

Parcel Services Customer Guide Amendment No. 17

Effective August 1, 2023

This amendment forms part of your Parcel Services Agreement with Canada Post and amends the *Parcel Services Customer Guide* of March 20, 2023, 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

- End of Priority™ Worldwide service on August 1, 2023.
- New email and text message notifications for parcel tracking.
- Clarification of Collect on Delivery (COD) liability claims.

Helping you elevate the customer experience

Under “Parcel tracking”, we replaced the paragraph with the following:

We know how important delivery status updates are to you and your customers. We offer a complete suite of tracking and reporting solutions that allow you to power your planning and decision-making processes and inform your customers of the current tracking status, including exceptions and delivery dates. Your customers can also request to receive email and text message notifications about their packages when using our tracking tool at canadapost.ca/track or our mobile app. We’ve launched automatic tracking on our website and our mobile app as a free and convenient feature for customers. It allows them to track and manage their Canada Post deliveries and set preferred delivery options for their packages. Our app provides tracking visibility throughout the delivery process and includes push notifications and pickup barcodes.

Introduction

In section 1.3 How to reach us

We replaced the footnote with the following:

1. Any reference to “shipping and delivery services” and “distribution services” are Parcel Services. All references to FedEx™ in the Customer Guide are references to FedEx Express Canada Ltd., including affiliates and their respective employees, subcontractors and agents.



Shipping within Canada

2.1 Parcel Services: Canada

In the table, we updated the information for Priority™, Xpresspost™, Expedited Parcel™ and Regular Parcel™ with the following:

Shipping options

Next-day delivery* with signature	Priority™ Our fastest shipping service for time-sensitive documents and parcels within Canada. Delivery times are guaranteed, and you can confirm delivery of your items online. Signature collection and One-Time On-Demand Pickup are available at no extra charge.
Next-day and 2-day delivery*	Xpresspost™ Our fast and cost-effective shipping service for documents and parcels within Canada. All items are tracked, delivery times are guaranteed, and delivery status can be checked online.
Up to 2 days for local delivery, up to 4 days for regional delivery and up to 8 days for national delivery	Expedited Parcel™ Our cost-effective ground shipping service for items within Canada. All items are tracked, delivery times are guaranteed, and delivery status can be checked online.
Up to 3 days for local delivery, up to 6 days for regional delivery and up to 10 days for national delivery*	Regular Parcel™ Our economical ground shipping service for items within Canada. A tracking number is provided and delivery status can be checked online.

2.2 Features, options and other value-added services: Shipping within Canada

In the table under Tracking and delivery, we updated the information for Delivery Updates with the following:

Parcel Services: Canada

Features and options	Priority™	Xpresspost™	Expedited Parcel™	Regular Parcel™	
Tracking and delivery					More information
On-Time Delivery Guarantee	✓	✓	✓		p. 9
Tracking and Delivery Confirmation	✓	✓	✓	✓	p. 9



Features and options	Priority™	Xpresspost™	Expedited Parcel™	Regular Parcel™	
Delivery Updates (by email and text message)	✓	✓	✓	✓	p. 9
Reference Number Tracking	✓	✓	✓	✓	p. 10

2.3 Additional information on features, options and other value-added services: Shipping within Canada

In section 2.3.2 Tracking and Delivery Confirmation, we replaced the first paragraph with the following:

Our advanced tracking technology allows you and your customers to know the status of barcoded items, regardless of their destination. You can choose to receive delivery status updates automatically by email and have these updates sent to your customers or your customers can also request to receive text message updates when using our tracking tool at canadapost.ca/track or our mobile app.

In section 2.3.3 Services available to track items under Delivery Updates, we replaced the entire section with the following:

Delivery Updates (by email and text message)

Delivery Updates is a free option that allows you to receive notifications of item-tracking events as they occur for barcoded shipping services. Email notifications are available if you are creating parcel orders with Canada Post's Electronic Shipping Tools (EST), a customer-developed/third-party shipping system, or if you or your customer use our tracking tool at canadapost.ca/track. Text message notifications are available to your customers when using our tracking tool at canadapost.ca/track or our mobile app.

Here are the types of events that are available with Delivery Updates:

- **Ship.** Indicates that the shipment order has been created and that the item has been given to Canada Post for delivery. Available with email notifications.
- **Exception.** Notifies you of any unforeseen delivery interruptions (for example, items that are returned to the sender or refused, items delayed due to circumstances beyond Canada Post's control, addressing errors or transportation errors). Available with email and text message notifications.
- **Delivery.** You are notified when the item is out for delivery, when the item is ready for pickup at a post office or when delivery (to a residence, community mailbox or parcel locker) is confirmed. Available with email and text message notifications.

In section 2.3.4.1 Liability Coverage, we replaced the paragraph with the following:

The Priority, Xpresspost and Expedited Parcel services and Prepaid products include up to \$100 Liability Coverage against loss, damage, or COD service failure.¹ The first \$100 of Liability Coverage must be purchased for the Regular Parcel service. The availability and



limits of Liability Coverage may vary according to the nature of items being shipped and the service used. Exceptions and conditions apply. Refer to section 8.3.21 (Limitation of Liability and Claims) for further information.

1. The COD option is not available with Prepaid products or when using a manual shipping label (33-086-397 or 33-086-414). See section 2.3.4.3 for further details regarding COD service failure.

In section 2.3.4.2 Additional Liability Coverage up to \$5,000, we replaced the paragraph with the following:

If you wish to purchase additional Liability Coverage, it is available in increments of \$100, up to \$5,000 for most items shipped within Canada, including most Prepaid products and labels. Except for the Priority service, which offers the Signature option at no extra charge, purchase of the Signature option is mandatory when purchasing additional Liability Coverage of \$200 or more. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Exceptions and conditions apply. Refer to section 8.3.21 for further information.

In section 2.3.4.3 Collect on Delivery^{1,2} we replaced the entire section with the following:

Collect on Delivery (COD) is available for most domestic parcel shipments, for an additional fee. To select the COD option, you must prepare and transmit your parcel order using Canada Post's Electronic Shipping Tools (EST), a third-party shipping system approved by Canada Post, or Canada Post's Web Services. Before the item is handed over to the addressee, the addressee or the addressee's representative must pay the COD amount as specified by the shipper on the Collect on Delivery form/shipping label. After collection, the COD funds are submitted to the shipper by cheque or electronic fund transfer and may be subject to a remittance delay of 10 business days. COD is available for transactions of up to \$5,000.

Payment options:

- credit card up to \$100;
 - cash up to \$1,000;
 - debit card up to \$5,000 (debit card payment is not available at all post office locations; transaction limits may need to be adjusted by the bank to pay by debit card);
 - certified cheque up to \$5,000 (address certified cheque payable to Canada Post Corporation);
 - bank draft up to \$5,000 (address bank draft payable to Canada Post Corporation);
 - money order up to \$5,000 (each money order must not exceed \$999.99 and must be payable to Canada Post Corporation).
1. The COD option is not available with Prepaid products or when using a manual shipping label (33-086-397 or 33-086-414). See section 2.3.4.3 for further details regarding COD service failure.
 2. Exceptions and conditions apply. Refer to section 8.3.21 for further details.



