specifications, 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• declare your Address Accuracy % and ID number on the Statement of Posting																					
Dimensions and weight restrictions	<table><thead><tr><th>Size</th><th>Minimum dimensions (height x length)</th><th>Maximum dimensions (height x length)</th><th>Minimum weight</th><th>Maximum weight</th><th>Minimum thickness</th><th>Maximum thickness</th></tr></thead><tbody><tr><td>Medium</td><td>88mm x 138mm</td><td>130mm x 240mm</td><td>3g</td><td>55g</td><td>0.3mm</td><td>6mm</td></tr><tr><td>Large</td><td>130mm x 185mm</td><td>165mm x 240mm</td><td>3g</td><td>75g</td><td>0.3mm</td><td>6mm</td></tr></tbody></table> <p>Dimensions and weight restrictions include the envelope.</p>	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
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Delivery targets	<p>Nationwide up to 3 working days.</p> <p>Delivery targets are a guide only and we do not guarantee that your item will reach its destination within the delivery target. Delivery to rural or remote areas may take longer. Delivery targets are once items have been Customs cleared and released at the International Mail Centre. For the purposes of delivery targets, this is day zero.</p>																					
Minimum volume	<p>300 items.</p> <p>The minimum volume must be met by each mailing customer. Mail from groups of customers cannot be consolidated to achieve VolumeMail pricing.</p> <p>Each mail item within a lodgement must:</p> <ul style="list-style-type: none">• Be the same size and shape, and within the minimum and maximum weight restriction.• Contain the same DirectPost number and return address. <p>Please note that:</p> <ul style="list-style-type: none">• 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 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, DirectPost number and return address are met.																					
DirectPost number	<p>To use VolumeMail you must have a DirectPost number.</p>																					



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 the following brochures:

- Bulk Mail Envelope Layout Standards (ADV391)
- Address and Layout Guide (ADV356)
- International Bulk Mail Rate Card (ADV393).

These brochures are available on our website, nzpost.co.nz, or by contacting your NZ Post Business Manager. 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 the NZ Post International Mail 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 on the basis of the applicable product to which your mail has been uprated, not VolumeMail).

DirectPost impression

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

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

The DirectPost 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). Only standard DirectPost impressions are acceptable for VolumeMail.

Delivery address

All items must have a valid NZ Post delivery address, including the correct NZ Post postcode. We will monitor your returned mail volumes. We reserve the right to charge you full postage rates for any returned mail.

Return Address

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

Address Accuracy Percentage

An Address Accuracy Percentage (AAP) ID and % rating must be declared on the Statement of Posting accompanying the lodgement.

If the declaration is missing or incomplete or the AAP declared is less than 80%, the total lodgement will be deemed ineligible for bulk mail rates and Tier 4 mail rates will be applied. If the declared AAP is between 80% - 89.99%, the lodgement will qualify for a Tier 3 rate. If the declared AAP is between 90%-94.99%, the lodgement will qualify for a Tier 2 rate. If the declared AAP is over 95%, the lodgement will qualify for a Tier 1 (lowest available) rate.

Each VolumeMail lodgement will be assessed, and an AAP will be calculated to determine the Bulk Mail pricing tier to be applied. Items with invalid postcodes (IPC) will be excluded from the AAP assessment to avoid a double pricing penalty.

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

Having a high Address Accuracy Percentage and ensuring all addresses have a correct postcode included is the best way to ensure your lodgement is charged at lowest price. The destination of the mail items will be the main determinant of the price. We recommend using our AddressChecker API for address validation.

Return address

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

Lodgement options

Items must be lodged at:

- NZ Post International Mail Centre, Auckland.



Lodgement times

Mail received prior to our published Critical Entry Time (CET) Monday to Friday (excluding public holidays) will be processed same day; after this time, mail will be processed on the next working day.

Lodgement requirements**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. There is a fifth pricing tier for postage items with invalid postcodes (IPC).

For your VolumeMail lodgements to be assessed, a Lodgement Data File in a NZ Post approved format must be included with the lodgement manifest.

Please see our website for more information on Lodgement Data File requirements.

The full list of postcodes is available to download and print from our website.

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.

Sorting

All items must be sorted in ascending postcode order to be eligible for AAP Tier 1, 2, 3 or 4 pricing:

- Items must be placed in letter trays so that the delivery address and DirectPost 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.

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, VolumeMail labels are available to download and print, from our website.



Statement of Posting

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.

