

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 about registered and recorded delivery letter-post items, insured items, and ordinary parcel post items can be initiated at any Post Office by the U.S. sender or addressee. Inquiries are not accepted for ordinary letter-post or Global Priority Mail items.

921.22 Global Express Mail (EMS)

Inquiries pertaining to the disposition of Global Express Mail (EMS) items can be initiated only by the U.S. sender. To initiate an inquiry for loss, rifling, or damage, the sender must call the International Inquiry Center at 800-222-1811 and provide information about the mailing, including (but not limited to) the following:

- 1) Mailing receipt number.
- 2) Names, addresses, and telephone numbers of the mailer and the addressee.
- 3) Date of mailing.

922 Filing Inquiries

922.1 Waiting Period and Time Limits

Customers must allow sufficient time for delivery of the mailpiece to the foreign country and must initiate inquiries within the time limits noted in the following chart:

Mail Type or Service	When to File (from mailing date)	
	No Sooner Than	No Later Than
Global Express Mail with Guarantee	3 days	30 days
Global Express Mail	3 days	90 days
Registered Letter Post, Recorded Delivery, and Insured or Ordinary Parcel Post	Air	7 days
	Economy (Surface)	30 days
		6 months

922.2 Global Express Mail (EMS) Inquiry Procedures

922.21 How to Initiate an Inquiry

The U.S. sender of EMS, recorded delivery, registered air and economy letter-post, insured and ordinary air, and economy parcel post items that may be lost, damaged, or rifled must call the International Inquiry Center at 800-222-1811 within the time limits listed in 922.1 to initiate an inquiry.

922.22 Procedural Steps

After the Postal Service customer provides the International Inquiry Center with the relevant mailing information:

- a. The International Inquiry Center advises the sender of the results of the inquiry.
- b. When there is a determination that the item has been lost, damaged, or rifled, the International Inquiry Center mails to the customer an information packet with a letter of instruction about the claims process.

922.3 Transmitting Inquiries

The International Inquiry Center sends inquiries about registered or recorded delivery items, insured items, and ordinary parcel post items to the applicable foreign postal administration electronically or via airmail or fax.

923 Claim Described

A claim is a request by a U.S. Postal Service customer for an indemnity payment that resulted from the loss, rifling, or damage to a registered item, insured item, ordinary parcel post item, or EMS item. (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 and Ordinary Parcel Post

Claims are handled as follows:

- a. Claims for registered letter-post mail and insured and ordinary 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.
- b. Claims for registered letter-post and international ordinary and insured parcel post items delivered to the addressee in damaged condition or with contents missing are payable only to the addressee, unless the addressee waives payment, in writing, in favor of the sender. If the addressee does not accept delivery and the item is returned to the sender, the sender is the payee.

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 922.2 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 items, insured and ordinary parcel post items, and Global Express Mail items must be supported as follows:

- a. If mailed in the United States, the original mailing receipt issued at the time of mailing. Copies are not acceptable.
- b. For Global Express Mail items, PS Form 2861 received from the International Inquiry Center.
- c. If mailed in another country, the original mailing receipt if available, the customs label, the wrapper if appropriate, and any other markings or endorsements on the mailing container that indicate how it was sent.

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. Damaged international registered mail must be returned to the customer, whether or not the article has salvage value.
- b. International insured mail:
 - (1) If claim is for *partial* damage, return the article to the customer.
 - (2) If a claim is for *total damage* and the article *has salvage value*, the article and the packaging must be brought to the Post Office facility. The customer must complete Section I and II of PS Form 2855, and attach the required documentation. Postal Service personnel must complete sections III and IV and send the completed PS Form 2855 to International Claims, St. Louis ASC, PO Box 80146, St. Louis, MO 63180-0146 and give the customer a copy of PS Form 3831, *Receipt for Article(s) Damaged in Mails*.
 - (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 Postal Service 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 Telegraph 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 International Inquiry Center, US Postal Service, PO Box 39955, Denver, CO 80239-0955.

928 Processing Inquiries

928.1 General Procedures

928.11 Nondelivery

The U.S. Postal Service will initiate an inquiry within the time frames specified in 922.1 with the destination postal administration in any case involving a registered or recorded delivery letter-post item or an insured or ordinary parcel post item that has not been delivered. Inquiries are not accepted for ordinary letter-post items or Global Priority Mail items.

928.12 Return Receipts Improperly Completed or Not Received

Senders may inquire about the delivery of an article by calling 800-222-1811 (see 928.21).

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 All Countries

928.21 Initiating an Inquiry

Advise customers to call 800-222-1811 to initiate an inquiry relating to:

- a. The loss of outbound registered mail, recorded delivery mail, and insured and ordinary parcels.
- b. The rifling or damage of inbound registered mail, recorded delivery mail, and insured and ordinary parcels.

928.22 Initiating a Claim

PS Form 2855, *Claim for Indemnity — International Registered, Insured, and Express Mail*, is used to process claims relating to the loss, damage, or rifling of outbound or inbound registered items, insured parcel post items, ordinary

parcel post items, and Express Mail items. This form may be obtained at any Post Office.