When selecting the COD option, the shipper must ensure that the COD amount does not exceed the actual value of the item shipped.

A shipper cannot send items that have not been requested by the addressee or use the COD option to collect funds owing to the customer (shipper) from a previous transaction. All money orders, bank drafts and certified cheques for the collected amount must be made payable to Canada Post. The shipper assumes all risks associated with payments by money order, bank draft and certified cheque.

When the COD item is undeliverable

If the addressee cannot be located, the addressee fails or refuses to pay the COD amount, or a manual shipping label is used, the item will be deemed undeliverable and will be returned to the shipper. Return charges will apply. The COD option fee will not be refunded.

COD service failure

If a COD item has been delivered but the COD funds were not submitted to the shipper, the shipper may submit a claim for COD service failure. Canada Post's liability is limited to an amount equal to the lesser of the COD amount or the amount of Liability Coverage included or purchased. Exceptions and conditions apply. Refer to section 8.3.21 for further details.

If a shipper wants to maximize available Liability Coverage against COD service failure, the shipper may purchase additional Liability Coverage for their COD item so the total available Liability Coverage is equal to the COD amount.¹ The COD amount should never be greater than the actual value of the item shipped. Canada Post will not refund the shipper for excess Liability Coverage purchased.

1. Exceptions and conditions apply. Refer to section 8.3.21 for further details.

In section 2.3.7 Pickup Services under One-Time On-Demand Pickup, we replaced the first paragraph with the following:

Use this service to arrange a one-time pickup at a time that is convenient for your business. A pickup fee per stop will apply unless shipping using the Priority service. Pickups can be arranged up to 90 calendar days in advance using an account number or a credit card saved in the customer profile as a method of payment (five business days in advance without a credit card saved in the customer profile), or on the same business day, provided the request is made before the local call-in cut-off times.

In section 2.3.11 Environmental sustainability under Carbon-neutral shipping, we replaced the paragraph with the following:

The Regular Parcel and Expedited Parcel services include carbon-neutral shipping. Carbon-neutral shipping is achieved through the purchase of carbon offsets, which consists of balancing the emissions generated from shipping with funding of environmental initiatives that will remove the equivalent amount of emissions from the atmosphere. See our **corporate sustainability** page to learn more about our plan and how we're helping to deliver a sustainable future. Visit our **sustainable delivery** page to learn more about carbon-neutral shipping.



Shipping to the United States and international destinations

3.1 Parcel Services: United States

We replaced the entire table and legend with the following:

Shipping options	
Delivery in 2 and 3 business days	Xpresspost™ – USA Your best choice when you need to send documents or parcels to the U.S. quickly and cost-effectively. The Xpresspost – USA service provides fast delivery, including On-Time Delivery Guarantee, [†] Delivery confirmation with signature, up to \$100 Liability Coverage for shipments and the ability to track your items easily online.
Delivery in as little as 4 business days for larger parcels	Expedited Parcel™ – USA An affordable shipping service for sending larger parcels to the U.S. The service includes up to \$100 Liability Coverage and the ability to track your items and confirm delivery online.
Delivery in as little as 4 business days for small and lightweight items	Tracked Packet™ – USA A reliable shipping service for small and lightweight items (less than 2 kg) to the U.S. Ideally suited for ecommerce, the service includes up to \$100 Liability Coverage and the ability to track your items and confirm delivery online.
Delivery in as little as 5 business days for small and lightweight items	Small Packet™ – USA Air A cost-effective shipping service for sending small and lightweight items (less than 2 kg) to the U.S.

[†] Exceptions and conditions apply. Refer to section 3.4.1 for more details.

Note: For more accurate delivery standard information, visit canadapost.ca/deliverystandards.

Delivery standards are for items sent between most major urban centres and depend on origin and destination. Delivery standards are in business days, not calendar days, and exclude time in customs. Delivery standards are based on normal delivery conditions and available transportation; they are subject to change without notice.

The on-time delivery guarantee may be modified during peak period (see canadapost.ca/notice) or suspended due to causes beyond Canada Post's reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, equipment failures or unanticipated surges in volume.



3.2 Parcel Services: International destinations outside the U.S.

We replaced the entire table and legend with the following:

Shipping options	
Delivery in as little as 4 business days	Xpresspost™ – International Your best choice when you need to send documents or parcels to international destinations quickly and cost-effectively. The Xpresspost – International service is available to more than 80 destinations worldwide and provides fast delivery with an On-Time Delivery Guarantee, up to \$100 Liability Coverage, the signatory's name and the ability to easily confirm the status of your items online. For the list of destinations where this service is available, visit canadapost.ca/xpresspostinternationalen .
Delivery in as little as 6 business days	Tracked Packet™ – International A reliable shipping service for small and lightweight items (less than 2 kg) to select international destinations. Ideally suited for ecommerce, the service includes up to \$100 Liability Coverage and the ability to track your items and confirm delivery online. For the list of destinations where this service is available, visit canadapost.ca/trackedpacket .
Delivery in as little as 6 business days for small and lightweight items	Small Packet™ International – Air A cost-effective shipping service for sending small and lightweight items (less than 2 kg) internationally.
Delivery in as little as 6 business days for larger parcels	International Parcel – Air A cost-effective shipping service to send larger parcels to international destinations. This service is available to destinations not served by Xpresspost – International.
Delivery in 1 month and up to 3 months[△] for small and lightweight items	Small Packet™ International – Surface The most economical shipping service for sending small and lightweight items (less than 2 kg) that are not time-sensitive to destinations worldwide.
Delivery in 1 month and up to 3 months[△]	International Parcel – Surface The most economical shipping service for sending larger parcels that are not time-sensitive to international destinations.

△ Depending on destination.

Note: Exceptions and conditions apply. Visit canadapost.ca/postalguide. For more accurate delivery standard information, visit canadapost.ca/deliverystandards.

Delivery standards are for items sent between most major urban centres and depend on origin and destination. Delivery standards are in business days, not calendar days, and exclude time in customs. Delivery standards are based on normal delivery conditions and available transportation; they are subject to change without notice.



The on-time delivery guarantee may be modified during peak period (see canadapost.ca/notice) or suspended due to causes beyond Canada Post's reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, equipment failures or unanticipated surges in volume.