NZ Post will calculate the Total Lodgement Zonal Profile from the postal distribution profile and the VolumeMail lodging code. The Total Lodgement Zonal Profile is the combined VolumeMail deliverable mail pieces across all the Zones

You must use the following codes in the column titled VolumeMail lodging code on all Statement of Posting forms. An example of GST zero-rated codes is below

Size details	Component details	FlexiMail lodging code	FlexiMail code	
M = medium	AAP – levels 1 (95%+), 2 (90%-94.99%), 3 (80%-89.99%) or 4 (below 80%). Z – Zonal delivery points A, B, C,D and IPC.	IWXGF	IWXGFMA1A	
			IWXGFMA1B	
			IWXGFMA1C	
			IWXGFMA1D	
		IWXGF	IWXGFMA1IPC	
			IWXGF	IWXGFMA2A
				IWXGFMA2B
				IWXGFMA2C
		IWXGFMA2D		
		IWXGF	IWXGFMA2IPC	
			IWXGF	XGFMA3A
				IWXGFMA3B
				IWXGFMA3C
		IWXGFMA3D		
		WXGF	IWXGFMA3IPC	
			WXGF	IWXGFMA4A
IWXGFMA4B				
IWXGFMA4C				
IWXGFMA4D				
WXGF	IWXGFMA4IPC			



Size details	Component details	FlexiMail lodging code	FlexiMail code			
L = large	AAP – levels 1 (95%+), 2 (90%-94.99%), 3 (80%-89.99%) or 4 (below 80%). Z – Zonal delivery points A, B, C,D and IPC.	IWXGF	IWXGFLA1A			
			IWXGFLA1B			
			IWXGFLA1C			
			IWXGFLA1D			
		IWXGF	IWXGFLA2A			
				IWXGFLA2B		
				IWXGFLA2C		
				IWXGFLA2D		
		IWXGF	IWXGFLA2IPC			
				IWXGFLA3A		
				IWXGFLA3B		
				IWXGFLA3C		
		IWXGF	IWXGFLA3D			
				IWXGFLA3IPC		
				IWXGF	IWXGFLA4A	
						IWXGFLA4B
IWXGFLA4C						
IWXGFLA4D						
IWXGF	IWXGFLA4IPC					
		O = oversized	APP – levels 1 (95%+), 2 (90%-94.99%), 3 (80%-89.99%) or 4 (below 80%). Z – Zonal delivery points A, B, C,D and IPC	IWXGF	IWXGFOA1A	
					IWXGFOA1B	
					IWXGFOA1C	
IWXGFOA1D						
IWXGF	IWXGFOA1IPC					
				IWXGF	IWXGFOA2A	
						IWXGFOA2B
						IWXGFOA2C
IWXGFOA2D						
IWXGF	IWXGFOA2IPC					
				IWXGF	IWXGFOA3A	
						IWXGFOA3B
						IWXGFOA3C
IWXGFOA3D						
IWXGF	IWXGFOA3IPC					
				IWXGF	IWXGFOA4A	
		IWXGFOA4B				
		IWXGFOA4C				
IWXGFOA4D						
IWXGF	IWXGFOA4IPC					



Compliance requirements	<p>To be eligible for VolumeMail product usage, lodgements must meet the specified requirements in this Product Specification.</p> <p>Non-Compliance to these Product Specifications, Envelope Layout Standards or Address and Layout Guide may result in the entire lodgement being uprated to a Standard rate product or No/ less than 80% AAP price points, or the lodgement will be returned at your cost. Note that delivery targets may be impacted through non-compliance with the Product Specifications, Envelope Layout Standards or the Address and Layout Guide.</p> <p>To ensure non-compliance is kept at a minimum we encourage you to contact elsapprovals@nzpost.co.nz or your NZ Post Business Manager for any mail pieces that you have questions on or for approval.</p>
Prohibited and Restricted items	<p>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 the general Postal Users' Guide for full details.</p>
Compensation terms and conditions	<p>For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide</p>



Publication Mail Terms and Conditions

previously known as International PrintPost™

Summary of key features

For sending magazines, newsletters and catalogues 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:

- have a DirectPost number
- submit a completed Statement of Posting and a Lodgement Data File in a NZ Post approved format with the lodgement manifest.
- meet all lodgement requirements
- declare your Address Accuracy % and ID number on the Statement of Posting
- comply with the relevant envelope layout standards and addressing layout standards.

