

9 Inquiries, Indemnities, and Refunds

910 Reports Encouraged

Customers are urged to report losses, nondelivery, or mistreatment of mail, even though there may be no provision for indemnity. Such reports can lead to improved service.

920 Inquiries and Claims

921 Inquiry Described

921.1 General

Inquiry is a general term that includes:

- a. Requests concerning the disposition of an item entered in international mail.
- b. Complaints or reports concerning the loss, rifling, damage, delay, or improper delivery of an item entered in international mail.

921.2 Who Can Initiate

921.21 Letter-post and Parcel Post

Inquiries pertaining to the disposition of a letter-post item or a parcel post package can be initiated at any Post Office by the U.S. sender or addressee.

921.22 Global Express Mail (EMS)

Inquiries pertaining to the disposition of a Global Express Mail (EMS) item can be initiated only by the U.S. sender (not the addressee). In order to initiate an inquiry for loss, rifling, or damage, the sender **must** call the EMS Inquiry Center at 1-800-222-1811 and provide the Postal Service agent with the relevant mailing particulars.

922 Filing of Inquiries

922.1 Time Limits

Inquiries pertaining to the disposition of a letter-post item or a parcel post package must be initiated within 6 months from the day following the date of mailing. Those that pertain to the disposition of an EMS item must be initiated within 90 days from the date of mailing.

922.2 Waiting Period

Customers must wait a reasonable time for an international item to be transported to and delivered in the foreign country before initiating an inquiry. Inquiries should not be filed before the following number of days from the mailing date:

- a. 3 days for EMS items. (**Note:** Postal Service customers who attempt to initiate an EMS inquiry prematurely should be advised that the requisite delivery information may not yet be available from the foreign postal administration in the destination country.)
- b. 7 days for airmail letter-post items and parcel post packages.
- c. 30 days for economy (surface) letter-post items and parcel post packages.

922.3 Global Express Mail (EMS) Inquiry Procedures

922.31 How to File

The U.S. sender of an EMS item that is believed to be lost, damaged, or rifled **must** call 1-800-222-1811 within 90 days of the date of mailing, to initiate an inquiry. **Reminder:** Postal Service customers who wish to determine the disposition of an EMS item should **not** complete PS Form 542, *Inquiry About a Registered Article or an Insured Parcel or an Ordinary Article*.

922.32 Procedural Steps

After the Postal Service customer has furnished the EMS Inquiry Center with the relevant mailing information,

- a. The EMS Inquiry Center advises the sender of the results of the inquiry.
- b. When there is a determination that an EMS item has been lost, damaged, or rifled, the EMS Inquiry Center mails an information packet to the customer, which includes PS Form 2861, *Express Mail International Service Inquiry*, and a letter of instruction regarding the claim process. The printed copy of PS Form 2861 provided by the EMS Inquiry Center must be attached to all EMS claims that are sent to the New York International Claims and Inquiries Office (ICIO).

922.33 Foreign Origin EMS Items

Inquiries about Express Mail items that originated outside the United States **must** be initiated by the sender through the postal administration of origin.

922.4 **Method of Inquiry Transmittal**

Inquiries about registered mail, insured parcels, and ordinary articles are transmitted by the International Claims and Inquiries Office (ICIO) to the applicable foreign postal administration via airmail. Inquiries pertaining to EMS items are transmitted via electronic means to some foreign postal administrations and via facsimile transmission or airmail to others.

923 **Claim Described**

A claim is a request by a postal customer for an indemnity payment that resulted from the loss, rifling, or damage to the insured, registered, or EMS items. (See 221.3, 320, 330 for information on indemnity limits, and 930 and 940 for information on indemnity payments and postage refunds.)

924 **Initiation of Claims**

924.1 **Registered Letter-Post Mail and Insured Parcel Post**

Claims for registered letter-post mail and insured parcel post may be initiated by either the sender or the addressee. The claimant must initiate a claim for indemnity within 6 months from the day following the date of mailing. Claims may not be processed until after appropriate inquiries (complaints) have been initiated in accordance with procedures in this subchapter.

924.2 **Global Express Mail (EMS) Shipments**

Only U.S. senders may initiate claims for the loss, rifling, or damage of EMS items originating in the United States. These claims may not be filed until after the inquiry has been completed. (See 922.3 for inquiry procedures.) When initiating a claim, customers must complete PS Form 2855, *Claim for Indemnity — International Registered, Insured, and Express Mail*. This form must be accompanied by evidence of mailing and whatever documentation the customer feels would support the claim. (See 922 and 925.)

925 **Required Documentation**

925.1 **Evidence of Insurance**

Indemnity claims for registered, insured, and Global Express Mail must present:

- a. The original mailing receipt issued at the time of mailing (reproduced copies are not acceptable.)
- b. For Global Express Mail items, PS Form 2861 received from the EMS Inquiry Center.