3.3 Features, options and other value-added services: Shipping to the U.S. and International destinations

We replaced the entire table and legend with the following:

Parcel Services: United States					
Features and Options	Xpresspost™- USA	Expedited Parcel™ - USA	Tracked Packet™ - USA	Small Packet™ - USA	
Tracking and delivery					More information
On-Time Delivery Guarantee	✓				p. 23
Tracking and Delivery Confirmation	✓	✓	✓		p. 23
Delivery Updates (by email and text message)	✓	✓	✓		p. 24
Reference Number Tracking	✓	✓	✓		p. 24
Delivery to a Post Office Box	✓	✓	✓	✓	p. 24
Coverage options					More information
Liability Coverage (up to \$100)	✓	✓	✓		p. 25
Additional Liability Coverage (up to \$1,000)	\$	\$			p. 25
Signature					More information
Signature	◆				p. 25



Features and Options	Xpresspost™ – USA	Expedited Parcel™ – USA	Tracked Packet™ – USA	Small Packet™ – USA	
Pickup Services					More information
Recurring (Scheduled) Pickup ¹	\$	\$	\$	\$	p. 25
One-Time On-Demand Pickup ²	\$	\$	\$	\$	p. 26
Third-Party Recurring (Scheduled) Pickup ¹	\$	\$	\$	\$	p. 26
One-Time Third-Party On-Demand Pickup ²	\$	\$	\$	\$	p. 26
Redirection Service					More information
Package Redirection ³	\$	\$	\$	\$	p. 26
Customs clearance					More information
Postal Presentation and Handling	✓	✓	✓	✓	p. 26

Legend for table 3.3 (pages 21 and 22)

- ✓ Feature included in the service (no additional charge).
 - ▶ Delivery to a Post Office Box is offered at destinations where available.
 - \$ Available for a fee.
 - ◆ Signature is automatically included at no additional charge and is provided when available. (For international items, only the signatory's name is available, not an image of the signature.)
 - + Available to certain destinations.
 - ⊙ Tracking information available only for events within Canada.
1. Recurring (Scheduled) Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
 2. One-Time On-Demand Pickup is free when customers have an active Recurring (Scheduled) Pickup. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
 3. Package Redirection is not available when an item has left Canada.
- Note: All options must be selected at the time of shipping. Exceptions and conditions apply. Visit canadapost.ca/postalguide.



Under Parcel Services: International, we replaced the entire table with the following:

Parcel Services: International					
Features and Options	Xpresspost™ – International	International Parcel – Air or Surface	Tracked Packet™ – International	Small Packet™ – Air or Surface	
Tracking and delivery					More information
On-Time Delivery Guarantee	✓ +				p. 23
Tracking and Delivery Confirmation	✓	⊙	✓		p. 23
Delivery Updates (by email and text message)	✓		✓		p. 24
Reference Number Tracking	✓		✓		p. 24
Delivery to a Post Office Box	✓ ◐	✓	✓	✓	p. 24
Coverage options					More information
Liability Coverage (up to \$100)	✓	✓	✓		p. 25
Additional Liability Coverage (up to \$1,000)	\$ +	\$			p. 25
Signature					More information
Signature	◆				p. 25
Pickup Services					More information
Recurring (Scheduled) Pickup ¹	\$	\$	\$	\$	p. 25



Features and Options	Xpresspost™ – International	International Parcel – Air or Surface	Tracked Packet™ – International	Small Packet™ – Air or Surface	
One-Time On-Demand Pickup ²	\$	\$	\$	\$	p. 26
Third-Party Recurring (Scheduled) Pickup ¹	\$	\$	\$	\$	p. 26
One-Time Third-Party On-Demand Pickup ²	\$	\$	\$	\$	p. 26
Redirection Service					More information
Package Redirection ³	\$	\$	\$	\$	p. 26
Customs clearance					More information
Postal Presentation and Handling	✓	✓	✓	✓	p. 26

3.4 Additional information on features, options and other value-added services: shipping to the U.S. and international destinations

In section 3.4.1 On-Time Delivery Guarantee, we replaced the paragraph with the following:

On-Time Delivery Guarantee offers replacement service or credit equivalent to the shipping charges if the published delivery standards are not met. The addressee's name and telephone number must appear on the shipping label. The On-Time Delivery Guarantee does not apply to post office box addresses, food items or items mailed to U.S. territories and possessions, United States Army post offices (APOs) or military installations and will also be void on any shipments that are delayed by customs or by any other regulatory authority. Exceptions and conditions apply. Refer to section 8.3.21.10 for further details.

In section 3.4.3 Services available to track items under Delivery Updates and Delivery to a Post Office Box, we replaced the text with the following:

Delivery Updates (by email and text message)

Delivery Updates is a free option that allows you to receive notifications of item-tracking events as they occur for barcoded shipping services. Email notifications are available if you are creating parcel orders with Canada Post's Electronic Shipping Tools (EST), a customer-developed/third-party shipping system, or if you or your customer use our tracking tool at canadapost.ca/track. Text message notifications are available to your customers when using our tracking tool at canadapost.ca/track or our mobile app.



Here are the types of events that are available with Delivery Updates:

- **Ship.** Indicates that the shipment order has been created and that the item has been given to Canada Post for delivery. Available with email notifications.
- **Exception.** Notifies you of any unforeseen delivery interruptions (for example, items that are returned to the sender or refused, items delayed due to circumstances beyond Canada Post's control, addressing errors or transportation errors). Available with email and text message notifications.
- **Delivery.** You are notified when the item is out for delivery, when the item is ready for pickup at a post office or when delivery (to a residence, community mailbox or parcel locker) is confirmed. Available with email and text message notifications.

Delivery to a Post Office Box

Delivery to a Post Office Box is offered at destinations where available. There is no delivery guarantee.

In section 3.4.4 Liability Coverage under Liability Coverage, we replaced the paragraph with the following:

Most Parcel Services include up to \$100 Liability Coverage against loss, damage or COD service failure. The availability and the limits of Liability Coverage may vary according to the nature of the items being shipped and the service used. Exceptions and conditions apply. Refer to section 8.3.21 for further information.

Under Additional Liability Coverage up to \$1,000, we replaced the paragraph with the following:

If you wish to purchase additional Liability Coverage, it is available in increments of \$100, up to a maximum of \$1,000 for most U.S. and international items, depending on the destination. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Exceptions and conditions apply. Refer to section 8.3.21 for further information.

In section 3.4.5 Signature, we replaced the second paragraph with the following:

Signature is automatically included in the service at no additional charge and is provided when available for Xpresspost – USA and Xpresspost – International.

In the section 3.4.6 Pickup Services, we removed "Pickup Services for Priority Worldwide".

Under One-Time On-Demand Pickup, we replaced the first paragraph with the following:

Use this service to arrange a one-time pickup at a time that is convenient for your business. A pickup fee per stop will apply, unless using the Priority service. Pickups can be arranged up to 90 calendar days in advance for our customers with an account number or a credit card saved in the customer profile (up to five business days in advance for customers with no credit card saved in the customer profile), or on the same business day, provided the request is made before the local call-in cut-off times.



