

RESUMING CANADA POST'S ON-TIME DELIVERY GUARANTEES FOR DOMESTIC PARCEL SERVICES EFFECTIVE AUGUST 23, 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.

Resuming Canada Post's On-time Delivery Guarantees for domestic parcel services

As we continue to adjust our operations to provide timely, reliable service to businesses and Canadians, we are informing customers that our On-time Delivery Guarantees will resume for parcels shipped within Canada. The delivery guarantees will take effect starting August 23 and will reflect the posted delivery standards, which were modified in September 2020.

Parcels shipped prior to August 23 will not qualify for the guarantee.

The On-time Delivery Guarantees will apply only to the delivery of domestic parcel services, including Expedited Parcel, Xpresspost and Priority. At this time, International delivery guarantees remain suspended. While we remain committed to providing timely and reliable service, given the unpredictability of the COVID-19 situation, guarantees remain subject to change.

- Visit canadapost.ca/servicealerts for the latest updates on the status of our network.
- Visit canadapost.ca/deliverytool to determine how long it will take to deliver your package in Canada.
- Visit canadapost.ca/track for the latest status of your item.

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