925.2 Evidence of Value

The customer must submit acceptable evidence to establish the cost or value of the article at the time it was mailed. (Other evidence may be requested to help determine an accurate value.) Examples of acceptable evidence are:

- a. Sales receipt, invoice, or statement of value from a reputable dealer.
- b. Customer's own statement describing the lost or damaged article, including the date and place of purchase, the amount paid, and whether new or used (only if a sales receipt or invoice is not available). If the article is handmade, the statement must include the price of the materials and labor used. The statement must describe the article in enough detail to determine whether the value claimed is accurate.
- c. Picture from a catalog showing the value of a similar article (only if a sales receipt, invoice, or statement of value from a reputable dealer is not available). The date and place of purchase must be included.
- d. Paid repair bills; if the claim is for partial damage, estimates of repair costs or appraisals from a reputable dealer. Repair costs may not exceed the original purchase price.
- e. Receipt or invoice of costs incurred for the reconstruction of nonnegotiable documents.

926 Disposition of Damaged Mail

Dispose of damaged insured and registered mail for which claims have been filed as follows:

- a. International damaged mail (except Canadian registered mail).
Damaged international registered mail (except Canadian, see 926.b) must be returned to the customer, whether or not the article has salvage value.
- b. International insured mail and Canadian registered mail.
 - (1) If claim is for *partial* damage, return the article to the customer.
 - (2) If claim is for *total* damage and article *has salvage value*, the article and the packaging must be retained at the post office until the claim is settled and disposition instructions are received from the appropriate international claims and inquiries office. Provide customer a copy of PS Form 3831, *Receipt for Article(s) Damaged in Mails*. If the claim is denied, the article must be returned to the customer.
 - (3) If claim is for *total* damage and article has *no salvage value*, return the article to the customer or, with the customer's consent, dispose of the article with the understanding that the USPS will assume no responsibility if claim is denied.

927 Inquiry Charges**927.1 When Applicable****927.11 General**

There is no charge for filing inquiries, except as specified in 927.2.

927.2 Telegraphic Inquiries

If the sender requests that an inquiry be transmitted by telegraph, cable, or facsimile, the request must be accompanied by an amount sufficient to pay the transmission charges. If a reply by telegraph, cable or facsimile is desired, the sender must pay the charges both ways. Such requests should be forwarded to the appropriate International Claims and Inquiries Office (see 931.21).

928 Processing Inquiries**928.1 General Procedures****928.11 Nondelivery**

The Postal Service will initiate an inquiry within the times specified in 922.2 with the foreign postal administration in any case involving an item that has not been delivered.

928.12 Return Receipts Improperly Completed or Not Received**928.121 Return Receipt Improperly Completed**

If the sender receives an improperly completed return receipt (see 341 for completion at destination), the sender may file an inquiry. The postal employee receiving the inquiry attaches the original PS Form 2865, *Return Receipt for International Mail*, to the inquiry PS Form 542, *Inquiry About a Registered Article or an Insured Parcel or an Ordinary Article*. The employee sends both forms to the appropriate international claims and inquiries office (see 931.21).

928.122 Return Receipt Not Received

If the sender does not receive a return receipt for which a fee was paid, the sender may file an inquiry (see 922 for procedures). The postal employee attaches a completed PS Form 2865, *Return Receipt for International Mail*, to the inquiry PS Form 542 and endorses the receipt "DUPLICATE." The employee sends both forms to the appropriate international claims and inquiries office (see 931.21).

928.13 Rifled Parcels

Report rifled parcels on PS Form 673, *Report of Rifled Parcel*, in accordance with POM 169.3.

928.14 Wrapper Found Without Contents**928.141 Parcels of Domestic Origin**

When the contents of a parcel of *domestic origin* become separated from the wrapper, inform the sender in accordance with the instructions on PS Form 3760, *Parcel Search Request*.

928.142 Parcels of Foreign Origin

If the parcel is of foreign origin, send PS Form 3760, appropriately modified, to the addressee.

928.2 Mail Exchanged With Countries Other Than Canada**928.21 Forms Used****928.211 PS Form 542, Inquiry About a Registered Article or an Insured Parcel or an Ordinary Parcel**

PS Form 542, *Inquiry About a Registered Article or an Insured Parcel or an Ordinary Article*, is used in processing inquiries relating to:

- a. The loss or delay of outbound or inbound registered mail.
- b. The loss or delay of outbound or inbound insured parcels.
- c. The loss, rifling, damage, or delay of outbound or inbound ordinary parcels.
- d. The loss, rifling, damage, or delay of outbound or inbound ordinary letter-post mail.

