



**HEADQUARTERS  
POST AND TELECOMMUNICATIONS DEPARTMENT  
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February 13, 2020

## **ADVISORY**

### **Return and Refund: Outbound Mail Items to China and Hong Kong**

Reference is being made to the Press Release from the Post and Telecommunications Department dated Thursday, February 6, 2020 with the subject matter, "Outbound Mail Items to China and Hong Kong Suspended".

Be advised that all mail items posted as of Monday, January 27, 2020 – Thursday, February 6, 2020 destined for China and Hong Kong, with the exception of Fast Track packages, are to be returned to/ collected by the respective senders via the originating Post Office.

Customers may claim a refund for postage paid for the noted mail items by doing the following:

1. Complete and submit Inquiry Form (available at the Post Office and at [jamaicapost.gov.jm](http://jamaicapost.gov.jm))
2. Provide a valid copy of a Government issued ID
3. Provide banking information

Once submitted to the Post and Telecommunications Department, claims will be processed by the Compensation Unit and the customer will be updated.

For additional information about our products and services, you may visit our website at [jamaicapost.gov.jm](http://jamaicapost.gov.jm) or email [info@jamaicapost.gov.jm](mailto:info@jamaicapost.gov.jm). The Post and Telecommunications Department sincerely apologizes for any inconvenience caused as we remain committed to delivering uncompromised logistics solutions to all our customers.

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