

Parcel Services Customer Guide Amendment No. 15

Effective September 30, 2022

This amendment forms part of your Parcel Services Agreement with Canada Post and amends the *Parcel Services Customer Guide* of June 1, 2022, in accordance with the applicable effective date. All other terms and conditions remain the same. Keep this amendment with your copy of the Guide.

The revised version of the *Parcel Services Customer Guide*, which includes the amended information, will be available on the effective date of this amendment at **canadapost.ca/parcelservices**.

Overview of important changes

- 4.8 Updated note when placing an order for Prepaid products
- 8.3.1 Added a definition of “Recipient”

Prepaid products and Xpresspost Certified

4.7 Pickup and drop-off of Prepaid products

We removed the last paragraph of this section:

Prepaid products should be used within three years of purchase. Canada Post cannot guarantee delivery for Prepaid products older than three years. Refer to section 4.8 for orders and returns.

4.8 Orders and returns

We replaced the entire section with the following:

To place an order:

- Visit **canadapost.ca/shop** (for envelopes only).
- Send an email to **commercial.orderdesk@canadapost.ca** (for envelopes only).
- Call Customer Service at 1-866-607-6301 (envelopes or labels).

Note: Minimum and maximum order quantities apply for Prepaid products. To obtain contract information on our product and services or to place a large order, contact your Canada Post sales representative. A lead time of three to six months could be required for a large order, depending on product availability.

Customers ordering Prepaid envelopes without a pre-affixed shipping label (section 4.2 – option 2) must have an active commercial account to produce the free-of-charge labels. Customers must use their envelopes prior to closing their account.

Prepaid products should be used within three years of purchase. Canada Post cannot guarantee delivery for Prepaid products older than three years.



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To make a claim for a lost or damaged order:

- Call Customer Service at 1-866-607-6301.
- Send an email to **commercial.orderdesk@canadapost.ca**.

Note: A claim for a lost or damaged order must be made within 60 calendar days from the date of order. Proof of damage may be required.

To return an order:

- Within 10 calendar days of receiving the order, call 1-877-632-6347 for a return authorization number.
- Return the item unopened in its original, unmarked wrapping.
- Include the return authorization number and the receipt for the order.

Note: The refund will be based on the original method of payment.

Pricing, payment and general terms and conditions

8.3 General Terms and Conditions

In section 8.3.1 Definitions, we added the definition of “Recipient” after 1.15 “Products and Services” and changed the numbering of terms that follow:

1.16 “**Recipient**” refers to anyone who resides at the destination address.

1.17 “**Supplier**” means a party approved by Canada Post to act as payor for the Products and Services consumed by a third party.

1.18 “**Supplier-Account**” means money held in trust for, or credit extended by a Supplier to a third party to pay for Products and Services consumed by the third party.

etc.



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