



<Compensation Policy Individual Shipments>



## 1- Purpose:

The purpose of this policy is to establish a general framework for dealing with special compensations for individual shipments, clarifying and defining the scope and mechanism of compensating customers (senders) through Saudi Post for damaged, lost, delayed, or wrongly delivered shipments. Compensation is divided into two types: Plus, Protection, which refers to shipments insured by the customer according to the shipment insurance service, and Standard Protection, which refers to shipments not insured by the customer (sender).

## 2- Definitions

Compensations	Financial compensation paid by Saudi Post (referred to hereinafter as "Saudi Post   SPL" to the customer in case of delay, error in delivery, loss, damage, or shortage of the postal item. Top of Form
Standard Protection	Coverage of shipments against direct loss, damage, delay, or incorrect delivery due to gross negligence in accordance with the provisions of the standard protection mentioned in this policy.
Plus Protection	Additional coverage for shipments - upon request from the customer - against loss, delay, or incorrect delivery due to direct or indirect causes
customer	the individual who benefits from the postal services provided by Saudi Post   SPL.
The financial fee for the compensation service.	The financial compensation for the compensation service.
The claim	Customer's claim for compensation for loss, damage, shortage, delay, and incorrect delivery due to direct or indirect causes.
Postal services	All services and activities related to postal matters domestically and internationally
Delayed delivery shipments	Delay in delivering the shipment beyond the previously announced period for the service.
Incorrect delivery shipments	The shipment that has been delivered to an incorrect destination or to the wrong person.

Direct damage	when the shipment is damaged due to improper handling.
Indirect damage	The damages that occur to the shipment as a result of environmental conditions or external factors without direct human intervention.
Loss of the shipment	A shipment that has been lost during the transportation or delivery process and cannot be found or located.
Shortage in the shipment	A shipment delivered with a shortage in the items or materials included in the shipment.
Shortage in the shipment	A shipment delivered with a shortage in the items or materials included in the shipment.
The sender	The individuals who send goods or parcels for shipping to their intended destination.
Indirect damage	The damages that occur to the shipment as a result of environmental conditions or external factors without direct human intervention.

### 3 Claim Procedures:

3.1 Claim registration is done through the unified customer service number, Twitter account, or the official website of Saudi Post | SPL.

3.2 After registering the claim, an SMS message is sent to the customer to attach the documents based on clause 5 of this policy within a maximum period of 30 business days.

3.3 Ensure all information and documents related to the claim based on clause number 5 of this policy .

3.4 Confirmation of claim receipt is made by sending an SMS to the customer .

3.5 If the documents - according to the shipment status and as outlined in clause 5 of the attachments - are incomplete, the customer is notified to complete the request through an SMS within a maximum period of 5 business days from the date of sending the message .

3.6 The customer must complete the minimum required documents within a maximum period of 30 days, or else their right to compensation will be forfeited unless there is an acceptable excuse by Saudi Post | SPL.

3.7 After all documents are completed, the claim review process begins and is reviewed within a maximum period of 7 business days from the date of receiving all documents. The customer is informed of the result by sending an SMS.

3.8 The compensation amount is deposited into the customer's bank account within 15 business days after the claim result is issued (the budget closing period may extend the duration up to 60 days).

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#### 4. Policy Statement

The services subject to this policy are the postal services as defined in the Definitions section.

##### 4.1. Shipments Subject to Standard Protection (Not Insured):

4.1.1. Saudi Post | SAPL provides standard protection for all domestic and international postal services. If the customer requests an upgrade to higher protection, they are required to pay a fee for the compensation service: Plus Protection either online or at point of sale.

4.1.2. The standard compensation protection service covers damaged, lost, delayed, or wrongly delivered shipments and does not cover indirect damage or loss.

4.1.3 When the customer chooses the standard protection service provided by Saudi Post | SPL, it is not responsible for any delayed delivery resulting from unforeseen accidents beyond its control .

4.1.4 Shipments containing paper documents are not eligible for all compensation services provided by Saudi Post | SPL, except in cases where there is a cost for reissuing official documents. The customer will be compensated for the shipment value only, along with the reissuance fees, upon providing proof of payment for the cost.

##### 4.1.5 Standard Protection (Non-Insured) Shipment Compensation Mechanism

###### 4.1.5.1 Maximum liability in case of damage/loss:

Coverage of shipments for loss, shortage and direct damage due to negligence of the post office and not due to the sender, calculated on the basis of the declared value plus the shipping cost, not exceeding a total of 375 Saudi Riyals for value and shipping.

4.1.5.2 In case of late delivery, the sender will be compensated for the shipping cost only.



4.1.6 Saudi Post | SPL strives to do its best to protect shipments from damage, loss and delivery according to expected delivery schedules, and Saudi Post | SPL will not bear any responsibility in the following cases:

1. Force majeure or any reasonable cause beyond the control of Saudi Post | SPL.
2. Failure, negligence or neglect of the sender, consignee or third party resulting in late delivery, wrong delivery or direct damage.
3. The nature of the shipment or other defects, distinctive or original characteristics thereof.
4. Electrical or magnetic damage, damage or any such damage to images or electronic or photographic recordings in any form.
5. Any damage to the shipment resulting from improper packaging by the customer or failure to affix warning labels indicating the sensitivity or fragility of the contents, or if the label is requested from Saudi Post | SPL. to clarify that the shipment is sensitive or fragile.



6. Saudi Post | SPL does not bear any compensation resulting from the improper use or incorrect writing of the National Address, resulting in non-delivery of the shipment or delayed delivery within the specified
7. Saudi Post | SPL does not bear any compensation resulting from failure to receive the shipment within the declared storage period of the service, which does not exceed 90 days, or the expiration of the possible storage period according to the nature of the shipment, for shipments prone to rapid damage
8. Materials that are not shippable as referred to in section 4.3.

