



ไปรษณีย์ไทย Thailand Post

Thailand Post Announcement

Subject: Periods of Acceptance the Inquiries for International Services

To facilitate our customers with lodging inquiries for international services, and to expedite the results of inquiries in case of non-receipt, loss, damage, delay, non-receipt of the advice of delivery card or any other concern of the international postal items, inquiries shall be accepted only within the following periods:

| Category of postal items | Periods of acceptance inquiries after the date of posting | Information required for the investigation |
|---|---|---|
| Courier Post/ Insured Courier Post | 3 Months | - Tracking number of postal items - Sales slip - Posting receipt - Contents, Weight and Value - Posting date and name of the post office of origin - Name and address of the sender and the addressee indicated on the package |
| EMS World | 4 Months | |
| Logispost World/ Insured Logispost World | 3 Months | |
| Registered Item | 6 Months | |
| Parcel/ Insured Item | | |
| ePacket*/ ePacket Plus | | |

Remark : *Inquiry of ePacket is acceptable but no indemnity; however, designated operators; i.e. USPS, China Post, Deutsche Post do not accept any inquiry.

The sender or the addressee or authorized person from the sender or the addressee may lodge an inquiry at the post office of origin or others, if necessary, or THP Contact Center. If the investigation is finalized and the result thereof reveals that such irregularities occurred in the postal route under our responsibility, the indemnity will be paid according to the rate of indemnity in Thailand Post Announcement.

This announcement will be effective from 1 January 2022 until further notice.

Announced on 30 December 2021

(Dhanant Subhadrabandhu)

Chief Executive Officer