928.212 PS Form 2855, Claim for Indemnity — International Registered, Insured, and Express Mail

PS Form 2855, *Claim for Indemnity — International Registered, Insured, and Express Mail*, is used in processing claims relating to damage or rifling of outbound and inbound registered and insured mail.

928.22 Outbound or Inbound Ordinary Mail

For inquiries relating to the loss, rifling, damage, or delay of ordinary mail mailed in or to the United States:

- a. Advise the customer that there is no indemnity payable for ordinary mail.
- b. Report on PS Form 542.
- c. No fee is collected.
- d. Send PS Form 542 to the appropriate international claims and inquiries office shown in 931.21.

928.23 Outbound Registered Mail**928.231 Loss or Delay**

For inquiries relating to the loss or delay of outbound registered mail:

- a. Report on PS Form 542.
- b. Verify the customer's registered mailing receipt and endorse the bottom of PS Form 542, "MAILING RECEIPT SEEN." Endorse the mailing

receipt "INQUIRY FILED," date stamp, and initial it. Return the mailing receipt to the customer to keep until the inquiry is completed.

- c. No fee is collected.
- d. Send PS Form 542 to the appropriate international claims and inquiries office as shown in 931.21.

928.232 **Damage or Rifling**

For inquiries relating to the damage or rifling of outbound registered mail:

- a. Report on PS Form 2855. Sender must complete Sections I and II; post office must complete Section III.
- b. See 925 for required documentation to accompany claim.
- c. No fee is collected.
- d. Send PS Form 2855 and related documents to the appropriate international claims and inquiries office shown in 931.21.
- e. See 926 for disposition of damaged registered mail.

928.24 **Inbound Registered Mail**

928.241 **Loss or Delay**

For inquiries relating to the loss or delay of inbound registered mail:

- a. The customer must submit the registered mail receipt, envelope, or wrapper for proof of registration. If documentation is not provided or available, advise the customer to have the sender make an inquiry at the post office where the article was mailed.
- b. Complete PS Form 542.
- c. No fee is collected.
- d. Endorse the bottom of PS Form 542 "MAILING RECEIPT SEEN." Endorse the mailing receipt "INQUIRY FILED," date stamp, and initial it. Return the mailing receipt to the customer to keep until the inquiry is completed.
- e. Send PS Form 542 with wrapper, if available, to the appropriate international claims and inquiries office shown in 931.21.

928.242 **Damage or Rifling**

For inquiries relating to the damage or rifling of inbound registered mail:

- a. Report on PS Form 2855. The addressee must complete Sections I and V; post office must complete Sections III and IV.
- b. No fee is collected.
- c. See 925 for required documentation to accompany claim.
- d. Send PS Form 2855 and related documents including envelope or wrapper, customs forms, if available, to the appropriate international claims and inquiries office shown in 931.21.
- e. See 926 for disposition of damaged registered articles.

928.25 Outbound Insured Parcels**928.251 Loss or Delay**

For inquiries relating to the loss or delay of outbound insured parcels:

- a. Report on PS Form 542.
- b. Verify the customer's insured mailing receipt and endorse the bottom of PS Form 542 "MAILING RECEIPT SEEN." Endorse the mailing receipt "INQUIRY FILED," date stamp, and initial it. Return the mailing receipt to the customer to keep until the inquiry is completed.
- c. No fee is collected.
- d. Send PS Form 542 to the appropriate international claims and inquiries office shown in 931.21.

928.252 Damage or Rifling

For claims relating to the damage or rifling of outbound insured parcels:

- a. Report on PS Form 2855. The sender must complete Sections I and II; post office must complete Section III.
- b. See 925 for required documentation to accompany claim.
- c. No fee is collected.
- d. Send PS Form 2855 and related documents to the appropriate international claims and inquiries office shown in 931.21.
- e. See 926 for disposition of damaged insured parcels.

928.26 Inbound Insured Parcels**928.261 Loss or Delay**

For inquiries relating to the loss or delay of inbound insured parcels:

- a. The customer must submit the insured mail receipt, envelope, or wrapper for proof of insurance. If documentation is not provided or available, advise the customer to have the sender initiate an inquiry at the post office where the article was mailed.
- b. Complete PS Form 542.
- c. Endorse the bottom of PS Form 542 "MAILING RECEIPT SEEN." Endorse the mailing receipt "INQUIRY FILED," date stamp, and initial it. Return the mailing receipt to the customer to keep until the inquiry is completed.
- d. No fee is collected.
- e. Send PS Form 542 with the wrapper, if available, to the appropriate international claims and inquiries office shown in 931.21.

928.262 Damage or Rifling

For claims relating to the damage or rifling of inbound insured parcels:

- a. Report on PS Form 2855. The addressee must complete Sections I and V; post office must complete Sections III and IV.
- b. No fee is collected.
- c. See 925 for required documentation to accompany claim.