- a. Report on PS Form 2855. The addressee must complete sections I and II; Postal Service personnel must complete sections III and IV.
- b. Claims for damage or rifling are payable only to the addressee if the addressee accepts delivery of the article. If a damaged or rifled article is returned to the sender, the sender is the payee.
- c. See 925 for required documentation to accompany claim.
- d. Do not collect a fee.
- e. Send PS Form 2855 and related documents, including envelope or wrapper and customs forms, if available, to International Claims, St. Louis ASC, PO Box 80146, St. Louis, MO 63180-0146.

928.23 **Outbound Insured and Ordinary Parcels**

For inquiries relating to the loss or delay of outbound insured and ordinary parcel post items, advise customers to call 800-222-1811 to initiate an inquiry.

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 is not available, tell the customer to have the sender initiate an inquiry with the postal administration of origin.
- b. If documentation is available, advise customers to call 800-222-1811 to initiate an inquiry.

928.242 **Damage or Rifling**

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

- a. If the article has been delivered, advise the customer that the customer is the payee unless the right to payment is waived, in writing, in favor of the sender.
- b. Complete PS Form 2855. The addressee must complete Sections I and V. USPS personnel must complete Sections III and IV.
- c. Prepare a damage report detailing the condition of the item at the time of delivery, and indicate whether or not it was properly packaged to withstand normal handling in the mail.
- d. Attach the damage report and the documentation described in 925 to the claim.
- e. Send PS Form 2855 and related documents, including envelope or wrapper and customs forms, if available, to International Claims, St. Louis ASC, PO Box 80146, St. Louis, MO 63180-0146.
- f. See 926 for damaged registered articles.

930 Indemnity Payments

931 **Adjudication and Approval**

931.1 **When to Be Instituted**

Claims for indemnity are initiated upon receipt of a completed PS Form 2855 with appropriate documentation by International Claims, St. Louis ASC, PO Box 80146, St. Louis, MO 63180-0146.

931.2 **International Claims**

931.21 **Indemnity Claims for International Registered Mail, Insured Parcel Post, and Ordinary Parcel Post**

Indemnity claims relating to international insured and ordinary parcel post, EMS, or registered mail are adjudicated by the St. Louis Accounting Service Center.

931.22 **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.

931.3 **Appeals**

931.31 **Appealing a Claims Decision**

A customer may appeal a claims decision by filing a written appeal within 60 days of the date of the original decision. The customer must send the appeal directly to International Claims Appeals, St. Louis ASC, PO Box 80146, St. Louis, MO 63180-0146.

931.32 **Final Postal Service Decision of Claims**

If the manager of International Claims Appeals at the St. Louis ASC sustains the denial of a claim, the customer may submit an additional appeal within 60 days for final review and decision to the Consumer Advocate, International Claims Appeals, 475 L'Enfant Plz SW Rm 10433, Washington, DC 20260-0433, who may waive standards in favor of the customer.

932 **General Exceptions to Payment — Registered Letter-post Mail, Insured Parcel Post, and Ordinary 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.

933 **Payments for Insured Parcel Post and Ordinary Parcel Post**

933.1 **General Provisions**

933.11 **Paid for Actual Value for Insured Parcel Post**

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

933.12 **Indemnity Will Not Be Paid**

In addition to the general exceptions to payment described in 932, indemnity will 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.
 - h. Payment for parcels delivered with damaged or missing contents is made to the addressee unless the addressee waives payment, in writing, in favor of the sender.

933.13 **Ordinary Parcel Post — Indemnity Limitations**

Coverage is limited to the actual value of contents or the maximum indemnity based on the weight of the article, whichever is less.

933.14 **Ordinary Parcel Post — Exceptions to Indemnity**

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

- a. For parcels containing coins; banknotes; currency notes (paper money); securities of any kind payable to bearer; traveler's checks; platinum, gold, and silver; precious stones; jewelry; watches; and other valuable or prohibited articles.
- b. For consequential losses, delay, concealed damage, spoilage of perishable items, articles improperly packaged, and articles too fragile to withstand normal handling in the mail.

- c. 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.
- d. 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.
- e. When the claimant, with intent to defraud, has declared the contents of a parcel to be above their real value.
- f. For indirect loss or loss of profits.
- g. When evidence of the value of the ordinary indemnity coverage on an ordinary parcel has not been presented.
- h. To the addressee for parcels delivered to the addressee in damaged condition or with missing contents unless the addressee waives payment, in writing, in favor of the sender.

933.2 **Special Provisions**

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.

934 **Payments for Registered Mail**

934.1 **General Provisions**

934.11 **Indemnity Paid by Country of Origin**

Indemnity for loss is paid by the country of origin for registered items and is made according to 934.2.

934.12 **Parcel Post Erroneously Accepted**

If a parcel post item is accepted in error as a registered mail item, indemnity may be paid under the conditions in 934.2.