Dimensions and weight restrictions

Publication Mail

Size	Minimum weight	Maximum weight	Minimum dimensions	Maximum dimensions	Minimum thickness	Maximum thickness
Oversize	20g	1kg	240mm x 160mm	360mm x 240mm	1.0mm	20mm

Publication Mail Samples

Size	Minimum weight	Maximum weight	Minimum dimensions	Maximum dimensions	Minimum thickness	Maximum thickness
Oversize	20g	1kg	240mm x 160mm	360mm x 240mm	1.0mm	20mm

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

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 the general Postal Users' Guide (section 1).

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

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 rural or remote areas may take longer.

Delivery targets are once items have been Customs cleared and released at the International Mail Centre. For the purposes of delivery targets, this is day zero.



Minimum volume	<p>300 items.</p> <p>The minimum volume must be met by each mailing customer. Mail from groups of customers cannot be consolidated to achieve Publication Mail pricing.</p> <p>Each mail item within a lodgement must:</p> <ul style="list-style-type: none">• Be the same size and shape, and within the minimum and maximum weight restriction.• Contain the same DirectPost number and return address. <p>Please note that:</p> <ul style="list-style-type: none">• 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, DirectPost number and return addresses are met.
DirectPost number	<p>To use Publication Mail you must have a DirectPost number.</p>
Product requirements	<p>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.</p> <p>For full details of our requirements refer to the following brochures:</p> <ul style="list-style-type: none">• Envelope Layout Standards – Bulk Mail (ADV391)• Address and Layout Guide (ADV356)• International Bulk Mail rate card (ADV393). <p>These brochures are available on our website, nzpost.co.nz, or by calling your NZ Post Business Manager. We recommend that you have the design of your envelope assessed prior to printing by emailing elsapprovals@nzpost.co.nz</p> <p>We will check your mail at the NZ Post International 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 on the basis of the applicable product to which your mail has been uprated, not Publication Mail).</p> <p>DirectPost impression</p> <p>Each Publication Mail mail piece must have an approved DirectPost impression, which includes:</p> <ul style="list-style-type: none">• an approved NZ Post standard DirectPost impression;• your allocated DirectPost number; and• the words 'New Zealand'. <p>The DirectPost 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).</p> <p>Delivery address</p> <p>All items must have a valid NZ Post delivery address, including the correct NZ Post postcode. We will monitor your returned mail volumes. We reserve the right to charge you full postage rates for any returned mail.</p> <p>The delivery address, if printed directly onto the envelope or packaging, needs to be easily legible (at least 8 font), printed in 3-4 line address format, and include the correct New Zealand postcode.</p>



Address Accuracy Percentage

The Address Accuracy Percentage (AAP) ID and % rating must be declared on the Statement (AAP) of Posting accompanying the lodgement to determine the applicable pricing tier. The AAP will be calculated on addresses in the Lodgement Data File with valid postcodes only to determine the applicable pricing tier. If the declaration is missing or incomplete or the AAP declared is less than 80%, Tier 4 pricing rates will be applied.

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

Having a high Address Accuracy Percentage and ensuring all addresses have a correct postcode included is the best way to ensure your lodgement is charged at lowest price. The destination of the mail items will be the main determinant of the price.

More information about AAP standards can be found on our website. We recommend using our AddressChecker API for address validation.

Return address

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

Lodgement options

Items must be lodged at:

- NZ Post International Mail Centre, Auckland.

Lodgement times

Mail received prior to our published Critical Entry Time (CET) Monday to Friday (excluding public holidays) will be processed in the same day; mail received after this time, will be processed on the next working day.



Lodgement requirements**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. A fifth pricing tier applies for postage items with invalid postcodes (IPC).

For your Publication Mail lodgements to be assessed, a Lodgement Postcode Data File in a NZ Post approved format must be included with the lodgement manifest.

Please see our website for more information on Lodgement Data File requirements of your lodgement. The full list of postcodes are available to download and print from our website.

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.

Sorting

All items must be sorted in:

- ascending postcode order, or
- sortplan order.

Items must be placed in letter trays so the delivery address and DirectPost impression are facing the front of the tray.

If mail items are bundled:

- the delivery address and DirectPost 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.

Only one product can be lodged in one tray. For example, Publication Mail items cannot be included in the same tray as VolumeMail items.

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)
-



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 must 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 processed.

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

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

Description	Completion by	Code Component
Product Type	Customer	IWXPP
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	Customer	A1 (95%+) A2 (90% - 94.99%) A3 (80% - 89.99%) or A4 (below 80%)
Invalid Postcode *IPC)	NZ Post	IPC – Invalid postcode

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.

