



YAMATO TRANSPORT (S) PTE. LTD.

Co. Reg No. 198302553K / GST Reg No. M2-0060865-8

Dear Valued Customers,

Thank you for patronizing our services.

Due to Covid-19 and Circuit Breaker period from 7 April to 4 May, our daily operations as of 9 April, have been affected as follows:

For Ta-Q-BIN (Courier) Services

We shall continue to provide Ta-Q-BIN (Courier) services, but regret to inform that you may experience some delays as consumers are buying more via online platforms, as a result, the delivery volumes have surged, hence we may take longer time than usual to deliver the parcels to you.

[Temporary measures]

In line with public health advisories, we shall continue to provide doorstep deliveries.

When our driver visits your home, let us know your preference via intercom. If you request us to leave your parcels at your doorstep, we will do so.

*Please pick up as soon as our driver leaves.

* For such delivery, the receipt acknowledgement (endorsement) will not be issued and our driver will take a photo (as a form of receipt) in place of the usual official receipt.

* Please note that we will not be able to accept delivery request during your absence due to requests by phone etc.

For Ta-Q-BIN (Courier) Service Enquiry: Please use our website enquiry form or call our Hot line at (1800-2255-888) for assistance.

For Moving Services:

We have received an approval from the government to continue our moving operations.

Please note that this information is post confirmed on 10 April.

If Covid-19 situation gets worse, the Government may impose more stricter measures.

In such a situation, we regret to inform that we may not be able to continue our moving services. We shall endeavor to update our customers as soon as possible.

1. Condominium

For customers staying in condominium, please note that some condominium management do not allow moving regardless of permits.

Kindly check with your respective condominium management if the moving is allowed during this circuit breaker period.

We regret to inform that we are limiting job orders to better manage our staff health and welfare during this period.

2. Overseas House Moving

Due to the huge reduction of flights, please be informed that it shall take a longer time than usual for air shipments. Owing to reduction of flights, the Airfreight fee will invariably be higher, therefore the hike in fee will be reflected in our quotations.



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3. Moving Services Enquiry

As the number of our staff working in the office is largely reduced currently owing to telecommuting, kindly contact us by email only. We may take a longer time than usual to reply. Kindly direct your enquiry to: removal@yamatosingapore.com

We appreciate your understanding, continuous support and patronage.

Thank you!