



# **POSTAL SERVICES GUIDE**

## **INTERNATIONAL SERVICES FROM WESTERN SAMOA**

Posts and Telecommunications Department  
Apia, Western Samoa

Effective: January 1994



# SERVICE SCHEDULE

SERVICE	TARGET DELIVERY TIMES (ex Apia)			
	Target (days)		Guaranteed (days)	
<b>1. Express Mail Service (EMS)</b> Top Priority service to 5 destinations	Australia	2-3	6	
	Fiji	2-3	5	
	New Zealand	2-3	5	
	PNG	3-5	7	
	USA	3-5	7	
<b>2. Airmail</b> First Class air service to destinations around the world  Note: • Not all available destinations are listed here. • Delivery subject to airline schedules.	Target (days) ex Apia		Target (days) ex Apia	
	Australia	3-4	Singapore	6-8
	New Zealand	3-4	Taiwan	6-8
	Fiji	3-4	Great Britain	7-9
	Rarotonga	4-5	Germany	7-10
	Tonga	2-3	Sweden	7-10
	USA	5-10	India	8-13
	Japan	5-8	South Africa	10-15
	Hong Kong	6-8	US Samoa	1-2
	<b>3. Surface</b> Economical but slower service for destinations around the world  Note: Not all available destinations are listed here.	Target (weeks) ex Apia		Target (weeks) ex Apia
Australia		4-6	Singapore	8-10
New Zealand		3-5	Taiwan	8-10
Fiji		4-7	Great Britain	8-11
Rarotonga		5-7	Germany	8-11
Tonga		2-4	Sweden	8-11
USA		4-7	India	9-12
Japan		8-10	South Africa	9-12
Hong Kong		8-10		

NOTES: (1) Target Delivery Times are indicative of normal performance levels ex Apia. However, they are not guaranteed. In some cases delivery is subject to the availability of transport. Delivery times do not take account of the time taken to get mail to Apia from outlying areas.

(2) Delivery times are working days only and do not take account of weekends or public holidays.

(3) Delivery times for dutiable items and items retained by Customs authorities may be longer.

## Other Service Options

<b>Registration</b> • Ideal for added security for important documents • Separately handled and signed for • Available for Airmail and Surface items	• Maximum compensation \$20.00 • Advice of Delivery available for an additional \$0.80 • Full trace for International Registered items \$2.80
<b>Insurance</b> • Ideal for valuable parcels • Separately handled and signed for • Fully traceable	• Available for Airmail, Surface and EMS items • Available in \$150 steps up to a maximum value of \$825

# PRODUCT CATEGORIES

PRODUCT	FEATURES	MAXIMUM WEIGHT
Letters	<ul style="list-style-type: none"> <li>For personal correspondence and business communications</li> <li>No compensation payable</li> </ul>	500 grams
Printed Matter	<ul style="list-style-type: none"> <li>For books, magazines and newspapers and other printed material</li> <li>No compensation payable</li> </ul>	Airmail 2kg Surface 5kg
Packets	<ul style="list-style-type: none"> <li>For letters above 500g and sending small gifts and goods of low value</li> <li>Requires simplified Customs declaration C1</li> <li>No compensation payable</li> <li>Maximum Dimensions: Combined length and girth: 900mm Any one dimension: 600mm</li> </ul>	2 kg
Parcels	<ul style="list-style-type: none"> <li>For items over 2kg (except Surface Printed Matter)</li> <li>Requires full Customs declaration CP3</li> <li>Receipt issued on acceptance</li> <li>Compensation covers damage and loss = \$150 maximum for damage = \$150 plus postage maximum for total loss</li> <li>Maximum Dimensions: Combined length and girth: 2.0 metres Any one dimension: 1.05 metres</li> </ul>	20 kg
EMS (Express Mail Service)	<ul style="list-style-type: none"> <li>Priority service for documents and parcels</li> <li>Only available to 5 destinations at this time</li> <li>Money back guarantee on delivery performance</li> <li>Compensation up to \$100 against damage or loss</li> <li>Signature of recipient collected</li> <li>Requires customs declaration CP3/C1</li> <li>Simple consignment note</li> </ul>	20 kg

Remember: Parcels containing items of commercial value may require an export invoice giving a clear description of the goods, quantity, value and country of origin. The sender and recipient must be identified.

## Compensation Exclusions

Please note compensation is not payable on the following:

- Inadequately packaged items
- Cash, bank notes, coins, currency notes, deeds and travellers cheques
- Negotiable instruments and securities and bearer securities
- Bullion, precious metals, precious stones or gems, jewellery, watches, trinkets or antiques
- Consequential loss
- Fragile items, items containing liquids, semi-liquids, perishables, or articles by their nature liable to damage
- Unlawfully posted items
- Where there has been neglect on the part of the sender
- Any event following delivery
- Any claim for loss or damage lodged more than 6 months after the item was sent



# Prohibited and Restricted Items

For everyone's sake, you must be sure that whatever you are sending is safe, and will remain safe for its journey. The full list of items not acceptable for the mail is set out in the IATA regulations covering dangerous goods. Our Post Office staff will be pleased to help but due to the complex nature of some products, it remains the responsibility of the sender to check these regulations to see if an item can be sent.

## Prohibited goods

The following goods and substances, in any shape or form, are prohibited. There are also other less common, prohibited items not listed.

- Explosives: e.g., ammunition, fireworks, igniters, flares, caps.
- Compressed Gases: e.g., all aerosol cans, cigarette lighters, camping gas cylinders.
- Flammables (rapid burning): e.g., paint, matches, petrol, thinners, some solvents and cleaning fluids.
- Oxidisers (react when combined with oxygen): e.g., peroxide hair and textile dyes, peroxide disinfectants, fibreglass repair kits.
- Corrosives (eat into other things): e.g., mercury (such as in a thermometer), bleach, varnish removing liquid, nitric acid, battery fluid.
- Drugs and poisons: All drugs and poisons unless in prescription quantities, and packaged correctly.
- Live creatures: All living creatures other than correctly packaged bees, leeches, silk-worms, harmless insects, frogs and lizards.
- Other goods: All radioactive, highly magnetic, illegal, physically offensive or unsolicited indecent goods.

## Send These Items with Care

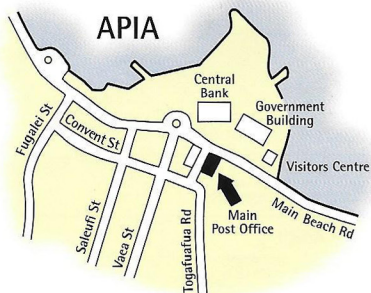
The items and substances below can be posted if they are packaged correctly. Ask your local Post Office for details on how to send them.

- Alcoholic beverages
- Liquids
- Electronic/electric appliances or devices containing dry cell batteries
- Sharp edged or pointed items
- Biological specimens and substances (must be sent by an authorised organisation)

## Please Remember

When sending overseas, each country has its own lists of prohibited and restricted goods.

It is your responsibility to ensure that any item you send does not contain any prohibited goods and that all appropriate documentation is provided for restricted items.



**Customer Inquiries**  
PHONE: 23472 OR 26031  
or contact your local Post Office



Posts and Telecommunications Department  
Apia, Western Samoa  
Telephone: 23456  
Facsimile: 24000  
Telex: 220 PTRGMS SX