



March 29, 2016

**Mail Movers**

**Attn: Shawn A. Dykes**

**P. O. Box 2494**

**Salisbury MD 21802-2494**

Dear Mr. Dykes:

I must inform you that your recent request for a refund has been denied. After reviewing information provided I have determined that it would not be possible to accommodate your request.

You have submitted a copy of the tray tags used for your mailing, a mocked copy of the mail piece, and a copy of postage statement. The requested refund amount is the cost of the mailing \$647.71.

You have stated that the mail was not delivered. However the only proof you have provided is that mail pieces did not receive a scan. This is not proof that the mailing was not delivered.

I apologize if the Postal Service did not provide the level of service expected. While I understand your frustration at not being able to track your mail; this is not proof that the mail was not delivered.

Further, I advise you that if you wish to appeal this decision, you may elect to precede through the appeals procedures available by submitting a written appeal to my attention within 30 days. The appeal is then forwarded to the Pricing and Classification Service Center (PCSC). PCSC will issue the final agency decision.

Thank you,

Enclosure (1)

cc:

## **DMM 300 604**

### **9.2.4 Full Refund**

A full refund (100%) may be made when:

- a. The USPS is at fault.
- b. Postage or fees are paid in excess of the lawful price.
- c. Service to the country of destination is suspended.
- d. Postage is fire-scarred while in USPS custody (including in the letterbox), and the mail is returned to sender without service.
- e. Special delivery stamps are mistakenly used to pay postage, and the mail is returned to the sender without service.
- f. Fees are paid for special handling, Certified Mail, Delivery Confirmation, or Signature Confirmation and the article fails to receive the extra service for which the fee is paid.
- g. Surcharges are mistakenly collected on domestic Registered Mail or collected over the proper amount, or represented by stamps affixed to matter not actually accepted for registration.
- h. Fees are paid for return receipt or for restricted delivery, and the USPS (through fault or negligence) fails to furnish the return receipt or its equivalent, or makes erroneous delivery or nondelivery.
- i. An annual presort mailing fee is paid for Presorted First-Class Mail, Standard Mail, Presorted Media Mail, or Presorted Library Mail or a destination entry mailing fee is paid for Parcel Select or Bound Printed Matter and no mailings are made during the corresponding 12-month period.
- j. Customs clearance and delivery fees are erroneously collected.
- k. Fees are paid for registry or insurance service on mail addressed to a country to which such services are not available, unless claim for indemnity is made.
- l. Express Mail is not delivered according to the applicable service standard, except as provided in [114.2.0](#) and [414.3.0](#). No refund is made if the mail was properly detained for law enforcement purposes (see *Administrative Support Manual 274*).