Sample Lodgement Fee

A Bulk Mail Sample lodgement Fee applies to samples accompanying Publication Mail mail pieces. The Bulk Mail Sample 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 Business Manager or elsapprovals@nzpost.co.nz for confirmation.

Compliance requirements

To be eligible for Publication Mail or Bulk Mail Samples product usage, lodgements must meet the specified requirements in this Product Specification.

Non-Compliance to these Product Specifications, Envelope Layout Standards or Address and Layout Guide may result in the entire lodgement being uprated to a Standard rate product or No/ less than 80% AAP price points, or the lodgement will be returned at your cost. Note that service levels (3 day delivery target) will likely be impacted through non-compliance with the Product Specifications, Envelope Layout Standards and the Address and Layout Guide. 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.

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 the general Postal Users' Guide for full details.

Compensation terms and conditions

For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.

Other terms and conditions

Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide



FlexiMail Terms and Conditions

previously known as International GoFlexible™

Summary of key features

For sending bulk mail within New Zealand.

To use FlexiMail you must:

- have a DirectPost number
- comply with these product specifications, the relevant envelope layout standards and addressing layout standards
- submit a completed Statement of Posting with your lodgement using a Lodgement Manager
- 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
- declare your Address Accuracy percentage (AAP) and ID number on the Statement of Posting

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.

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 rural or remote areas may take longer. Delivery targets are once items have been Customs cleared and released at the International Mail Centre. For the purposes of delivery targets, this is day zero.

Minimum volume

300 items.

The minimum volume must be met by each mailing customer. Mail from groups of customers cannot be consolidated to achieve FlexiMail pricing.

Each mail item within a lodgement must:

- Be the same size and shape, and within the minimum and maximum weight restriction.
- Contain the same DirectPost 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, DirectPost number and return addresses are met.

DirectPost number

- To use FlexiMail you must have a DirectPost number.



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 the following brochures:

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

These brochures are available on our website, nzpost.co.nz, or contacting your NZ Post Business Manager. 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 the NZ Post International 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 on the basis of the applicable product to which your mail has been uprated, not FlexiMail).

DirectPost impression

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

- an approved NZ Post DirectPost impression;
- your allocated DirectPost number; and
- the words 'New Zealand'.

The DirectPost 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).

Delivery address

All items must have a valid NZ Post delivery address, including the correct NZ Post 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

An Address Accuracy Percentage (AAP) ID and % rating must be declared on the Statement of Posting accompanying the lodgement. Each Bulk Mail lodgement will be assessed and an AAP will be calculated to determine the Bulk Mail pricing tier to be applied. Items with invalid postcodes (IPC) will be excluded from the AAP assessment to avoid double pricing penalty. If the declaration is missing or incomplete or the AAP declared is less than 80%, the total lodgement will be deemed ineligible for bulk mail rates and Tier 4 mail rates will be applied. All lodgements must have an AAP of 80% to continue to receive FlexiMail rates.

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

Having a high Address Accuracy Percentage and ensuring all addresses have a correct postcode included is the best way to ensure your lodgement is charged at lowest price. The destination of the mail items will be the main determinant of the price.

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

Return address

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

Lodgement options

Items must be lodged at:

- NZ Post International Mail Centre, Auckland.

Lodgement times

Mail received prior to our published Critical Entry Time (CET) Monday to Friday (excluding public holidays) will be processed on the same day; after this time, mail will be processed on the next working day.



Lodgement requirements**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. There is a fifth pricing tier for postage items with invalid postcodes (IPC).

For your FlexiMail lodgements to be assessed, a Lodgement Data File in a NZ Post approved format must be included with the lodgement manifest.

Please see our website for more information on Lodgement Data File requirements of your lodgement.

The full list of postcodes is available to download and print from our website. 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 so that the delivery address and DirectPost impression are facing the front of the tray.

No more than one type of product can be lodged in one tray. For example, FlexiMail cannot be included in the same tray as VolumeMail

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.
-



Statement of Posting

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.

NZ Post will calculate the Total Lodgement Zonal Profile from the postal distribution profile and the FlexiMail lodging code. The Total Lodgement Zonal Profile is the combined FlexiMail deliverable mail pieces across all the Zones.

