



Policy for Handling Abandoned Mail



1. International Products:

| Product Name | Delivery Attempts to Recipient | Return or Disposal | Return Attempts to Sender | Hold Duration (Counter Retention) | Retention Period for Abandoned Mail |
|-------------------------------------|--------------------------------|--|---|-----------------------------------|---|
| Express Mail Service (EMS) | 3 attempts over 3 days | Return to sender | 3 attempts during counter-retention period | 15 days | Not retained in undelivered items |
| Parcels | 3 attempts over 3 days | As per sender's preference | 3 attempts during counter-retention period | 15 days | 90 days |
| Letters | 3 attempts over 3 days | Return to sender based on source postal policy | 3 attempts during counter-retention period | 15 days | Not retained in undelivered items if returned |
| Registered Mail | 3 attempts over 3 days | Return to sender based on source postal policy | 3 attempts during counter-retention period* | 15 days | Not retained in undelivered items if returned |
| Tracked Mail (Prime Express) | 3 attempts over 3 days | Return to sender based on source postal policy | 3 attempts during counter-retention period | 15 days | Not retained in undelivered items if returned |
| Letter Mail | 3 attempts over 3 days | Return to sender based on source postal policy | 3 attempts during counter-retention period | 15 days | Not retained in undelivered items if returned |
| Alami | 3 attempts over 3 days | Disposal | 3 attempts during counter-retention period | 15 days | 90 days |
| International eStores | 3 attempts over 3 days | Based on contract terms with the store | — | 15 days if disposal is requested | 90 days |

*If the country of origin inquires about the registered item, it is mandatory to respond regarding its status to avoid potential compensation claims.

2. Domestic Products (Individuals)



| Product Name | Delivery Attempts to Recipient | Return or Abandon | Attempts to Return Shipment to Sender | Item Retention Duration (at Counter Retention) | Item Retention Duration (at Undelivered Storage) |
|--------------------------------|--------------------------------|----------------------------|--|--|--|
| Express Mail Service (EMS) | 3 attempts over 3 days | As per sender's preference | 3 attempts during counter-retention period | 15 days | 90 days |
| Parcels | 3 attempts over 3 days | As per sender's preference | 3 attempts during counter-retention period | 15 days | 90 days |
| Letters | 3 attempts over 3 days | As per sender's preference | 3 attempts during counter-retention period | 15 days | 90 days |
| P.O. Box | 3 attempts over 3 days | As per sender's preference | - | Retained in P.O. Box until subscription ends | 90 days |
| Baggage Storage Service (HHR) | 3 attempts over 3 days | As per sender's preference | 3 attempts during counter-retention period | Stored in baggage storage area for 3 days | 90 days |
| Baggage Shipping Service (HHR) | 3 attempts over 3 days | As per sender's preference | 3 attempts during counter-retention period | Stored in baggage storage area for 3 days | 90 days |

3. Domestic Products (for Businesses)

| Product Name | Delivery Attempts to Recipient | Return or Disposal | Return Attempts to Sender | Counter-Retention Period | Retention Period for Abandoned Mail |
|--------------|--------------------------------|--------------------|---------------------------|--------------------------|-------------------------------------|
|--------------|--------------------------------|--------------------|---------------------------|--------------------------|-------------------------------------|



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|----------------------------|------------------------|-----------------------------------|------------------------------|-------------------------------|---------|
| Express Mail Service (EMS) | 3 attempts over 3 days | As per sender's preference | 3 attempts over counter-hold | 15 days | 90 days |
| Parcels | 3 attempts over 3 days | As per sender's preference | 3 attempts over counter-hold | 15 days | 90 days |
| Letters | 3 attempts over 3 days | As per sender's preference | 3 attempts over counter-hold | 15 days | 90 days |
| E-Stores | 3 attempts over 3 days | Based on agreement with the store | - | 15 days if disposal requested | 90 days |
| Banks | 3 attempts over 3 days | Return | - | - | - |
| Pharma | 3 attempts over 3 days | Return | - | - | - |
| Government Documents | 3 attempts over 3 days | Return | - | - | - |

Appendix (B)

- Statement of Handling Procedures for Various Shipment Contents (Items)

| Item Type | Status | Handling Policy |
|----------------------|-----------|--------------------------------------|
| Paper with no value | - | Destruction with a Recycling Company |
| Certificates | - | Return to Certificate Source |
| Government Documents | - | Return to Document Source |
| Clothes + Shoes | Excellent | Sale |
| | Good | Sale |



| | | |
|---|-------------------|--------------------------------------|
| | Damaged/Defective | Destruction with a Recycling Company |
| Home Accessories and Decorations | Excellent | Sale |
| | Good | Sale |
| | Damaged/Defective | Sale |
| Toys | Excellent | Sale |
| | Good | Sale |
| | Damaged/Defective | Destruction with a Recycling Company |
| Beauty and Skincare Products, Medicines | - | Destruction with a Recycling Company |
| Appliances and Electronics | Excellent | Sale |
| | Good | Sale |
| | Damaged | Sale |
| Food and Supplements | - | Destruction with a Recycling Company |