

## Return Policy for Matjar Service

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### **1) The right of Oman Post Company to sell the postal items or to dispose of them if not received by the receiver.**

a) If the receiver refused to receive the postal items, the sender shall be notified in order to receive it within one month at most, if the sender refused to receive the postal item or didn't come to receive it within the mentioned period, it shall be kept in a record established solely for such purpose, and it shall be conserved, opened and handled in accordance with the provisions of the TRA Decision No (89/2013) Promulgating the Executive Regulation of the Postal Services Regulatory Law.

b) Warehousing Fees shall be imposed in accordance with the tariffs of postal services certified by the Telecommunications Regulatory Authority.

### **2. Returning postal items after receiving them.**

a) The customer shall pay the shipping cost of returning received postal items if he/she wished to return the mentioned items.

b) If the customer wished to return the received postal items he/she may use express mail service provided by Oman Post Company.

### **Contact Us**

For inquiries about the services provided by Oman Post Company regarding the return of received postal items you may kindly visit our nearest branch.