In section 3.4.8 Customs clearance under Postal Presentation and Handling, we replaced the paragraph with the following:

Postal Presentation and Handling services are available for U.S. and international services. For further details, refer to section 6.9.

We removed “Commercial customs clearance”.

3.6 Return to Sender service for U.S. and international shipments

We replaced the first paragraph with the following:

U.S. and international shipments are returned to the sender when:

We removed “Return to Sender service for the Priority Worldwide service”.

We replaced first footnote with the following:

1. Liability Coverage against loss or damage of up to \$100 is included for Xpresspost – USA, Xpresspost – International, Expedited Parcel – USA, Tracked Packet – USA, Tracked Packet – International and International Parcel – Air and Surface. Additional Liability Coverage is not available.

Prepaid products and Xpresspost Certified

4.1 Value-added features and options: Prepaid products

In the table, under Tracking and Delivery, we updated the information for Delivery Updates with the following:

Canada: Envelopes and labels						
Features and options	Priority™		Xpresspost™		Expedited Parcel™	
	Prepaid Envelope	Prepaid Label	Prepaid Envelope	Prepaid Label	Prepaid Label	
Tracking and delivery						More information
On-Time Delivery Guarantee	✓	✓	✓	✓	✓	p. 9
Tracking and Delivery Confirmation	✓	✓	✓	✓	✓	p. 9
Delivery Updates (by email and text message)	✓	✓	✓	✓	✓	p. 9
Reference Number Tracking	✓	✓	✓	✓	✓	p. 10



4.4.1 Xpresspost Certified features and options

In the table, under Tracking and Delivery, we updated the information for Delivery Updates with the following:

Tracking and delivery		More information
On-Time Delivery Guarantee	✓	p. 9
Tracking and Delivery Confirmation	✓	p. 9
Delivery Updates (by email and text message)	✓	p. 9
Reference Number Tracking	✓	p. 10

The ABCs of shipping

6.1 Minimum and maximum sizes and weights

In the table under United States and international destinations, we replaced the information with the following:

United States		
	Minimum sizes and weights	Maximum sizes and weights
Xpresspost™ – USA	<ul style="list-style-type: none"> • 210 mm x 140 mm x 1 mm (8.3 in. x 5.5 in. x 0.039 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 1.5 m (59 in.) • Max. L + G = 2.74 m (107.9 in.) • 30 kg (66 lb.)
Expedited Parcel™ – USA	<ul style="list-style-type: none"> • 210 mm x 140 mm x 5 mm (8.3 in. x 5.5 in. x 0.2 in.) • 100 g (0.2 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 2 m (78.7 in.) • Max. L + G = 2.74 m (107.9 in.) • 30 kg (66 lb.)
Small Packet™ USA – Air Tracked Packet™ – USA	<ul style="list-style-type: none"> • 140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 600 mm (23.6 in.) • Max. L + H + W = 900 mm (35.4 in.) (see section 6.1.1) • 2 kg (4.4 lb.)



	Minimum sizes and weights	Maximum sizes and weights
Triangle mailing tubes	<ul style="list-style-type: none"> • 210 mm x 45 mm x 45 mm (8.3 in. x 1.8 in. x 1.8 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • Based on maximum specifications of selected service

International destinations

	Minimum sizes and weights	Maximum sizes and weights
Xpresspost™ – International Parcel – Air International Parcel – Surface	<ul style="list-style-type: none"> • 210 mm x 140 mm x 1 mm (8.3 in. x 5.5 in. x 0.039 in.) • 100 g (0.2 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 1.5 m (59 in.) (exceptions apply¹) • Max. L + G = 3 m (118 in.) • 30 kg (66 lb.) (exceptions apply¹)
Small Packet™ International – Air Small Packet™ International – Surface Tracked Packet™ – International	<ul style="list-style-type: none"> • 140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • No one dimension may exceed 600 mm (23.6 in.) • Max. L + H + W = 900 mm (35.4 in.) (see section 6.1.1) • 2 kg (4.4 lb.)
Triangle mailing tubes	<ul style="list-style-type: none"> • 210 mm x 45 mm x 45 mm (8.3 in. x 1.8 in. x 1.8 in.) • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • Based on maximum specifications of selected service

6.2 Unacceptable items

In the section 6.2.1, we replaced the title with the following:

Shipments within Canada, to the U.S. and international destinations

In section 6.2.3.2 Commercially prepared food shipments to U.S., we removed the note.

We removed the section 6.2.4 Shipment restrictions of the Priority Worldwide service.

6.3 Packaging your item for shipping

In section 6.3.1, we replaced the title with the following:

Requirements for shipments within Canada, to the U.S. and international destinations



In section 6.3.4 Convenience packaging, we replaced the table with the following:

Priority Flexipack™ envelopes	
Article number: 33-086-393	Size: 406 mm x 304 mm Use: documents and small items*
Xpresspost Flexipack envelopes	
Article number: 33-086-577	Size: 406 mm x 304 mm Use: documents and small items*

6.4 Shipment preparation for Priority Worldwide

We replaced the entire section with the following:

Note: The Priority Worldwide service was discontinued on August 1, 2023.

6.6 Mandatory shipping document

We replaced the two footnotes with the following:

1. Failure by the customer to meet shipping documentation requirements will void the On-Time Delivery Guarantee. Canada Post reserves the right to cancel the On-Time Delivery Guarantee without notice in the event that a customer repeatedly fails to meet shipping documentation requirements (see section 8.3.21.10).

6.7 Fuel and special handling surcharges

Under Mailing tube surcharge, we replaced the paragraph with the following:

A surcharge will be applied to mailing containers that are cylindrical in shape, as they incur higher handling costs. The surcharge does not apply to Small Packet and Tracked Packet items. Customers are encouraged to use other non-cylindrical containers (for example, triangular ones) to avoid the surcharge.

6.8 Depositing your items at Canada Post

In section 6.8.3 Pickup Services, we replaced the first and second paragraphs with the following:

Canada Post offers a wide range of Pickup Services. One-Time On-Demand Pickup is offered for one-piece shipments or more and is offered at no charge when you include a Priority item. Customers who require daily or regular Recurring (Scheduled) Pickup service will benefit from affordable fee structures.

Use the One-Time On-Demand Pickup service to arrange pickup at a time that's convenient for your business. A pickup fee per stop will apply, unless you include a Priority item. A pickup can be arranged up to 90 calendar days in advance for customers with an account number or a credit card saved in the customer profile as a method of payment (five business days in advance without a credit card saved in the customer profile), or on the same business day, provided the request is made before the local call-in cut-off times.



In section 6.8.4 Large volume drop-off, we replaced the fourth paragraph with the following:

When pallets are used, they must be sturdy and stable, and the parcels must be either brick or block-piled, or combined with a corrugated pallet box (cardboard monotainer) for smaller or non-stackable items. The load must be contained within the footprint of the pallet and be structurally sound. The height of a single pallet and its load must not exceed 178 cm (70 in.).