- d. Send PS Form 2855 and related documents including the envelope and wrapper, customs forms, if available, to the appropriate international claims and inquiries office shown in 931.21.
- e. See 926 for disposition of damaged insured parcels.

928.3 **Mail Exchanged With Canada**

928.31 **Forms Used**

928.311 **PS Form 542, Inquiry About a Registered Article or an Insured Parcel or an Ordinary Article**

PS Form 542, *Inquiry About a Registered Article or an Insured Parcel or an Ordinary Article*, is used in processing inquiries relating to:

- a. The loss, rifling, or damage of outbound ordinary mail.
- b. The rifling or damage of inbound ordinary mail.
- c. The loss of outbound or inbound registered mail.

928.312 **PS Form 2855, Claim for Indemnity — International Registered, Insured, and Express Mail**

PS Form 2855, *Claim for Indemnity — International Registered, Insured, and Express Mail*, is used in processing inquiries relating to:

- a. The loss, rifling, or damage of outbound or inbound insured mail.
- b. The rifling or damage of outbound or inbound registered mail.

928.32 **Outbound or Inbound Ordinary Mail**

- a. Advise the customer that ordinary mail is ineligible for indemnity payable claims.
- b. Complete PS Form 542.
- c. No fee is collected.
- d. Send PS Form 542 to the post office in Canada for reply.
- e. On receiving a reply from Canada, notify the customer accordingly. In addition, if the reply indicates loss or rifling of *attractive merchandise* (such as cash, jewelry, watches, coins, etc.), send a copy of PS Form 542 to the Regional Chief Inspector of the region.

928.33 **Registered Mail**

928.331 **Loss of Outbound Registered Mail**

- a. For inquiries relating to the loss of registered items mailed from the United States to Canada:
 - (1) Complete PS Form 542, *Inquiry About a Registered Article or an Insured Parcel or an Ordinary Article* (November 1987 or later edition).
 - (2) Verify the sender's mailing receipt and endorse the bottom of PS Form 542 "MAILING RECEIPT SEEN." Endorse the receipt "INQUIRY FILED," date stamp, and initial it. Return the receipt to the sender to keep until the inquiry is completed.
 - (3) No fee is collected.

- (4) Send PS Form 542 to the post office of address in Canada for reply. If no response is received from Canada within 90 days, the customer may file a duplicate PS Form 542. Endorse the top of PS Form 542 "DUPLICATE" and send it to the international claims and inquiries office (ICIO) in New York.
- b. On receiving a reply from Canada, proceed as follows:
- (1) If the reply indicates loss, write the dispatch information from your office in the space provided at the bottom of page 1 of PS Form 542. Have the sender complete Section I and II of PS Form 2855, *Claim For Indemnity — International Registered, Insured, and Express Mail*; the post office completes Section III. Check delivery receipts to see if the item was returned to the sender. Also complete Section IV as Postmaster on return to sender. Send PS Forms 542 and 2855 with evidence of value to the ICIO in New York.
 - (2) If the reply indicates no loss, notify the sender accordingly.

928.332 **Loss of Inbound Registered Mail**

- a. For inquiries relating to the loss of registered items mailed to the United States from Canada:
- (1) The Canadian mailing receipt must be seen. If the addressee does not have the mailing receipt, advise the addressee to have the sender make an inquiry at the office of mailing.
 - (2) Complete PS Form 542.
 - (3) Endorse the bottom of PS Form 542 "MAILING RECEIPT SEEN." Endorse the mailing receipt "INQUIRY FILED," date stamp, and initial it. Return the receipt to the customer to keep until the inquiry is completed.
 - (4) No fee is collected.
 - (5) Check delivery receipts and complete page 3, Item A or B with the results.
 - (6) Send PS Form 542 to the post office of mailing in Canada if no delivery record is found or if the item was returned to the sender. Otherwise, inform the customer of the disposition of the item.
- b. On receiving a reply from Canada, proceed as follows:
- (1) If the reply indicates loss, have the addressee complete PS Form 2855, Sections I and V; the post office completes Sections III and IV. Send PS Form 2855 with PS Form 542 to the ICIO in New York.
 - (2) If the reply indicates that the article was returned to the sender, or was otherwise accounted for, notify the customer accordingly.

928.333 **Damage or Rifling of Outbound Registered Mail**

- a. Have the sender complete Sections I and II of PS Form 2855; the post office completes Section III. The sender must show evidence of registry, such as the mailing receipt or wrapper, and attach evidence of value.

- b. Write the dispatch information from the office of mailing on a routing slip and attach it to PS Form 2855.
- c. No fee is collected.
- d. Send the PS Form 2855 and attachments to the ICIO in New York.
- e. See 926 for disposition of damaged mail.

