

Terms and Conditions

1. Image Content

The images shall not contain, imply or suggest anything illegal, offensive, insulting, immoral, deceptive, religious or political.

2. Order Delivery

- 2.1 The local ordered products will be available for collection at Philately Division at Central Post Headquarters, around 20 (twenty) working days after the order date, for a period of 3 (three) months.
- 2.2 Macao Post and Telecommunications Bureau reserves the right to dispose the products if they are not collected within the established period and no claims or refund will be granted.
- 2.3 The oversea ordered products will be mailed around 20 (twenty) working days after the order receipt date, accompanied by the image material and payment.

3. Order Desistance or Alteration

- 3.1 Requests for orders cancellation, as well as alterations of images or quantities are not accepted.
- 3.2 To place additional orders, it is required to submit an order form and a new set of images.

4. Order Cancellation and Refund

- 4.1 Macao Post and Telecommunications Bureau reserves the right to cancel the accepted orders, if:
 - a) In its opinion, the submitted images are in conflict with the requirements under 1.;
 - b) The customers failed to submit the required material and information or to settle the payment within 7 (seven) working days after the date of the notification.
- 4.2 In cases under 4.1, Macao Post and Telecommunications Bureau will return the image material submitted by the customers (where applicable) and refund the payment made, after deducting any expenses incurred.

5. Liabilities

- 5.1 The customers are solely responsible to submit images, which copyright they own, or have copyright owner's permission to use for this purpose.
- 5.2 The usage of images, which include other persons, must have their authorization.
- 5.3 The customers will be liable for any costs or damages in which Macao Post and Telecommunications Bureau may incur as a result of the reproduction of any unauthorized image submitted which breaches any other person's copyright, privacy or any other rights protected by the law.
- 5.4 Macao Post and Telecommunications Bureau is not liable for any damage or loss of ordered products and image material may occur in the mailing process.
- 5.5 The finished product depends on the quality of the image material submitted, Macao Post and Telecommunications Bureau will not accept any request of order replacement or refund if the finished product presents slight variation in color, image quality and position.

6. Copyright of "Personalized Stamps"

- 6.1 Macao Post and Telecommunications Bureau owns the copyright of the Personalized Stamps. It is strictly forbidden to reproduce any part of the stamps.
- 6.2 This product may not be used for a different purpose than postage or collection.