Under Double-stacking, we replaced the first and second paragraphs with the following:

Pallets of parcels and pallets paired with cardboard monotainer can be double-stacked. The combined height of the two pallets must not exceed 224 cm (88 in.) and the combined weight of the two pallets and the load must not exceed 900 kg (1,984 lb.).

The load must be structurally sound and stable. Heavy items must be on the bottom pallet and lighter items, on top. The two pallets must be secured together with plastic straps or stretch wrap. The bottom load should have a sturdy, horizontal flat surface or otherwise be capped (bottom cardboard monotainer must be capped for double-stacking).

6.9 Customs regulations and shipping requirements

In section 6.9.1 General, we replaced the note and the footnote with the following:

Note: All shipments are subject to inspection by authorities in the destination country. Undervaluing or providing an inaccurate list of an item's content may result in seizure, delivery delays or refusal of entry of the item by the destination country. It is the customer's responsibility to ensure the accuracy of the required information. Canada Post assumes no responsibility for the accuracy, completeness or applicability of a customs declaration or any other documentation. To find out more about customs requirements, visit canadapost.ca/postalguide.

1. Priority items are **not acceptable** for street letter box deposit because of the rapid transit schedule for these packages.

In section 6.9.2 Customs clearance processes, we replaced the entire section with the following:

One of the two following types of customs clearance applies, depending on the shipping services used.

- **Postal presentation.** When items are shipped using Xpresspost – USA, Expedited Parcel – USA, Xpresspost – International, International Parcel – Air, International Parcel – Surface, Small Packet USA – Air, Small Packet International – Air or Small Packet International – Surface, Tracked Packet – USA, Tracked Packet – International, Canada Post tenders the item to the receiving country's designated postal operator. The receiving designated operator presents the item for clearance and assessment of duties and taxes.
- Electronic customs and item content information will be required for all mandatory fields, at order creation for the following services: Xpresspost – USA, Expedited Parcel – USA, Xpresspost – International and International Parcel – Air or International Parcel – Surface, Tracked Packet USA, Tracked Packet International, Small Packet USA and Small Packet International. Commercial customers using any of Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system will be required to input mandatory customs and item content information in order to



process a shipment. Failure to do so may result in the item being returned to the sender for proper completion or in delays, non-delivery, voided delivery guarantees, if applicable, fines and customs seizure at the international destination.

In either case, customs officials decide which items require inspection and whether they meet applicable requirements. Any taxes, duties and processing fees are payable by the receiver.

We removed the section 6.9.3 Commercial customs clearance requirements for the Priority Worldwide.

Section 6.9.4 Undeliverable items was changed to 6.9.3, and we replaced the paragraph with the following:

Undeliverable items will be returned at the sender's expense. Otherwise, the item will be destroyed.

Section 6.9.5 Customs documentation was changed to 6.9.4.

Pricing, payment and general terms and conditions

8.2 Paying for Your Mailing

In section 8.2.1 Payment Method Options, we replaced the first paragraph with the following:

The following describes various payment method options acceptable for payment of Parcel Services. However, not all options may be accepted at all Canada Post facilities.

8.3 General Terms and Conditions

We replaced the paragraph with the following:

The following Terms and Conditions apply to Parcel Services. Canada Post is in the business of providing mail and other related delivery Products and Services. The parties wish to set out the terms by which Canada Post will provide and the customer will use such Products and Services. In consideration of the mutual obligations specified in this Agreement, the parties agree to the following:

In section 8.3.1 Definitions, we added a definition for "COD Amount" and replaced the definition of "Fragile Items" and "Products and Services" with the following:

"COD Amount" means the amount to be collected on behalf of the shipper, by Canada Post, from the addressee or the addressee's representative, as specified by the shipper on the Collect on Delivery form/shipping label.

"Fragile Items" means items of an inherently fragile nature, including but not limited to, vinyl records, glass, framed glass, mirrors, crystal, ceramics, pottery, porcelain, and china.

"Products and Services" means any of the Products and Services offered for sale as described in the *Canada Postal Guide* or other Canada Post publication of application to commercial customers generally, including the applicable Customer Guide.

In section 8.3.5 Criteria for Qualification under 5.1, we replaced the paragraph with the following:

5.1 The customer is responsible for ensuring that all Items comply with the requirements set out in this Agreement and the *Canada Post Corporation Act* and Regulations; and, for



international Items, the Universal Postal Union (UPU) requirements and any receiving postal administration or designated operator requirements and the laws of the country of destination, all as may be amended from time to time. Items not complying with these requirements may not be mailed under this Agreement. Canada Post retains the right to refuse to accept any Item that it, at its sole discretion, deems unacceptable.

In section 8.3.21 Limitation Liability, we replaced the entire section with the following:

8.3.21 Limitation of Liability and Claims

21.1 Types of Claims

There are four (4) types of customer claims under this Agreement:

- **Loss claims** – Claims made by the customer for Items that are lost by Canada Post. Only Items for which Liability Coverage is included or purchased may be eligible for loss claims (other than the reimbursement of shipping charges).
- **Damage claims** – Claims made by the customer for Items that are damaged by Canada Post. For certainty, Items delivered with missing content due to Canada Post's processing or handling (provided that Canada Post's packaging requirements are complied with by the shipper), are considered to be damaged. Only Items for which Liability Coverage is included or purchased may be eligible for damage claims (other than the reimbursement of shipping charges).
- **COD service failure claims** – Claims made by the customer for COD Items (i.e., shipments for which the COD option is purchased) that have been delivered, but for which COD funds have not been submitted to the customer by Canada Post. Only Items for which Liability Coverage is included or purchased may be eligible for COD service failure claims (other than the reimbursement of shipping charges).
- **Delay claims** – Claims made by the customer for delayed delivery of Items. Only Items shipped using a service having an On-Time Delivery Guarantee against published delivery standards may be eligible for delay claims.

No shipment is eligible for more than one (1) claim. Without limiting the foregoing, only one (1) type of claim may be made for a shipment, as between claims for loss, damage, COD service failure, and delay.

Exclusions and conditions apply. Canada Post is not responsible for payment of any loss, damage, COD service failure or delay claim that does not satisfy the requirements of section 8.3.21 (Limitation of Liability and Claims).