928.334 **Damage or Rifling of Inbound Registered Mail**

- a. Have the addressee complete Sections I and V of PS Form 2855; the post office completes Sections III and IV. The addressee must attach evidence of registry such as the mailing receipt or wrapper.
- b. No fee is collected.
- c. Send Form PS 2855 directly to the post office of mailing in Canada. The Canadian Postal Service will indemnify the sender (or addressee), if warranted.
- d. See 926 for disposition of damaged mail.

928.34 **Insured Parcels**

928.341 **Loss of Outbound Insured Parcels**

- a. For inquiries relating to the loss of insured parcels mailed from the United States to Canada:
 - (1) Complete PS Form 2855, Sections I, II, and III.
 - (2) No fee is collected.
 - (3) Send PS Form 2855 to the post office of address in Canada.
- b. On receiving a reply from Canada that indicates no loss, notify the customer accordingly. Canadian officials should reply directly to the ICIO if loss is disclosed. Should they reply by mistake to the postmaster of the office of mailing, send the response promptly to the ICIO in New York.
- c. The customer may file a duplicate PS Form 2855, if no response has been received from Canada or the ICIO after 90 days. Endorse the top of the PS Form 2855 "DUPLICATE" and send it to the ICIO in New York.

928.342 **Loss of Inbound Insured Parcels**

For inquiries relating to the loss of insured parcels mailed to the United States from Canada:

- a. The Canadian mailing receipt must be seen. (If the addressee does not have the mailing receipt, advise the addressee to have the sender make an inquiry at the office of mailing.) Endorse the mailing receipt "INQUIRY FILED," date stamp, and initial it. Return the receipt to the customer.
- b. Complete PS Form 2855, Sections I, IV, and V.
- c. No fee is collected.

- d. Send PS Form 2855 to the post office of mailing in Canada. Canada will indemnify the sender (or addressee as appropriate) if loss is established.
 - e. If a reply is received from Canada, notify the customer accordingly.
- 928.343 **Damage or Rifling of Outbound Insured Parcels**
- a. Complete PS Form 2855, Sections I, II, and III. If the article was damaged on return to sender, also complete Sections IV and V. Attach evidence of value or repair.
 - b. No fee is collected.
 - c. Send PS Form 2855 to the ICIO in New York.
 - d. See 926 for disposition of damaged parcels.
- 928.344 **Damage or Rifling of Inbound Insured Parcels**
- a. Complete PS Form 2855, Sections I, III, IV, and V.
 - b. No fee is collected.
 - c. Send PS Form 2855 to the post office of mailing in Canada. Include the wrapping and packing of the parcel, if available. Canada will indemnify the sender (or addressee), if warranted.
 - d. See 926 for disposition of damaged mail.
- 928.35 **Recorded Delivery Service**
- For inquiries related to the loss, total damage, or rifling of letter-post and matter for the blind items for which the recorded delivery fee has been paid:
- a. Complete PS Form 542.
 - b. No fee is collected.
 - c. Send PS Form 542 to the appropriate international claims and inquiry office shown in [Exhibit 931.21](#).
- 928.36 **Claims and Inquiries Received From Canada**
- When an inquiry is received from the Canada Post Corporation (CPC), investigate the matter promptly, endorse the Canadian inquiry with the results of your investigation, and return it to the Canadian office from which it was received. If, however, the inquiry concerns loss, damage, or rifling of insured parcels mailed to Canada, complete PS Form 2855, Sections I, II, and III, and send it with the Canadian form to the ICIO in New York.

930 Indemnity Payments

931 Adjudication and Approval

931.1 When to Be Instituted

Most claims for indemnity must be instituted only on instructions from the postmasters at the appropriate international claims and inquiries offices

shown in 931.21. However, claims under 928.252, 928.262, and 924.2 are initiated without instructions from postmasters.

931.2 **International Claims and Inquiries**

931.21 **Indemnity Claims for International Insured or Registered Mail**

Indemnity claims relating to international insured or registered mail are adjudicated by the international claims and inquiries office responsible for the country involved (see [Exhibit 931.21](#)).

