

SCHEDULE 30 – SIGNATURE ON DELIVERY SERVICES

1 Introduction

- 1.1 These signature on delivery services terms and conditions are supplementary to the [Australia Post General Terms and Conditions](#). To the extent that any aspect of the signature on delivery services is not expressly included herein, including provisions dealing with limitation of liability, the Australia Post Terms and Conditions apply.
- 1.2 These terms and conditions apply to the signature on delivery services offered by Australia Post, whether included as a standard feature of another service or as an optional feature.

2 Interpretation

- 2.1 Except as where expressly defined, all words and phrases used in this schedule will have the same meaning if any, given to them in the *Australian Postal Corporation Act 1989* and in the [Australia Post General Terms and Conditions](#), provided however that where there is any inconsistency, the meaning will be as defined in this schedule to the extent of that inconsistency.
- 2.2 In these terms and conditions unless the contrary intention appears:
- 2.2.1 “delivery confirmation” is an Australia Post service whereby a sender completes a delivery confirmation card to accompany an article being sent, the card is signed on delivery of the article and the card is then sent back to the sender, as described further in clause 4.
- 2.2.2 “person to person” delivery means Australia Post delivers a Registered Post article only to the person named as the addressee, as described further in clause 4.
- 2.2.3 “Restricted International Destination” means an overseas destination where the country’s postal organisation does not provide a Signature on Delivery service, as set out in the International Guide from time to time.
- 2.2.4 “signature on delivery” is an Australia Post service whereby Australia Post obtains a signature from the recipient of the particular article on delivery, as described further in clause 4.
- 2.2.5 “signature on delivery services” and “services” means the signature on delivery, the delivery confirmation and the person to person services offered by Australia Post.

3 Signature Option Change

- 3.1 A signature option cannot be changed after an article is lodged with Australia Post.

4 Signature on Delivery Services – Conditions and Restrictions

Signature on Delivery Service	Service Conditions	Service Restrictions
Signature on Delivery	<p>In respect of the Signature on Delivery service, unless Australia Post expressly agrees otherwise:</p> <ol style="list-style-type: none"> 1. Subject to the following clauses, Australia Post will use reasonable endeavours to obtain a signature from a person; 2. Australia Post has no obligation to verify the identity of the person providing their signature; 3. if a person appears to have authority to sign for an article, Australia Post can rely on that apparent authority where it considers it reasonable to do so; 4. unless a sender expressly stipulates otherwise, Australia Post is not required to obtain a signature if the addressee has requested that a parcel be left in a nominated place if nobody is available to sign, or if Australia Post is able to deliver a parcel as provided in the Safe Drop terms and conditions, in which case the date and time scan data obtained by Australia Post on its electronic equipment will be deemed to meet any Signature on Delivery request; 5. where a sender or an addressee requests an article be delivered to one of Australia Post's parcel lockers, the inputting of a pin code to access the locker will be deemed to meet any Signature on Delivery request; 6. unless a sender expressly stipulates otherwise, Australia Post is not required to obtain a signature where an article has been addressed to a customer's Post Office box, locked bag, private bag or common bag. The date, time, box number scan data obtained by Australia Post on its electronic equipment will be deemed to meet any Signature on Delivery request. 	<p>A Signature on Delivery service is not available in respect of deliveries to a Restricted International Destination.</p> <p>If an article is sent to a Restricted International Destination and Signature on Delivery is an included feature of postal service being offered, the sender expressly acknowledges that an article may be delivered without a signature being obtained and releases Australia Post from any liability in respect of a failure to obtain a signature.</p>

	<ol style="list-style-type: none"> 7. for deliveries in Australia, if the recipient's premises are unattended or a signature is otherwise unable to be obtained, and if points 4, 5 and 6 above don't apply, Australia Post will take the item to a Post Office; and 8. for deliveries in other countries, if the recipient's premises are unattended or a signature is otherwise unable to be obtained, the article will be dealt with in accordance with procedures determined by the postal operator of that country. 	
Delivery Confirmation	<p>In respect of the Delivery Confirmation service, unless Australia Post expressly agrees otherwise:</p> <ol style="list-style-type: none"> 1. Subject to the following clauses, Australia Post will use reasonable endeavours to obtain a signature on the confirmation card delivered with the article; 2. Australia Post has no obligation to verify the identity of the person providing their signature; 3. if a person appears to have authority to sign for an article, Australia Post can rely on that apparent authority where it considers it reasonable to do so; 4. Australia Post will send the confirmation card to a sender by ordinary post; and 5. if an addressee's premises are unattended or a signature is otherwise unable to be obtained, Australia Post will take the item to a local post office. If uncollected items are returned to the sender or the sender's agent, the sender may have to pay a fee or charge for returning such items. 	Delivery Confirmation is only offered with domestic Registered Post service.

<p>Person to Person Delivery</p>	<p>In respect of the Person to Person Delivery service, unless Australia Post expressly agrees otherwise:</p> <ol style="list-style-type: none"> 1. Subject to the following clauses, Australia Post will use its reasonable endeavours to deliver an article to the person named as the addressee; 2. Australia Post may deliver the article to an addressee's nominee if: <ol style="list-style-type: none"> a. the addressee has given prior authorisation requesting delivery to a nominated person and Australia Post has approved that request, or b. where there is not prior authorisation and the addressee is a minor, the sender's parent or guardian will be the nominee; and 3. if the addressee is unable to be located or delivery to the addressee is not able to be achieved, Australia Post will take the article to its local post office. If uncollected articles are returned to the sender or the sender's agent, the sender must pay the fee or charge for returning such articles. 	<p>Available only with domestic Registered Post.</p>
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