21.2 Limitation of Liability

Except as otherwise explicitly specified in section 8.3.21 (Limitation of Liability and Claims), Canada Post shall not be responsible for any direct, indirect, general, special, incidental or consequential damages whatsoever arising out of this Agreement, regardless of whether arising under contract, tort (including without limitation, negligence and/or gross negligence) or any other legal theory, even if Canada Post is expressly advised of the possibility of such damages. Without limiting the foregoing:

- a) Canada Post's only liability arising out of this Agreement is for loss claims, damage claims, COD service failure claims, and delay claims made in accordance with, and



eligible for payment under, section 8.3.21 (Limitation of Liability and Claims). A brief description of each type of claim is set out in section 8.3.21.1 (Types of Claims). Canada Post's only liability for any such claims is as explicitly set out in sections 8.3.21.5 (Obligation to Repair, Replace, or Pay a Claim for Lost or Damaged Items), 8.3.21.6 (Payment for Loss, Damage and COD Service Failure Claims), 8.3.21.10.2 (Obligation to Provide Replacement Service or Pay a Claim for Delayed Items), and/or 8.3.21.10.3 (Delay Claims Payments), as applicable; and

- b) Canada Post shall have no liability whatsoever for any loss or damage of a consequential, remote or indirect nature arising from, or in any way connected with, Canada Post's failure to deliver, or delay in delivering time-sensitive mailings on time. Such loss or damage shall expressly include without limitation, loss or damage arising from the mailing of tenders, proposals, court documents, or solicitations of any kind.

This limitation of liability applies to the fullest extent permitted by law.

21.3 Availability of Liability Coverage – Loss, Damage and COD Service Failure Claims

Liability Coverage (plus applicable shipping charges) sets out the maximum amount payable by Canada Post for loss claims, damage claims, and COD service failure claims. Exceptions and conditions apply. Refer to sections 8.3.21.4 (Exclusions and Restrictions on Claims), 8.3.21.5 (Obligation to Repair, Replace, or Pay a Claim for Lost or Damaged Items) and 8.3.21.6 (Payment for Loss, Damage and COD Service Failure Claims) for further details.

- a) **Parcel Services – Canada.** Most shipments mailed and delivered within Canada (excluding Literature for the Blind) using any one of the following services:

- Priority™;
- Xpresspost™ (excluding Xpresspost Certified);
- Expedited Parcel™;
- Regular Parcel™ (excluding Library materials); or
- Prepaid products (excluding Xpresspost Certified),

include Liability Coverage of up to \$100, except for Regular Parcel. For certainty, Liability Coverage is not offered for Xpresspost Certified, regardless of whether it is ordered as a prepaid product. Notwithstanding anything to the contrary: (i) the first \$100 of Liability Coverage must be purchased for the Regular Parcel service, and (ii) Prepaid products do not offer the COD option.

Additional Liability Coverage may be purchased in increments of \$100 up to \$5,000 for most items shipped within Canada using the services listed above. Except for the Priority service, which offers the Signature option at no extra charge, purchase of the Signature option is mandatory when purchasing additional Liability Coverage of \$200 or more.

- b) **Parcel Services – U.S. and Other International Destinations.** Most shipments mailed using any one of the following services:

- Xpresspost™ – USA;
- Expedited Parcel™ – USA;



- Tracked Packet™ – USA;
- Xpresspost™ – International;
- Tracked Packet™ – International;
- International Parcel – Air; or
- International Parcel – Surface,

include Liability Coverage of up to \$100. Additional Liability Coverage may be purchased in increments of \$100 up to \$1,000 for most U.S. and international shipments, except for Tracked Packet™ – USA and Tracked Packet™ – International.

Note: Liability Coverage is not available for Small Packet™ USA – Air, Small Packet™ International – Air, and Small Packet™ International – Surface.

- c) All options (including without limitation, additional Liability Coverage, Signature, and COD) must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Canada Post will not refund the shipper for excess Liability Coverage purchased. Additional Liability Coverage purchased does not apply to any returns, including without limitation, Return to Sender and return solutions/parcel return labels.

Only the following reissuing fees are covered under available Liability Coverage for loss and damage claims: passport fees, duplicate passport photo cost, immigration visa fees, driver's licence fees, birth certificate fees, financial instrument cancellation fees, airline tickets reissuing fees, and additional postage fees.

Exclusions and conditions apply. The availability and limits of Liability Coverage may vary based on a number of factors, including without limitation, destination country, service used, nature of the Item being shipped, and compliance with this Agreement.

21.4 Exclusions and Restrictions on Claims

Notwithstanding anything to the contrary and regardless of whether other items were included in the shipment:

- a) Shipments containing any of the following items are not eligible for any loss, damage, or COD service failure claims:
- bank notes or coins, with the exception of collectors' bank notes and collectors' coins specified in 8.3.21.4(b) below;
 - stocks;
 - bonds;
 - negotiable premium coupons, or other securities or other instruments, whether financial or legal, that are negotiable by the bearer, coupons (excluding gift certificates);
 - lottery tickets;
 - trading stamps;
 - loyalty cards;
 - travellers' cheques;
 - liquid and dry patient specimens, including without limitation, biological specimens;
 - cremated remains;
 - organs;



- living organisms, including without limitation, plants and animals; or
 - any unacceptable item as defined by the *Non-mailable Matter Regulations*, as amended from time to time (for more details, visit canadapost.ca/nonmailable).
- b) The maximum per claim amount payable by Canada Post for loss, damage, and COD service failure claims is limited to:
- i) \$500 for shipments containing:
- collectors' coins that are shipped directly from a retailer and are accompanied by an order confirmation from the retailer;
 - jewellery;
 - manufactured and non-manufactured precious stones and metals;
 - cancelled or uncanceled postage stamps; or
 - any item that is not otherwise specified in section 8.3.21.4 (Exclusions and Restrictions on Claims) and derives its value primarily from its uniqueness, limited quantity or availability, or from being a collectible, including but not limited to trading cards, memorabilia, comic books, autographed items, antiques and art.
- ii) \$100 for shipments containing:
- collectors' bank notes that are shipped directly from a retailer and are accompanied by an order confirmation from the retailer;
 - gift certificates;
 - gift cards; or
 - phone cards.
- d) Shipments containing any of the following are not eligible for damage claims:
- Fragile Items;
 - perishable items;
 - temperature-sensitive items; or
 - items requiring refrigeration or temperature-controlled transport.
- e) Shipments containing Electronic Goods are not eligible for damage claims if they are shipped in any packaging other than:
- the manufacturer's original packaging, which is undamaged and has retained its intended shape and strength;
 - packaging that abides by Canada Post's packaging guidelines (refer to the ABCs of Mailing portion of the *Canada Postal Guide* at canadapost.ca/postalguide for more details on packaging guidelines); or
 - Canada Post's packaging for the shipment of electronics, including, but not limited to tablets and smartphones.
- f) Any loss or damage claims made in relation to any type of data storage medium, device or vehicle, regardless of whether or not contained within an Electronic Good, are limited to the replacement cost of the data storage medium, device or vehicle, and not the value of its content. Without limiting the foregoing, Canada Post is not



