

## HANDLING PARCEL WITHOUT RECEIVER

### **1 Principle of handling:**

- *Un-receiver parcel handling will be received and processed by the customer service department.*
- *Implemented on the basis of Circular 18/2015 / TTLT-BTTTT-BTC dated July 17, 2015 on guiding the handling of un-receiver parcel.*

### **2 Processing methods:**

#### **a. Incorrect address:**

- *If the company cannot deliver the parcel because the address is incorrect, the company will make reasonable efforts to find the right address.*
- *The company will notify the sender to adjust the delivery or attempt to deliver the shipment to the correct address although additional fees may apply if the address is different from the address on the consignment note or label attached on the sender's shipment.*

#### **b. The shipment cannot be delivered and rejected:**

- *When the shipment cannot be delivered, the company will leave a notice at the recipient's address (stating that the delivery attempt was made at that location). If delivery is not possible after trying again or the recipient does not accept delivery, the company will contact the sender and the next action agreement accordingly.*
- *The sender agrees to pay the company any costs incurred by the company in the delivery, disposition or return of the shipment and the fee (if any) to try the third or more delivery and for the next appropriate action. If the sender does not instruct the company within 30 days after the second attempt at delivery, the sender agrees that the contents of the shipment will be resolved according to the law*