An example of GST zero-rated codes is below:

Size details	Component details	FlexiMail lodging code	FlexiMail code	
M = medium	AAP – levels 1 (95%+), 2 (90%-94.99%), 3 (80%-89.99%) or 4 (below 80%). Z – Zonal delivery points A, B, C,D and IPC.	IWXGF	IWXGFMA1A	
			IWXGFMA1B	
			IWXGFMA1C	
			IWXGFMA1D	
				IWXGFMA1IPC
		IWXGF	IWXGFMA2A	
			IWXGFMA2B	
			IWXGFMA2C	
			IWXGFMA2D	
				IWXGFMA2IPC
		IWXGF	IWXGFMA3A	
			IWXGFMA3B	
			IWXGFMA3C	
			IWXGFMA3D	
				IWXGFMA3IPC
		IWXGF	IWXGFMA4A	
IWXGFMA4B				
IWXGFMA4C				
IWXGFMA4D				
		IWXGFMA4IPC		
L = large	AAP – levels 1 (95%+), 2 (90%-94.99%), 3 (80%-89.99%) or 4 (below 80%). Z – Zonal delivery points A, B, C,D and IPC.	IWXGF	IWXGFLA1A	
			IWXGFLA1B	
			IWXGFLA1C	
			IWXGFLA1D	
				IWXGFLA1IPC
		IWXGF	IWXGFLA2A	
			IWXGFLA2B	
			IWXGFLA2C	
			IWXGFLA2D	
				IWXGFLA2IPC
		IWXGF	IWXGFLA3A	
			IWXGFLA3B	
			IWXGFLA3C	
			IWXGFLA3D	
				IWXGFLA3IPC
		IWXGF	IWXGFLA4A	
IWXGFLA4B				
IWXGFLA4C				
IWXGFLA4D				
		IWXGFLA4IPC		



Size details	Component details	FlexiMail lodging code	FlexiMail code		
O = oversized	APP – levels 1 (95%+), 2 (90%-94.99%), 3 (80%-89.99%) or 4 (below 80%). Z – Zonal delivery points A, B, C,D and IPC	IWXGF	IWXGFOA1A		
			IWXGFOA1B		
			IWXGFOA1C		
			IWXGFOA1D		
		IWXGF	IWXGFOA2A		
				IWXGFOA2B	
				IWXGFOA2C	
				IWXGFOA2D	
		IWXGF	IWXGFOA2IPC		
				IWXGFOA3A	
				IWXGFOA3B	
				IWXGFOA3C	
		IWXGF	IWXGFOA3D		
				IWXGFOA3IPC	
				IWXGF	IWXGFOA4A
IWXGFOA4C					
IWXGFOA4D					
IWXGF	IWXGFOA4IPC				

Note: The zonal distribution breakdown will be available for viewing in Lodgement Manager during the manifesting process.

Compliance requirements	<p>To be eligible for FlexiMail product usage, lodgements must meet the specified requirements in this Product Specification.</p> <p>Non-Compliance to these Product Specifications, Envelope Layout Standards or Address and Layout Guide may result in the entire lodgement being uprated to a Standard rate product or No/ less than 80% AAP price points, or the lodgement will be returned at your cost. Note that delivery targets may be impacted through non-compliance with the Product Specifications, Envelope Layout Standards and the Address and Layout Guide.</p> <p>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.</p>
Prohibited and Restricted items	<p>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 the general Postal Users' Guide for full details.</p>
Compensation terms and conditions	<p>For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide</p>



AdCard Terms and Conditions

previously known as International Adcard™

Summary of key features

For sending bulk mailings of postcards within New Zealand.

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 NZ Post reserves the right to uprate your entire lodgement to the next applicable product.

To use AdCard you must:

- Supply your addressing data, ideally with attached DPIDs, to your mailhouse or PreSort certified provider for sequencing;
- Print your mail out in the specified sequence, including additional address elements as required;
- Label your mail with the appropriate labels;
- Submit the following data for each lodgement as part of your Lodgement Manager manifest;
 - Address Accuracy Percentage (“AAP”) unique ID from which the mail-file has been sourced
 - date of NZ Post sequence file used for the sequencing
- Each mail file lodged must be 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. If the lodgement is outside this period, it will be uprated to the next most applicable product;
- 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).

NZ Post reserves the right to machine-process items if it is possible to do so.

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 x138mm	130mm x 240mm	3g	25g	0.3mm	1.0mm
Large	130mm x 185mm	165mm x 240mm	3g	25g	0.3mm	1.0mm

Dimensions and weight restrictions include the envelope.

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 rural or remote areas may take longer. Delivery targets are once items have been Customs cleared and released at the International Mail Centre. For the purposes of delivery targets, this is day zero.

Minimum volume

300 mail pieces.