4.1.7 The beneficiary must review and accept the terms and conditions of the service, the contract, and the compensation claim mechanism before agreeing to execute the request.

#### 4.2 Shipments covered by Plus Protection (insured):

4.2.1 Plus Protection service is optional and is considered a paid service available to all customers.

4.2.2 If the customer requests an upgrade to Plus Protection, they are required to pay a fee of 2% of the declared value of the shipment.

4.2.3 Insurance coverage is subject to all terms and conditions outlined in the insurance policy issued by the insurance company.

4.2.4 Shipments containing paper documents are not subject to all compensation services provided by Saudi Post | SPL, except in cases of loss incurred due to the extraction of official documents, in which case the customer is compensated for the value of the shipment only.

#### 4.2.5 Compensation Mechanism for Shipments Covered by Plus Protection (Insured):

- Coverage of shipments from direct and indirect damage, incorrect sending, loss, or deficiency due to negligence of the postal service, not the sender, by an amount calculated based on the declared value cost in addition to the shipping value, not exceeding the total value of 100,000 Saudi Riyals.
- In case of late delivery, only the shipping cost will be compensated.



4.2.6 Saudi Post | SPL strives to exert maximum effort to provide protection for shipments from damage, loss, shortage, and delivery in accordance with expected delivery schedules. Insurance will not cover under any circumstances responsibility for risks controlled by the customer, and generally, insurance does not cover the following points:

1. Any damage to the shipment due to poor packaging from the customer, failure to affix shipping warning labels on the packaging, or failure to affix warning labels for sensitive or fragile shipment contents or when the label is not requested from Saudi Post | SPL to clarify that the shipment content is sensitive or fragile.
2. Damage resulting from defective products, if Saudi Post | SPL can demonstrate that the damage is due to the presence of defective items within the shipment, no compensation will be provided.
3. Saudi Post | SPL does not bear responsibility under any circumstances in any compensation claim related to the seizure or confiscation of the shipment during transportation by customs and/or any other governmental entity.
4. Saudi Post | SPL does not bear any compensation resulting from the incorrect use or writing of the national address, resulting in non-delivery of the shipment or delay in the specified delivery time.
5. Saudi Post | SPL does not bear any compensation resulting from failure to receive the shipment during the announced storage period for the service, which does not exceed 90 days, or the expiration of the possible storage period according to the nature of the shipment for perishable shipments.
6. Non-shippable materials are referred to in item number 4.3.

4.2.7 The recipient must review and accept the terms and conditions of the service, the contract, the claims procedure, and compensation before agreeing to execute the request.

#### 4.3 Non-shippable items:

- 1 Weapons, hazardous, prohibited, or restricted materials according to the classification of the Universal Postal Union.
- 2 All types of currencies.
- 3 Hazardous, flammable, and explosive materials.
- 4 All items prohibited from importation or exportation under the Customs regulations, executive regulations, laws, and regulations applicable in the Kingdom.
- 5 Silver and gold, whether currency or alloys.
- 6 Pictures, books, financial compensation, newspapers, and all mailings that violate traditions and public etiquette.
- 7 Any materials subject to a decision by the competent authorities.

#### 4.4 Claims Procedure:



4.4.1 Saudi Post | SPL compensates the customer for damaged, lost, incorrectly delivered, delayed deliveries, or shortages in the shipment only if notified in the following cases:

- 4.4.1.1 All claims for damaged shipments must be submitted by the customer within a maximum of 30 business days from the date of receipt of the shipment. Failure by the customer to comply with this specified period forfeits their right to compensation for the damage.
- 4.4.1.2 In the event of a lost shipment confirmed by Saudi Post | SPL, all claims for lost shipments must be filed by the customer after 15 business days from the expected arrival date of the shipment to the recipient or the return of the shipment to the sender – depending on the shipment status – up to 30 business days. Failure by the customer to comply with these deadlines forfeits their right to compensation for loss or incorrect delivery.
- 4.4.1.3 If the shipment is delivered after 21 business days from the expected delivery date due to reasons attributable to the service provider, the customer has the right to file a claim for late delivery compensation after receiving the shipment within a maximum of 30 business days.

4.4.2 If the customer fails to adhere to the mentioned deadlines for filing claims and providing the required documents within them, their right to compensation is forfeited.

4.4.3 In case the customer requests an international service, the delay period is calculated from the date of payment for the shipment.

4.4.4 Saudi Post | SPL is committed to delivering all shipments in their original condition upon receipt. In case of damage during the delivery process, the customer can raise a compensation claim, and if necessary, they will be informed about returning the shipment for inspection via SMS.

4.4.5 The declared value of the shipment by the customer on the shipping receipt represents the limits of Saudi Post | SPL liability for compensation.

4.4.6 In case of damage or loss, Saudi Post | SPL will not be responsible for any damages exceeding the declared value.

4.4.7 The customer must submit all mentioned documents in the attachments to Saudi Post | SPL for the claim to be accepted. Failure to deliver these documents will result in the claim being rejected.



4.4.8 claims will not be processed from December 20 until the end of the year, and Saudi Post | SPL will resume processing at the beginning of the new year according to the claim sequence.

4.4.9 Only the customer who is the sender is eligible to file compensation claims if they have requested postal services locally or internationally. Others are not entitled to benefit from compensation services.

**Attachments:**

The required document checklist in item number 4.4.2

Delay and incorrect delivery	Loss	Damage or shortage	The required documents include:
			Photos of the damaged or missing shipment
			A picture of the packaging. Top of Form
			.Invoices for the damaged goods showing their actual cost
			Proof of receipt of the shipment / Proof of non-receipt of the shipment
			.The customer's bank account information