- responsible for the loss of data stored on any type of storage medium, device or vehicle, regardless of whether or not contained within an Electronic Good.
- g) Shipments mailed to destinations outside of Canada containing prescription or non-prescription drugs, or other items that may be subject to export or import prohibition or restriction are not eligible for any claims for loss, damage, or delay.
 - h) Items shipped in packaging that does not abide by Canada Post's packaging guidelines are not eligible for any claims for loss, damage, or delay. Refer to the ABCs of Mailing portion of the Canada Postal Guide at canadapost.ca/postalguide for more details on packaging guidelines.
 - i) Canada Post is not responsible for any monetary instrument accepted by Canada Post for or on behalf of the customer that is for any reason dishonoured by the issuer thereof. Without limiting the foregoing, the customer is solely responsible for the method of payment tendered by the addressee to Canada Post for COD Items.
 - j) No Item is eligible for a COD service failure claim if:
 - i) the COD service was used for the collection of funds owed on a previous transaction, or
 - ii) the COD amount exceeds the actual value of the item shipped.
 - k) No Item is eligible for any claim for loss, damage, COD service failure, or delay if any of the following apply:
 - a common carrier would have been exempt from legal liability;
 - the loss, damage, COD service failure, or delay (as applicable) is not the fault of Canada Post;
 - the Item is lost, damaged, delayed, or experiences a COD service failure due to events not reasonably foreseeable or controllable by Canada Post;
 - the Item is delivered without complaint or evidence of loss, damage, COD service failure, or delay (as applicable), or if insufficient evidence is produced;
 - no scan is recorded on the Item or there is no evidence of the Item being, or having been, in the course of post. A scan that includes the term "shipment" only signifies that the shipping document (or manifest) was scanned and does not indicate a scan recorded on the individual Item;
 - the addressee or sender fails to co-operate with Canada Post's investigation;
 - the Item is of a commercial nature and was not requested by the addressee;
 - the claim is a result of the customer's failure to comply with the requirements applicable to the service selected, including without limitation, shipping items that do not fall within our product specifications and/or are not adequately packaged to ensure safe transit through our network;
 - the claim is for a shipment, or an item contained in a shipment, that is excluded from Liability Coverage or otherwise not eligible for the type of claim made;



- the loss, damage, delay, or COD service failure was wholly or partially the fault of the sender;
 - the amount claimed is not a direct result of the loss, damage, delay, or COD service failure of the Item;
 - the Item or claim does not comply with all requirements set out in section 8.3.21 (Limitation of Liability and Claims); or
 - the claim is for: (i) a prohibited item or shipment containing a prohibited item, or (ii) a restricted item or shipment containing a restricted item, for which Canada Post's special restrictions and requirements have not been met. See section 6.2.2 (Prohibited and restricted items), the Non-mailable Matter portion of the *Canada Postal Guide*, and the ABCs of Mailing portion of the *Canada Postal Guide* for more details on prohibited and restricted items. The *Canada Postal Guide* can be found at canadapost.ca/postalguide.
- l) No Item is eligible for more than one (1) claim. Without limiting the foregoing, only one (1) type of claim may be made, as between claims for loss, damage, COD service failure, and delay.

21.5 Obligation to Repair, Replace, or Pay a Claim for Lost or Damaged Items

For valid loss and damage claims, Canada Post may, in its sole discretion:

- i) replace or repair the shipment or Item lost or damaged, or
- ii) make a claims payment to the customer for the lost or damaged shipment or Item in accordance with section 8.3.21.6(a) (Loss and Damage Claims Payments).

21.6 Payment for Loss, Damage and COD Service Failure Claims

- a) **Loss and Damage Claims Payments.** Every claims payment made by Canada Post for loss or damage of an Item for which Liability Coverage was included or purchased is limited to an amount equal to:
- i) the lesser of:
 - the amount of Liability Coverage included or purchased at the time of shipment;
 - the maximum per claim amount payable under section 8.3.21.4(b) (if applicable); or
 - the actual value of the lost or damaged item shipped. The actual value will equal the sender's cost, retail cost, repair cost, depreciated value, or replacement value, as deemed appropriate by Canada Post in its sole discretion,
 - ii) less any compensation received by the claimant from any other source,
 - iii) plus shipping charges for the Item. Shipping charges consist of the base price, fuel surcharge, and base price adjustments (see section 6.5.1 (Base price of your item) for details), if any. Shipping charges exclude all fees for options (i.e., Signature, Signature Hard Copy, Proof of Age, Proof of Identity, additional Liability Coverage, COD, Pickup Services, and any other options set out in the Customer Guide), surcharges (other than the fuel surcharge), and any other charges set out in the Customer Guide.



Every claims payment made by Canada Post for loss or damage of an Item for which Liability Coverage was not included or purchased is limited to an amount equal to the Item's shipping charges (see section 8.3.21.6(a)(iii) for a description of shipping charges).

No amount will be paid for the loss or damage of any Item, other than what is explicitly set out above.

If a lost Item is found after a claims payment has been made, then the sender or the addressee may take delivery of the Item, provided that Canada Post is repaid for the claims payment and the Item is picked up within three (3) months from the date Canada Post sends Notice that the Item has been found. Canada Post reserves the right, in its sole discretion, to retain any damaged Item if the claims payment is paid in full.

b) COD Service Failure Claims Payments. Every COD service failure claims payment made by Canada Post for an Item for which Liability Coverage was included or purchased is limited to an amount equal to:

i) the lesser of:

- the COD amount;
- the amount of Liability Coverage included or purchased at the time of shipment; or
- the maximum per claim amount payable under section 8.3.21.4(b) (if applicable),

ii) less any compensation received by the claimant from any other source.

Every COD service failure claims payment made by Canada Post for an Item for which Liability Coverage was not included or purchased is limited to an amount equal to the Item's shipping charges (see section 8.3.21.6(a)(iii) for a description of shipping charges).

No amount will be paid for any COD service failure other than what is explicitly set out above.

If COD funds are transmitted to the sender of the COD Item after a claims payment has been made, then Canada Post will invoice the sender for the amount of the claims payment.

c) General. Without limiting sections 8.3.21.6(a) (Loss and Damage Claims Payments) or 8.3.21.6(b) (COD Service Failure Claims Payments), no payment will be made for any expense incurred by the sender or the addressee in submitting a claim for a payment. No interest is payable on any claims payment. The value of the Item must be declared on the shipping documentation. No claims payment will be made where otherwise excluded or restricted under section 8.3.21 (Limitation of Liability & Claims). All claims payments will be made to the sender of the Item.

21.7 Time to Submit a Claim for Loss, Damage or COD Service Failure

Any claim for loss or damage must be submitted to Canada Post within ninety (90) calendar days of the shipping date for domestic shipments, or six (6) months of the



shipping date for international shipments. Any claim for COD service failure must be submitted to Canada Post within one hundred and twenty (120) calendar days of the shipping date.