931.21

International Mail Manual

Exhibit 931.21

International Claims and Inquiries

A. Send Forms to: POSTMASTER
INTERNATIONAL CLAIMS AND INQUIRIES OFFICE
JAMES A FARLEY BLDG
421 8TH AVE RM 2029A
NEW YORK NY 10199-9543

Country Involved

Afghanistan	Denmark	Latvia	St. Pierre and Miquelon
Albania	Djibouti	Lebanon	San Marino
Algeria	Egypt	Lesotho	Sao Tome and Principe
Andorra	Equatorial Guinea	Liberia	Saudi Arabia
Angola	Eritrea	Libya	Senegal
Armenia	Estonia	Liechtenstein	Serbia-Montenegro (Yugoslavia)
Ascension	Ethiopia	Lithuania	Seychelles
Austria	Faroe Islands	Luxembourg	Sierra Leone
Azerbaijan	Finland	Macedonia, Republic of	Slovak Republic (Slovakia)
Azores	France (includes Monaco)	Madagascar	Slovenia
Bahrain	Gabon	Madeira Islands	Somalia
Bangladesh	Gambia	Malawi	South Africa
Belarus	Georgia, Republic of	Mali	Spain
Belgium	Germany	Malta	Sudan
Benin	Ghana	Mauritania	Swaziland
Bermuda	Gibraltar	Mauritius	Sweden
Bosnia-Herzegovina	Great Britain and Northern Ireland	Moldova	Switzerland
Botswana	Ireland	Morocco	Syria
Bulgaria	Greece	Mozambique	Tajikistan
Burkina Faso	Greenland	Namibia	Tanzania
Burundi	Guinea	Netherlands	Togo
Cameroon	Guinea-Bissau	Niger	Tristan de Cunha
Canada	Hungary	Nigeria	Tunisia
Cape Verde	Iceland	Norway	Turkey
Central African Republic	Iran	Oman	Turkmenistan
Chad	Iraq	Pakistan	Uganda
Comoros	Ireland (Eire)	Poland	Ukraine
Congo, Democratic Rep. of the	Israel	Portugal	United Arab Emirates
Congo, Rep. of the (Brazzaville)	Italy	Qatar	Uzbekistan
Corsica	Jordan	Reunion	Vatican City State
Cote d'Ivoire (Ivory Coast)	Kazakhstan	Romania	Yemen
Croatia	Kenya	Russia	Zambia
Cyprus	Kuwait	Rwanda	Zimbabwe
Czech Republic	Kyrgyzstan	St. Helena	

B. Send Forms to: POSTMASTER
INTERNATIONAL CLAIMS AND INQUIRIES OFFICE
701 LOYOLA AVE
NEW ORLEANS LA 70113-9503

Country Involved

Anguilla	Colombia	Guatemala	Paraguay
Antigua and Barbuda	Costa Rica	Guyana	Peru
Argentina	Cuba	Haiti	St. Christopher (St. Kitts) and Nevis
Aruba	Dominica	Honduras	St. Lucia
Bahamas	Dominican Republic	Jamaica	St. Vincent and the Grenadines
Barbados	Ecuador	Martinique	Suriname
Belize	El Salvador	Mexico	Trinidad and Tobago
Bolivia	Falkland Islands	Montserrat	Turks and Caicos Islands
Brazil	French Guiana	Netherlands Antilles	Uruguay
British Virgin Is.	Grenada	Nicaragua	Venezuela
Cayman Islands	Guadeloupe	Panama	
Chile			

C. Send Forms to: POSTMASTER
INTERNATIONAL CLAIMS AND INQUIRIES OFFICE
PO BOX 7837
SAN FRANCISCO CA 94120-7837

Country Involved

Australia	Indonesia	Mongolia	Sri Lanka
Bhutan	Japan	Nauru	Taiwan
Brunei Darussalam	Kiribati	Nepal	Thailand
Burma	Korea, Rep. (South Korea)	New Caledonia	Tonga
Cambodia	Korea, Dem. People's Rep. (North Korea)	New Zealand	Tuvalu
China	Laos	Papua New Guinea	Vanuatu
Fiji Islands	Macao	Philippines	Vietnam
French Polynesia	Malaysia	Pitcairn Island	Wallis and Futuna Islands
Hong Kong	Maldives,	Singapore	Western Samoa
India		Solomon Islands	

931.22 Indemnity Claims for Global Express Mail Items

Indemnity claims that relate to Global Express Mail items are adjudicated by the International Claims and Inquiries Office located at the JAF Building, Room 2029-A, New York, NY 10199-9543.

931.23 Country of Origin Pays Indemnity

The indemnity is paid by the country of origin. Payments to U.S. senders will be made by the U.S. Postal Service.

