



## 1. The service

International Parcel Post is our lowest cost international sending option to send your parcels overseas.

International Parcel Post has a 3 – 10 day delivery target to over 100 destinations, including PO Boxes and rural areas worldwide. The required postage is based on the weight of the parcel and its destination. The minimum weight for International parcels is 200g.

## 2. Sending by International Parcel Post

To send your parcel by International Parcel Post you need to have:

- a Customs declaration CN22, listing each item and its value and attached to your parcel (for parcels up to 2kg).
- a consignment note (CN23) listing each item and its commercial value in the space provided (for parcels over 2kg).
- an Export Invoice or a copy of the commercial invoice attached to the outside of the parcel if your parcel is being sent as part of a commercial transaction.

Lodge your mail at the Vodafone Main Store in Tutakimoa and pay the required postage.

For the latest updates on affected delivery times or items we temporarily cannot accept, please contact us on 29940.

## 3. Compensation, restricted & prohibited items

Ensure your item is safe to send and find out if you'll be compensated if it goes missing or gets damaged.

Please note compensation is not payable on the following:

- Inadequately packaged items
- Cash, bank notes, coins, currency notes, deeds and travellers cheques
- Negotiable instruments, and securities and bearer securities
- Bullion, precious metals, precious stones or gems jewellery, watches or antiques
- Consequential Loss
- Fragile Items, items containing liquids, semi Liquids, perishables or article by their nature liable for damage
- Unlawfully posted items (Prohibited Items)
- Where there has been neglect on the part of the sender
- Any event following delivery
- Any claim for loss or damage lodged more than 6 months after the item was sent.

## 4. Customs documentation

You must include a green Customs Declaration sticker (CN22) or attach an electronic label generated via the Customs Declaration System kiosk tool. If your parcel is being sent as part of a commercial transaction, you must also include a copy of the commercial invoice or an Export Invoice (NCPI025). You are responsible for ensuring that the information you declare is accurate. In addition to its use for Customs clearance, this information may also be used to determine the safe carriage of your parcel, and you will be liable for any damages incurred from a misstatement or omission of information.

The description and value of items disclosed for Customs, consignment and/or postage purposes must be accurate, and will be taken in account when determining if compensation for loss or damage is payable.



### 5. How to package items

You can use your own materials to package your items or choose from our range of packaging materials.

Follow our handy tips to help you package items so they arrive safely and securely.

When sending an item, it is your responsibility to ensure packaging is secure to prevent damage to the item, postal equipment or other mail, and injury to people handling it. Inadequate packaging could result in you being liable for damages.

By accepting your item, Cook Islands Post does not acknowledge the packaging is adequate or the contents are acceptable. To check if your item is prohibited or hazardous, refer to **Compensation, restricted & prohibited items** in the previous section.

Parcels sent internationally need a Customs Declaration and, depending on contents and value, may need other documentation.

#### General items

Ensure internal cushioning is packed around all sides of your item and wrap enough times so you cannot feel the shape of the object.

- Items packed together in one container should be individually wrapped and separated from each other with cushioning material.
- Heavy items require internal cushioning to prevent movement during delivery as this may damage the outer packaging.
- For external packaging, cardboard cartons are generally strong enough to ship items of average size and weight.
- Wooden crates should be used for heavy items.

#### Sealing parcels

Seal your parcels with a strong, self-adhesive tape. Choose a tape that is at least 38mm wide. It's best to use parcel tape rather than a standard household or stationery adhesive tape as it is stronger.

Apply the tape along the length of the flaps and along the ends to seal the openings of the carton. Never use metal staples.

For large and/or heavy parcels we recommend you use plastic strapping or binding as well as tape. The strapping should be applied twice from end to end and twice from side to side. The binding should be tight enough to remain in position throughout delivery of the parcel, but should not cut into the edges of the carton. Strap your parcels individually, not together.