Canada Post is not obligated to act on any claim until all applicable shipping charges have been paid. The first claim must be made under any insurance or other source for compensation obtained elsewhere. Canada Post is not liable to the insurer.

21.8 Making a Claim for Loss, Damage or COD Service Failure

To initiate a claim for loss, damage, or COD service failure, the customer must contact the Customer Relationship Network at 1-866-607-6301 or initiate a claim online at **canadapost.ca/support**. The customer must provide reasonable particulars in support of the claim, including the following documentation:

- m) proof of mailing showing Liability Coverage;
- n) proof of postage;
- o) proof of additional Liability Coverage obtained and paid, if applicable;
- p) proof of COD fee paid and COD amount (applicable only to COD service failure claims);
- q) proof of value (i.e., documentation acceptable to Canada Post showing proof of the sender's value of the lost or damaged item, such value being the sender's cost, retail cost, repair cost, depreciated value, or replacement value, as deemed appropriate by Canada Post in its sole discretion);
- r) any non-recoverable provincial sales tax; and
- s) such other documentation as requested by Canada Post.

21.9 Right to Verify Claims

Canada Post reserves the right to independently review and verify any and all claims. For damage claims, upon Canada Post's request, the sender or addressee must make the shipment available for inspection by Canada Post.

Canada Post will deny any claim for insufficient proof or for failure by an addressee or sender to co-operate with Canada Post's investigation.

21.10 On-Time Delivery Guarantee – Claims for Delay

21.10.1 On-Time Delivery Guarantee. Only those services with an On-Time Delivery Guarantee against published delivery standards may be eligible for delay claims. Refer to the Customer Guide for which services include the On-Time Delivery Guarantee as a feature. Refer to the Customer Guide or visit **canadapost.ca/deliverystandards** for details on delivery standards.

The On-Time Delivery Guarantee is based on the service provided, from the time of acceptance of the Item by Canada Post (as evidenced by the Item's first physical item level scan) to the time delivery was first attempted. Notwithstanding anything to the contrary, manifest scans do not signify acceptance of any Item for the purpose of the guarantee. Deposits on days other than Business Days are deemed to be accepted on the next Business Day. Items deposited after the last collection time specified on the



street letter box or after the cut-off time of the postal facility approved by Canada Post are deemed to be deposited on the next Business Day. Visit canadapost.ca/parcelservices/cutofftimes for the list of our facilities and their respective cut-off times. These times are subject to change without notice.

Under the On-Time Delivery Guarantee for Priority, Xpresspost and Expedited Parcel shipments within Canada, a claim for delay may only be submitted and will only be paid if, during a Peak Period, the Item is sent by one of these three services and is delivered two or more Business Days after the published delivery standards. The start and end dates for a Peak Period will be posted to canadapost.ca/notice, when available.

The On-Time Delivery Guarantee does not apply to Xpresspost and Expedited Parcel, when shipping items from or to Air Stage offices. The Priority service is not available for shipping items from or to Air Stage offices. The On-Time Delivery Guarantee does not apply to Regular Parcel, Package Redirection, and Return to Sender items. The On-Time Delivery Guarantee does not apply if otherwise excluded or restricted under section 8.3.21.4 (Exclusions and Restrictions on Claims) or elsewhere in the Customer Guide.

The On-Time Delivery Guarantee is void if the shipping label is incomplete or illegible, or if the customer is non-compliant with our specifications or requirements, including but not limited to barcode label quality or incomplete or incorrect addressing data. The On-Time Delivery Guarantee is void for shipments that require special handling, such as items that are non-standard in size, dimension or packaging, including but not limited to cylindrical mailing tubes, oversized items, or unpackaged items (see sections 6.1 (Minimum and maximum sizes and weights) and 6.5 (Shipping charges and weight)). Failure to comply with our specifications or requirements may result in the Item being returned to the sender for proper completion or could result in delays, non-delivery, voided On-Time Delivery Guarantee, and/or if applicable, fines and customs seizure at the international destination. If your item bears a tracking number that was used on a previous shipment, the item will be returned to the sender.

The On-Time Delivery Guarantee does not apply in the case of delay caused by an event beyond the reasonable control of Canada Post, including but not limited to, inclement weather, acts of God, epidemics, acts of terrorism, acts of war, flight or ferry delays or cancellations, riots, labour disruptions, customs or other regulatory authorities, unanticipated surges in volume, any act or default of the customer, or any failures or fluctuations in electrical power, heat, light, air conditioning or telecommunications equipment or lines, or other equipment if applicable.

The On-Time Delivery Guarantee for any or all services may be cancelled, suspended, or modified by Canada Post, in its sole discretion, at any time without prior notice. Without limiting the foregoing, Canada Post reserves the right to cancel the On-Time Delivery Guarantee without notice if a customer repeatedly fails to meet Canada Post's shipping documentation requirements.

21.10.2 Obligation to Provide Replacement Service or Pay a Claim for Delayed Items. For valid delay claims, Canada Post may, in its sole discretion: (i) provide a replacement service equivalent to the service used for the delayed Item, or (ii) make a claims payment to the customer for the delayed shipment or Item in accordance with section 8.3.21.10.3 (Delay Claims Payments).



21.10.3 Delay Claims Payments. Every claims payment made by Canada Post for delay is limited to the amount of shipping charges paid for the delayed Item. Shipping charges consist of the base price, fuel surcharge, and base price adjustments (see section 6.5.1 (Base price of your item) for details), if any. Shipping charges exclude all fees for options (i.e., Signature, Signature Hard Copy, Proof of Age, Proof of Identity, additional Liability Coverage, COD, Pickup Services, and any other options set out in the Customer Guide), surcharges (other than the fuel surcharge), and any other charges set out in the Customer Guide.

No amount will be paid for the delayed delivery of any Item, other than what is explicitly set out above. Without limiting the foregoing, no payment will be made for any expense incurred by the sender or the addressee in submitting a claim for a payment. No interest is payable on any claims payment. No claims payment will be made where otherwise excluded or restricted under section 8.3.21 (Limitation of Liability and Claims). All claims payments will be made to the sender of the Item.

21.10.4 Delay Claims – Time to Submit, Making a Claim, and Right to Verify. To initiate a claim for delay, the customer must:

- contact the Customer Relationship Network at 1-866-607-6301, or
- create an online service ticket at canadapost.ca/parcelsupport,

within thirty (30) Business Days from the delivery standard date, according to Canada Post's latest published delivery standards. Canada Post is not obligated to act on any claim until all applicable shipping charges have been paid.

In addition to Canada Post's right to independently review and verify claims as set out in section 8.3.21.9 (Right to Verify Claims), the customer must provide proof of acceptance by Canada Post of the delayed Item. Canada Post is the sole source of performance data for making payment calculations. Refer to this Customer Guide or visit canadapost.ca/deliverystandards for details on delivery standards.

We removed the section 8.4 Terms and Conditions for Priority Worldwide Service.