DirectPost number

To use AdCard you must have a DirectPost number.



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 the following brochures:

- Address and Layout Guide (ADV356)
- Bulk Mail Envelope Layout Standards (ADV391)
- International Bulk Mail Rate Card (ADV393)

These brochures are available on our website, nzpost.co.nz, or by calling your NZ Post business manager

We will check your mail at the NZ Post International 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 on the basis of the applicable product to which your mail has been uprated).

DirectPost impression

Each AdCard mail piece must have an approved DirectPost impression, which includes:

- your allocated DirectPost number; and
- the words 'New Zealand'.

The DirectPost 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).

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. 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

An Address Accuracy Percentage (AAP) ID and % rating must be declared on the Statement of Posting accompanying the lodgement. Each bulk mail lodgement will be assessed and an AAP will be calculated to determine the bulk mail pricing tier to be applied. Items with invalid postcodes (IPC) will be excluded from the AAP assessment to avoid double pricing penalty. All lodgements must have a minimum of 80% AAP against the NZ Post Postal Address File (PAF). If the declaration is missing or incomplete or the AAP declared is less than 80%, the total lodgement will be deemed ineligible for bulk mail rates and Standard mail rates will be applied. All lodgements must have an AAP of 80% to continue to receive International Ad Card rates.

Address Accuracy %	Pricing Tier
95%+	Tier 1
90% - 94.99%	Tier 2
80% - 89.99%	Tier 3
<80% / No AAP	Standard

Having a high Address Accuracy Percentage and ensuring all addresses have a correct postcode included is the best way to ensure your lodgement is charged at lowest price. The destination of the mail items will be the main determinant of the price. We recommend using our AddressChecker API for address validation.

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. NMS005 6)
- 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:

NMS005 6

Mr Example Flat 4c

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 times

After 8am and before 5pm Monday to Friday (excluding weekends and public holidays). Items lodged after these times will be processed the following working day (i.e. Monday to Friday).

Lodgement requirements

Items must be lodged at:

- NZ Post International Mail Service Centre, Auckland.

Items must be placed in letter trays with the delivery address and DirectPost impression facing the same way, towards the front of the tray (where the label is located).

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.

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 entered into 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)

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.

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.



Statement of Posting

A Statement of Posting form must accompany your mail lodgement or your lodgement will not be able to be processed. The Statement of Posting form must be electronically submitted via Lodgement Manager.

Once the form has been submitted, no subsequent changes will be permitted. An example of GST zero-rated codes is below:

Size	Product Code (GST Zero Rated)
M = Medium (e.g. DLE)	IWXACMA1A
	IWXACMA1B
	IWXACMA1C
	IWXACMA1D
	IWXACMA1IPC
	IWXACMA2A
	IWXACMA2B
	IWXACMA2C
	IWXACMA2D
	IWXACMA2IPC
	IWXACMA3A
	IWXACMA3B
	IWXACMA3C
	IWXACMA3D
	IWXACMA3IPC
L = Large (e.g. C5)	IWXACLA1A
	IWXACLA1B
	IWXACLA1C
	IWXACLA1D
	IWXACLA1IPC
	IWXACLA2A
	IWXACLA2B
	IWXACLA2C
	IWXACLA2D
	IWXACLA2IPC
	IWXACLA3A
	IWXACLA3B
	IWXACLA3C
	IWXACLA3D
	IWXACLA3IPC

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 the physical mail lodged do not match, the lodgement will be updated to IPC rates or returned to you.



Compliance requirements	<p>To be eligible for AdCard product usage, lodgements must meet the specified requirements in this Product Specification.</p> <p>Non-Compliance to these Product Specifications, Envelope Layout Standards or Address and Layout Guide may result in the entire lodgement being uprated to a Standard rate product or No less than 80% AAP price points, or the lodgement will be returned at your cost. Note that delivery targets may be impacted through non-compliance with the Product Specifications, Envelope Layout Standards or the Address and Layout Guide.</p> <p>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.</p>
Prohibited and Restricted items	<p>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 the general Postal Users' Guide for full details.</p>
Compensation terms and conditions	<p>For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.</p>
Other terms and conditions	<p>Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide</p>



Manual Handling Fee Terms & 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 (IWXMHFEE) specification and associated fee was introduced in 2021 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 IWXMHFEE 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. IWXPPIA1A + IWXPPSAMFEE + IWXMHFEE.

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 IWXMHFEE rate.

Lodgements received that cannot be machine processed and have not been pre-approved for the IWXMHFEE process may be approved, uprated to the Non-Preapproved IWXMHFEE 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. IWXGFMA1A + IWXMHFEE.

