

MODIFICATIONS TO SERVICE GUARANTEES AND SURCHARGES DURING PEAK SEASON EFFECTIVE NOVEMBER 1, 2021

This overview is a notice of the changes which affect the services you or an authorized user of your Agreement with Canada Post use.

Service Guarantees Reinstated

For items mailed between **Monday November 1, 2021 and Sunday January 16, 2022**, Canada Post will only honour service guarantee claims for late delivery if an item is delivered **two or more business days** after the delivery standard. This adjustment will apply to Priority™, Xpresspost™ and Expedited Parcel™ services mailed within Canada.

To meet the needs of all our customers for prompt and secure delivery during the holiday season, and with the safety of our employees in mind, Canada Post is adjusting three existing surcharges for the peak season.

Oversize and Unpackaged Items and Out-of-spec Items

Between **Monday November 1, 2021 and Sunday January 16, 2022**, the surcharge for Oversize and Unpackaged items will increase to \$25 from \$18 and the surcharge for Out-of-spec items will increase to \$400 from \$300. The additional fees cover the extra handling required for these bulkier, larger items during our busiest period and are standard in the parcel delivery industry.

For details on our parcel specifications, please see the Parcel Services Customer Guide at www.canadapost.ca/parcelservices.

Please share this information with the appropriate representative within your organization.