



Delivery Services Disclaimer

1. Scope

This disclaimer applies to all documents, especially documents of identity, issued or transmitted by the Embassy of the Republic of Malta in New Delhi ('the Embassy').

2. Collection and Courier Arrangements

The Embassy advises that documents, especially documents of identity are preferably retrieved by the bearer in person. In cases where it is not possible or practicable for the applicant to retrieve these documents in person, these documents are invariably transmitted to the applicant through the employment of courier services ('the courier'). In this instance, the applicant acknowledges that the courier service used to return documents is operated by a third-party provider, not the Ministry for Foreign Affairs and Tourism ('the Ministry'), nor the Embassy.

- All courier shipments are dispatched from: High Commission of Malta in New Delhi
- Courier companies: **For India** - Blue Dart Express Limited, **For Nepal** - Aramex India Pvt. Ltd., **For Maldives** and **Sri Lanka** – DHL and Aramex Pvt. Ltd. Service being utilized for Passport Delivery and Estimated delivery time: 1 to 4 Working Days within India, 2 to 5 Working Days outside India (Nepal and Maldives).
- A tracking number will be provided upon request.
- The Embassy will not ship documents outside the territory of Embassy Jurisdiction which is India, Nepal, Sri Lanka and Maldives as of now.

3. Limitation of Liability

- The Ministry, the Embassy, their officers, employees, and representatives have no control over the Courier, its operations, or its services.
- The Ministry, the Embassy, their officers, employees, and representatives are not responsible for any delays, loss, misplacement, damage, or any other issue that may arise to documents, including passports, while in transit, regardless of the cause (including negligence or accidents).
- No reimbursements will be made for lost or damaged passports in transit. The cost of replacement is the sole responsibility of the applicant.
- The Ministry, the Embassy, their officers, employees, and representatives' role is strictly limited to assisting the applicant in obtaining a replacement passport.

4. Claims and Disputes

- If a package delivered by the Courier appears damaged, the applicant must file a claim for damage directly with the Courier, not with the Ministry, the Embassy, their officers, employees, or representatives.



- The Ministry, the Embassy, their officers, employees, and representatives are not responsible if the Courier does not follow normal delivery procedures (e.g., leaving packages at your doorstep or with neighbors). Such disputes must be taken up directly with the Courier.

5. Applicant Acknowledgement

By signing below, the applicant:

- Acknowledges and accepts all risks associated with the return of documents, including passports, via courier.
- Agrees that neither the Ministry, the Embassy, their officers, employees, nor representatives shall bear any responsibility for delays, loss, or damage to documents while in the possession of any third-party postal or courier service.

Applicant's Signature: _____

Date: _____

Contact Information

For queries or assistance, please contact: [infomalta.northin@vfshelpline.com].