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 IWXMHFEE.

A IWXMHFEE 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 International Commercial 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. IWXPPIA1A + IWXPPSAMFEE + IWXMHFEE.

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 IWXMHFEE.

A IWXMHFEE 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 Publication Mail Terms and Conditions section in this International Commercial 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 IWXMHFEE.

AdCard

AdCard lodgements can access the Manual Handling Fee which is charged in addition to the base Adcard postage. e.g. IWxACMA1A + IWXMHFEE

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 IWXMHFEE.

A IWXMHFEE may be applied if the mail piece does not comply with the Domestic and International 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 International Commercial Postal Users' Guide.

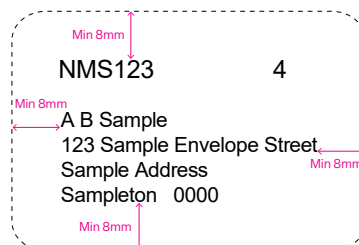
A minimum of 85% of items must be printed in a single continuous delivery sequence. Postie delivery sequence is the order of addresses on each Postie's delivery route. If your lodgement does not meet these requirements New Zealand Post reserves the right to uprate your entire lodgement to the next applicable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





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
IWXMHFEEAPPD	Manual Handling Fee – Preapproved Lodgement (GST zero-rated) (All sizes up to Max 360mm x 240mm)	Standard
IWXMHFEENON	Manual Handling Fee – Non-Preapproved Lodgement (GST zero-rated) (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 DirectPost number and return address.
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Clean Mail Terms and Conditions

previously known as International Clean Mail

Summary of key features	For sending bulk mail within New Zealand. To use Clean Mail you must: <ul style="list-style-type: none">• have a DirectPost number• submit a completed Statement of Posting.• comply with the relevant envelope layout standards and addressing layout standards.
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Dimension and weight restrictions	Size	Minimum dimensions (height x length)	Maximum dimensions (height x length)	Minimum weight	Maximum weight	Maximum thickness	Maximum thickness
	Medium	88mm x 138mm	130mm x 240mm	3g	55g	0.3mm	6mm
	Medium Plus	88mm x 138mm	130mm x 240mm	3g	115g	0.5mm	20mm
	Large	130mm x 185mm	165mm x 240mm	3g	75g	0.3mm	6mm
	Large Plus	130mm x 185mm	165mm x 240mm	3g	115g	0.5mm	20mm
	Oversize	165mm x 220mm	240mm x 360mm	20g	1kg	1.0mm	20mm
	Dimensions and weight restrictions include the envelope.						

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 rural or remote areas may take longer. Delivery targets are once items have been Customs cleared and released at the International Mail Centre. For the purposes of delivery targets, this is day zero.
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Minimum volume	300 items same sized items in each lodgement. Each mail item within a lodgement must: <ul style="list-style-type: none">• Be the same size and shape, and within the minimum and maximum weight restriction.• Contain the same DirectPost number and return address. Please note that: <ul style="list-style-type: none">• Different size 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, DirectPost number and return addresses are met.
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DirectPost number	To use Clean Mail you must have a DirectPost number.
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Product requirements**Product Eligibility**

- Mail items must be sourced from outside New Zealand
- You must have an annual spend of NZD100,000 on Clean Mail or you must have annual volumes of 100,000 items or more of Clean Mail.

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.

- Clean Mail Medium and Large items should comply with the same requirements as VolumeMail (sections 1 and 2 of the ELS)
- Clean Mail Medium Plus, Large Plus and Oversize must comply with the FlexiMail / Publication Mail sections (sections 1 and 3 of the ELS)

For full details of our requirements refer to the following brochures:

- Bulk Mail Envelope Layout Standards (ADV391)
- Address and Layout Guide (ADV356)
- International Bulk Mail Rate Card (ADV393).

These brochures are available on our website, nzpost.co.nz, or by contacting your NZ Post Business Manager. 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 the NZ Post International Mail Centre to see if it meets the product requirements. If your mail does not meet these requirements, it will be updated to the applicable product (and you will be charged on the basis of the applicable product to which your mail has been updated, not Clean Mail).

DirectPost impression

Each Clean Mail mail piece must have an approved DirectPost impression, which includes:

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

The DirectPost 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). Only standard DirectPost impressions are acceptable for Clean Mail.

Delivery address

All items must have a valid NZ Post delivery address, including the correct NZ Post postcode. We will monitor your returned mail volumes. We reserve the right to charge you full postage rates for any returned mail.