932 General Exceptions to Payment — Registered Letter-Post Mail and Insured Parcel Post

Indemnity may not be paid:

- a. In excess of the limit prescribed for the insurance or registry fee paid or greater than that corresponding to the actual amount of loss (except registered mail), rifling, or damage. Allowance must be made for depreciation or for needed repairs, and in the absence of purchase receipts or invoices, the contents must be described in sufficient detail.
- b. When an item cannot be accounted for due to the destruction of service records by *force majeure*.
- c. When the contents are prohibited.
- d. For an item seized by customs or any other government agency.
- e. When no inquiry or application has been made by the claimant or a representative within 6 months, commencing with the day following the mailing of the item. In the case of insured mail with Canada, however, the time limit may be waived when it is satisfactorily established that the delay was unavoidable and not the fault of the claimant.
- f. For damage that results from the characteristics of the contents — that is, its inability, due to its nature, to withstand the ordinary incidents of the contemplated carriage.
- g. When full compensation or reimbursement has otherwise been made by the U.S. Postal Service or by any outside firm or corporation whatsoever except on a pro rata basis as coinsurer.
- h. For sentimental values arising from association. Also, in the absence of a complete description, the claimant must satisfactorily establish the ordinary market value at the time of mailing, particularly in the case of heirlooms or antiques.
- i. For an amount in excess of the maximum prescribed for the insurance or registry fee paid, unless responsibility rests with the United States and it is shown to the satisfaction of the Postmaster General that the sender was charged a fee less than that required to cover the amount of indemnity desired, through error on the part of the U.S. Postal Service. On such a showing, the deficiency in fee may be collected from the sender and postal indemnity paid, within the limit fixed for the higher fee.

Exception: Indemnity may be paid up to \$40.45 for the contents of a registered item that is damaged or rifled if mailed in the United States.

933 **Payments for Insured Parcel Post**

933.1 **General Provisions**

933.11 **Paid for Actual Value**

Indemnity may be paid for loss, rifling, or damage, based on actual value.

933.12 **Indemnity May Not Be Paid**

In addition to the general exceptions to payment described in 932, indemnity may not be paid:

- a. When other countries report delivery of parcels without external trace of rifling or damage and acceptance by the addressee or an agent without reservation concerning the condition of the contents, and when delivery was made under conditions prescribed by the domestic regulations of the country of destination for mail of the same kind or on presentation of a regular postal identity card.
- b. When loss, rifling, or damage has been caused by the fault or negligence of the sender or the addressee or the representative of either, such as failure to endorse the parcel conspicuously to show the nature of the contents or to provide adequate packing for the length of the journey and for the protection of the contents.
- c. When the claimant, with intent to defraud, has declared the contents of a parcel to be above their real value.
- d. For parcels that:
 - (1) Contain matter of no intrinsic value.
 - (2) Contain matter that did not conform to applicable postal conventions.
 - (3) Were not posted in the manner prescribed. However, in the event of loss, rifling, or damage of mail erroneously accepted for insurance to other countries, limited indemnity may specially be paid as if it had been addressed to a domestic destination — that is, on the basis of the indemnity limits for domestic insured mail. If postage was erroneously collected at other than parcel post rates, but the parcel was otherwise properly accepted for insurance, indemnity may specially be paid pursuant to the general provisions of this section and the special provisions of 933.2.
- e. For indirect loss or loss of profits.
- f. For an amount in excess of the maximum prescribed for the insurance fee paid, unless full or partial responsibility rests with the other country and the sender requested full coverage at the time of mailing, but a deficient and unauthorized insurance fee was collected. In such case, the sender must be paid for full value, less the amount of the deficient fee, but not exceeding the limit fixed for the appropriate insurance fee.
- g. When evidence of insurance coverage has not been presented.

933.2 Special Provisions**933.21 Parcels Forwarded or Returned to a Third Country**

The sender may be paid only such indemnity for loss, rifling, or damage occurring after redispach by the original country of address to a third country, if the country in which the mistreatment occurred is willing or obliged to pay under any agreement between the countries involved.

933.22 Items Prohibited Insurance to Canada

Indemnity may be specially paid, based on actual value, for loss, rifling, or damage of insured parcels addressed to Canada containing items prohibited insurance. (See the entry for "Insurance" in the Individual Country Listing for Canada.)

934 Payments for Registered Mail**934.1 General Provisions****934.11 Indemnity Paid by Country of Origin**

Indemnity is paid by the country of origin of the registered item and is made in accordance with 934.2.

934.12 Parcels Erroneously Accepted

If parcels are erroneously accepted as registered mail, limited indemnity may be specially paid under the conditions in 934.2.

934.13 Indemnity May Not Be Paid

In addition to the general exceptions to payment described in 932, indemnity may not be paid:

- a. To anyone in the United States, other than the sender, for loss, rifling, or damage of a registered item, except on consent of both the sender and the country of origin.
- b. In excess of the limits prescribed in 934.2 for domestic registered letters bearing foreign return addresses that are forwarded pursuant to 762.2b.

934.2 Special Provisions**934.21 All Countries (Except Canada)**

Irrespective of the declared value of a registered item, the maximum amount of indemnity that is payable for loss, damage, or rifling is \$40.45. See 934.22 for the indemnity provisions that apply to registered items mailed to Canada.