934.13 **Indemnity Will Not Be Paid**

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

- a. To anyone in the United States, other than the sender, for the loss of an outbound or an inbound registered item. The sender may waive payment, in writing, in favor of the addressee.
- b. To anyone in the United States, other than the addressee, for items delivered with damaged or missing contents.

- c. In excess of the limits in 934.2 for domestic registered letters bearing foreign return addresses that are forwarded under 762.2b.

934.14 **Indemnity Paid by Country of Destination**

Indemnity for damage and loss of contents is made by the country of destination to the addressee unless the addressee waives payment, in writing, in favor of the sender.

934.2 **Special Provisions**

Regardless of the declared value of a registered item, the maximum amount of indemnity payable for loss, damage, or rifling is \$44.86.

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 609 and 503 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 609.
- 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 609.

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 604.

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 International Inquiry Center, US Postal Service, PO Box 39955, Denver, CO 80239-0955.

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

942.1 **Who May File**

File requests for refunds as follows:

- a. 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 the International Inquiry Center at 800-222-1811.
- b. U.S. senders of EMS items with guarantee service that did not meet the guaranteed delivery date must initiate a request for postage refund no later than 30 days from the date of mailing by calling the International Inquiry Center at 800-222-1811.

942.2 **Conditions**

942.21 **EMS Refunds**

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 International Inquiry Center that loss, rifling, or damage has occurred.
- d. The customer has received PS Form 3533, *Application and Voucher for Refund of Postage and Fees*.

942.22 **EMS with Guarantee Refunds**

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

- a. The customer has initiated a request for postage refund within the requisite 30-day filing period.
- b. The International Inquiry Center received confirmation from the foreign postal administration that the item did not meet the specified delivery standard.
- c. The customer has received PS Form 3533-GE, *Application and Voucher for Refund of Postage and Fees — EMS with Guarantee Service*.

942.3 **Applications by Senders**

942.31 **EMS**

For EMS refunds, mailers requesting postage refunds must submit the following items 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.

942.32 **EMS With Guarantee**

For EMS with Guarantee service refunds, mailers requesting postage refunds must submit the following items to the address noted below:

- a. An application on PS Form 3533-GE.
- b. The mailer's receipt or the original copy of the mailing label showing the guaranteed delivery date and the amount of postage paid.

Mailers must submit these items to the following address:

SCANNING AND IMAGING CENTER
US POSTAL SERVICE
PO BOX 9006
SIOUX FALLS SD 57117-9006

942.4 **Processing of Refund**

EMS postage refund requests are processed under DMM 604. The mailer must complete Part I of PS Form 3533 in duplicate and submit it, along with the original customer copy of the mailing label (PS Label 11-B, *Express Mail Mailing Label — Post Office to Addressee*), to any Post Office facility. Refund

requests for EMS with Guarantee service are processed when a customer submits PS Form 3533-GE with appropriate documentation (see 942.2) to:

SCANNING AND IMAGING CENTER
US POSTAL SERVICE
PO BOX 9006
SIOUX FALLS SD 57117-9006

942.5 **Unallowable Refunds — EMS With No Service Guarantee**

942.51 **Postage Refunds — EMS**

Refunds for EMS will *not* be made for the following:

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

942.52 **Unallowable Refunds — EMS With Guarantee Service**

Refunds will *not* be made for the following:

- a. Delivery was attempted but could not be made.
- b. The delivery address or postal code was incomplete or inaccurate.
- c. The item was detained or delayed by customs or any other government or law enforcement agency of the destination country.
- d. The item had to be forwarded to another address.
- e. Delay resulted from any defect or characteristic due to the nature of the shipment, even if known to USPS at acceptance.
- f. The item was delayed by any circumstance beyond the control of USPS and the foreign postal administration, acts of God, *force majeure*, terrorist activities, strikes, labor actions, war, insurrection, or civil disobedience.
- g. The item was held by customs at origin or destination for more than 24 hours. If the item was held by customs for less than 24 hours, the guarantee may be adjusted to account for the delay by customs.
- h. The item was not deposited at a designated USPS Express Mail facility.

942.53 **Consequential Damages**

USPS is not liable for consequential or special damages or other indirect loss. Consequential damage or loss includes but is not limited to loss of income, profit, interest, markets, and use of contents.

943 Processing Refund Applications**943.1 Items Originating in the United States**

Requests for refunds for mail originating in the United States are handled as follows:

- a. If there is no reason to believe that the other country is at fault, process the application under DMM 604.
- b. If there is reason to believe a registered, recorded delivery, insured, or ordinary parcel post item originating in the United States was returned in error, or the parcel was returned with no annotation showing reason for return, call the International Inquiry Center at 800-222-1811 to initiate an inquiry.
- c. Customers whose EMS with Guarantee service did not meet the guaranteed delivery date must call 800-222-1811 within 30 days of the date of mailing to request a postage refund form (PS Form 3533-GE).

943.2 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, call the International Inquiry Center at 800-222-1811 to initiate an inquiry.

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