Return address

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

Lodgement options

Items must be lodged at:

- NZ Post International Mail Centre, Auckland.

Lodgement times

Mail received prior to our published Critical Entry Time (CET) Monday to Friday (excluding public holidays) will be processed same day; after this time, mail will be processed the next working day



Lodgement requirements**Sorting - Letter trays, bundles and labelling**

Choose the mail presentation option that suits you best, then lodge your mailing at the International Mail Centre, Auckland.

Items must be placed in letter trays so that the delivery address and DirectPost impression are facing the front of the tray.

No more than one type of product can be lodged in one tray. For example, Clean Mail mail cannot be included in the same tray as VolumeMail.

Letter trays, bundles and labelling

Letter trays must not weigh more than 12kg. If a tray weighs more than this, mail must be split into two or more trays. Letter trays must be labelled.

If you use more than 40 trays per lodgement, a container service is available.

Bundles must be no thicker than 300mm and weigh no more than 12kg. Also please make sure that:

- The address on the first item is clearly visible (with no other labels or strapping over the address details).
- All addresses 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 are tightly banded down their length and across their width.
- The bundles are labelled.

Labelling

All letter trays and bundles must have a correct NZ Post tray label attached.

The tray label must include:

- The day of lodgement marked to identify when your mail was lodged with NZ Post.
- A customer reference code (i.e. customer or mailing house reference)

You can order your tray labels by contacting your NZ Post Business Manager.

Statement of Posting

Please see examples of GST zero rated codes.

Size	Lodging Code	Product Code (GST zero rated*)
Medium	IWXCM	IWXCMM
Medium Plus	IWXCM	IWXCMMMP
Large	IWXCM	IWXCML
Large Plus	IWXCM	IWXCMLP
Oversize	IWXCM	IWXCMO

Compliance requirements

To be eligible for Clean Mail product usage, lodgements must meet the specified requirements in this Product Specification.

Non-Compliance to these Product Specifications, Envelope Layout Standards or Address and Layout Guide may result in the entire lodgement being uprated to a Standard rate product, or the lodgement being returned at your cost. Note that delivery targets may be impacted through non-compliance with the Product Specifications, Envelope Layout Standards or the Address and Layout Guide.

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

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 the general Postal Users' Guide for full details.



Compensation terms and conditions

For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.

Other terms and conditions

Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide



Standard Mail Letters Terms and Conditions

previously known as International Standard Post™

Summary of key features	Ideal for sending letters, documents and postcards within New Zealand.			
Dimensions and weight restrictions	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 385mm	1kg	20mm
	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 must be sent as a parcel.			
Delivery target	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 are once items have been Customs cleared and released at the NZ Post International Mail Centre. For the purposes of delivery targets, this is day zero.			
Minimum volume	No minimum volume.			
Product requirements	To use Standard Mail, a business must: <ul style="list-style-type: none">• Send to a valid NZ Post delivery address, including the correct NZ Post postcode.• Have a valid NZ Post return address, including the correct NZ Post postcode• An approved NZ Post DirectPost number• Adhere to requirements in the Envelope Layout standards including envelope stock type, positioning of the DirectPost indicia and layout standards. DirectPost impression Each mail piece must have an approved DirectPost impression, which includes: <ul style="list-style-type: none">• an approved NZ Post standard DirectPost impression;• your allocated DirectPost number; and• the words 'New Zealand'. The DirectPost 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). 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.			
Lodgement options	Items must be lodged at: <ul style="list-style-type: none">• NZ Post International Mail Centre, Auckland.			
Lodgement times	Mail received prior to our published Critical Entry Time (CET) Monday to Friday (excluding public holidays) will be processed on the same day; after this time, mail will be processed on the next working day.			



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 the general Postal Users' Guide for full details.
Compensation terms and conditions	For full information about our Compensation terms and conditions for damages and losses when sending internationally, and for making claims, refer to section 2 of the general Postal Users' Guide.
Other terms and conditions	Additional terms and conditions apply; refer to our standard business terms and sections 1 to 3 of the general Postal Users' Guide

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 this International Commercial Postal Users' Guide which can be viewed on our website at nzpost.co.nz/icpug. This must be read in conjunction with our general Postal Users' Guide which can be viewed on our website at nzpost.co.nz/terms. Other conditions for NZ Post customers are contained in the term and conditions provided when credit was arranged. DirectPost is a trade mark of New Zealand Post Limited.