934.22 Canada

Indemnity may be paid not to exceed \$1,000, for the loss, damage, or rifling of registered mail to Canada with the exception of banknotes (refers to cash), for which indemnity may not be paid in excess of \$200. Payment is based on

the actual value of the contents and cannot exceed the maximum amount covered by the fee paid.

935 **Payments for Global Express Mail**

935.1 **When Authorized**

Global Express Mail (EMS) shipments are covered by document reconstruction and merchandise insurance in case of loss, damage, or rifling. Indemnity will be paid by the Postal Service as specified in DMM S010 and S500 and IMM 221.3 and 935.2.

935.2 **When Prohibited**

Indemnity for Global Express Mail items will not be paid:

- a. For delay in delivery.
- b. When the contents are prohibited.
- c. For any items seized by customs or any other government agency.
- d. When no inquiry or claim has been made by the mailer within 90 days from the date of mailing.
- e. For damage that results from the quality of the contents; that is, inability, due to its nature, to withstand the ordinary incidents of international Express Mail carriage. See DMM S010.2.14 (i)(m)(t).
- f. When delivery was made under conditions prescribed for international Express Mail items by the country of destination.
- g. When evidence of mailing has not been presented.
- h. For any reason specified in DMM S010.2.13, S010.2.14, and S010.2.15.

940 **Postage Refunds**

941 **Postage Refunds for Letter-Post and Parcel Post**

941.1 **General**

A refund may be made when postage, special service fees, or other charges have been paid on letter-post and parcel post items:

- a. For which full service was not rendered.
- b. Which were paid in excess of the proper rate.

941.2 **Applications by Senders**

Senders requesting postage refunds should submit to the postmaster at the office at which the items were mailed:

- a. An application on PS Form 3533, *Application and Voucher for Refund of Postage and Fees*, in duplicate.

- b. When available, the envelope or wrapper, or the portion thereof having names and addresses of sender and addressee, canceled postage, and postal markings.
- c. Any other evidence of payment of the amount of postage, fees, or charges for which refund is desired.

941.3 **Processing Refund Applications**

941.31 **Items Originating in United States**

When the refund request relates to mail originating in the United States and there is no reason to believe that the other country is at fault, process the application as prescribed in DMM P014.2.0.

941.32 **Items Originating in a Country Other Than the United States**

When there is reason to believe that the other country is at fault, or when the request relates to mail originating in another country, forward the application with the wrapper and all supporting papers to the appropriate international claims and inquiries office (see 931.21).

942 **Postage Refunds for Global Express Mail Items**

942.1 **Who May File**

U.S. senders of EMS items must complete the inquiry process (see 922) before filing for a postage refund. An inquiry **must** be initiated within 90 days of the date of mailing by calling 1-800-222-1811.

942.2 **Conditions**

The Postal Service will refund postage of EMS items only when:

- a. The inquiry process has confirmed that total loss, damage, or rifling of an EMS item has occurred.
- b. The customer has initiated an inquiry within the requisite 90-day filing period.
- c. The Expedited Service Specialist has received verification from the Product Tracking System (PTS) or the EMS Inquiry Center that loss, rifling, or damage has occurred.
- d. Postage refunds for EMS items are *not* made for delayed delivery.

942.3 **Application**

Mailers requesting postage refunds must submit to the postmaster at the office at which the item was mailed:

- a. An application on PS Form 3533 in duplicate.
- b. The mailer's receipt (original copy of the mailing label) showing evidence of the amount of postage for which refund is desired.

942.4 **Processing of Refund**

EMS postage refund requests are processed in accordance with DMM P014.5.0. Under its provisions the mailer must complete Part I of PS Form 3533, *Application and Voucher for Refund of Postage and Fees*, in duplicate, and submit it, along with the original customer copy of the mailing label (i.e., PS Label 11 B Express Mail) to any Post Office.

942.5 **Unallowable Refunds**

Postage refunds will *not* be made for the following:

- a. Delayed Global Express Mail (EMS) items.
- b. In cases where the item contained any prohibited matter.
- c. When the item has been seized or confiscated by customs or any other government agency of the destination country.

943 **Applications by Senders**

Senders requesting refunds should submit to the postmaster:

- a. An application on PS Form 3533 in duplicate.
- b. The envelope or wrapper, or the portion thereof having names and addresses of sender and addressee, canceled postage, and postal markings.
- c. Any other evidence of payment of the amount of postage, fees, or charges for which refund is desired.

944 **Processing Refund Applications**

944.1 **Items Originating in United States**

When the refund request relates to mail originating in the United States and there is no reason to believe that the other country is at fault, process the application as prescribed in DMM P014.2.0.

944.2 **Items Originating in a Country Other Than the United States**

When there is reason to believe the other country is at fault, or when the request relates to mail originating in another country, forward the application with the wrapper and all supporting papers to the appropriate international claims and inquiries office (see 931.21).