

DELIVERY TIMES IN ACCORDANCE WITH DISPATCH TYPES

In case that the registered mail dispatchs which are not delivered in committed times, upon the request of sender; the fees taken in the course of acceptance, shall be paid back. On the other hand, any fee shall not be paid due to the delay of outland registered mail dispatchs.

Even if the dispatch is not delivered, the delivery attempt date or the date when the field message is left, or the date when the arrival is registered on the books (for the dispatches that PTT is selected as poste-restante) shall be taken into consideration while calculating the time of delivery. These dates shall be deemed as “delivery dates”. The delivery times shall be valid just in case that the name-surmane and address of the receiver are written precisely and truly.

By private contracts which will be executed with customers, different delivery times can be determined.

To claim right about the delivery time and the right to demand refund shall belong to the sender. If the sender requests, he/she can transfer his/her right to the receiver.

The applications concerning the demand of refund, shall be limited to three months following the ending of the delivery time.

A-The delivery times related to the Express Mail Service dispatchs, Registered items and postal cargos are indicated below. (except for the dispatchs the destination and departure of which are exceptional)

The term of “exceptional location” mentioned in delivery times contains the administrative boundaries of locations within the boundaries of District Municipality in the township, town, villages and metropolitan cities where the population is under 5000. These regions do not constitute any integrity with the place where the District Governorship is located.

1. G+3, within the city which has metropolitan municipality.
2. G+2, within the city centers which do not have metropolitan municipality.
3. G+2, within the districts of the cities which do not have metropolitan municipality.

4. G+3, From the centers of the cities which do not have metropolitan municipality to their districts.
5. G+4, Among the districts of the cities which do not have metropolitan municipality.

6. G+4, From the city which has metropolitan municipality to the other city which has also metropolitan municipality.

7. G+3, From the city which has metropolitan municipality to the city center which does not have metropolitan municipality.

8. G+4, From the city which has metropolitan municipality to the district of the city which does not have metropolitan municipality.

The delivery times indicated in the 4, 7, 8th articles, shall be taken into consideration reciprocally.

B- The delivery time related to the Outland Registered Letter dispatchs, Postal Parcels, Express Mail Service dispatchs and Turpex dispatchs (except for the dispatchs the destination and departure of which are exceptional).

1) Registered Letter dispatchs coming to Import/Export Center from abroad, express mail service dispatchs and postal parcels shall be handled as of their arrival at Import/Export Center according to their destination addresses and for the delivery times on Express Mail Service dispatchs and Registered Letter dispatchs and Postal Parcels, the times mentioned in A article above shall be taken into consideration. The times passed in Customs Authority shall not be taken into consideration while calculating this time.

2) For the period from the acceptance date and place to foreign Import/Export Center of Registered Letter dispatchs to be send abroad after accepting inland, express mail service dispatchs, Turpex dispatchs and postal parcels, PTT Corporation shall make a commitment. This committed time shall be the same as mentioned in Article A which indicates the time given to express mail ervice dispatchs, registered items and postal parcels. The time passed after the process of Import/Export Center shall not be taken into consideration.

In case that registered outland items cannot be dispatched to abroad within the period mentioned above, upon the request of the sender, inland letter fee shall be repaid for registered letter dispatchs according to their weight and postal cargo fee shall be repaid for express mail service dispatchs and turpex dispatchs according to their weights.

The Delivery Time of Telegraphs

Except for the telegraphs that are accepted in mental reservation and except for the telegraphs the destinations of which are exceptional, the delivery times of the telegraphs are as follows:

1-Normal telegraphs shall be delivered within twenty-four hours.

2-The telegraphs titled "Express" shall be delivered within six hours.

3- The telegraphs titled "Definited date and time" shall be delivered within the day and hour mentioned.

4-Outland telegraphs shall be delivered within the period mentioned above after their arrival in Import/Export Center.

Note: The working day times stated in the articles A and B above, are the maximum delivery times and these times shall be taken into consideration while making refund.

"G" means the day when the dispatch is given to the post.